

LOCAL EXCHANGE SERVICES

FLORIDA PRICE LIST NO. 2

OF

tw telecom of florida l.p.

This Price List contains the descriptions, regulations, service standards and rates applicable to the furnishing of telecommunications business services provided by **tw telecom of florida l.p.** with principal offices at 10475 Park Meadows Drive, Littleton, CO 80124. This Price List applies to resold local services statewide and facilities based services provided within the Daytona, Ft. Lauderdale, Jacksonville, Miami, Orlando, and Tampa LATAs. This Price List is on file with the Florida Public Service Commission and copies may be inspected, during normal business hours, at the Company's principal place of business.

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Facilities based services are offered to the following territories in the State of Florida:

(T)

- Daytona LATA (and Surrounding Areas)
- Ft. Lauderdale LATA (and Surrounding Areas)
- Jacksonville LATA (and Surrounding Areas)
- Miami LATA (and Surrounding Areas)
- Orlando LATA (and Surrounding Areas)
- Tampa LATA (and Surrounding Areas)

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PRICE LIST FORMAT

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

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EXPLANATION OF SYMBOLS

- (D) - Indicates Discontinued Rate or Regulation
- (I) - Indicates Increased Rate
- (M) - Indicates Move in Location of Text
- (N) - Indicates New Rate or Regulation
- (R) - Indicates Reduced Rate
- (T) - Indicates Change of Text Only

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LOCAL EXCHANGE SERVICES

SECTION 1 - APPLICATION OF PRICE LIST

1.1 Application of Price List

This Price List sets forth the regulations and rates applicable to services provided by the Company as follows:

The furnishing of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of Florida

1.1.1 Service Territory

The Company will provide resold local service statewide and facilities based local service in the areas located in and around the Daytona Beach, Ft. Lauderdale, Jacksonville, Miami, Orlando and Tampa LATAs, which are also served by BellSouth (AT&T), Verizon and Embarq, including extended calling areas.

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1.1.2 Availability

Service is available where facilities permit.

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LOCAL EXCHANGE SERVICES

SECTION 1 - APPLICATION OF PRICE LIST, (CONTD.)

1.2 Definition of Terms

ANALOG - A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

ASYNCHRONOUS - Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

AUTHORIZED USER - A person, corporation or other entity who is authorized by the Company's Customer to utilize service provided by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User

ATTENDANT - An operator of a PBX console or telephone switchboard.

AUTOMATIC NUMBER IDENTIFICATION ("ANI") - A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

BIT - The smallest unit of information in the binary system of notation.

BUILDING - A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

CALL INITIATION - The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

CALL TERMINATION - The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

CENTRAL OFFICE - An operating office of the Company where connections are made between telephone exchange lines.

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LOCAL EXCHANGE SERVICES

SECTION 1 - APPLICATION OF PRICE LIST, (CONT'D.)

1.2 Definition of Terms, (Cont'd.)

CENTRAL OFFICE LINE - A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL - A point-to-point directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

COMMUNICATIONS SYSTEMS - Channels and other facilities which are capable of two-way communications between subscriber -provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

COMPANY - tw telecom of florida l.p., unless otherwise clearly indicated from the context.

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COMMISSION - The Florida Public Service Commission.

CUSTOMER - The person, firm, corporation, or other entity which orders service pursuant to this Price List and utilizes service provided under Price List by the Company. A Customer is responsible for the payment of charges and for compliance with all terms of the Company's Price List.

CUSTOMER PREMISES EQUIPMENT (CPE) - Equipment provided by the Customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEMARCATIION POINT - The physical dividing point between the Company's network and the Customer.

DIAL PULSE ("DP") - The pulse type employed by a rotary dial station set.

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LOCAL EXCHANGE SERVICES

SECTION 1 - APPLICATION OF PRICE LIST, (CONT'D.)

1.2 Definition of Terms, (Cont'd.)

DIRECT INWARD DIAL ("DID") - A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

DIGITAL - A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

DUAL TONE MULTI-FREQUENCY ("DTMF") - The pulse type employed by tone dial station sets. (Touch tone)

ERROR - A discrepancy or unintentional deviation by the Company from what is correct or true. An "error", can also be an omission in records.

EXCHANGE - An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE - A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE - The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FLAT RATE SERVICE - The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

GROUND START - Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

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LOCAL EXCHANGE SERVICES

SECTION 1 - APPLICATION OF PRICE LIST, (CONT'D.)

1.2 Definition of Terms, (Cont'd.)

HANDICAPPED PERSON - A person who is legally blind, visually handicapped or physically handicapped, as defined under the Federal Register.

IBL - Integrated Business Line Service.

ICB - Individual Case Basis.

IP - Internet Protocol - used for communicating data across a packet-switched network by delivering distinguished protocol datagrams (packets) from the source host to the destination host solely based on their addresses.

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INTEGRATED BUSINESS LINE SERVICE - Service provided to qualified Customers that allows grouping of rate components to meet the Customer's specific needs.

INTERRUPTION - The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

KILOBIT - One thousand bits.

LATA - Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

LOCAL CALL - A call which, if placed by a Customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA - The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE - Telephone exchange service within a local calling area.

LOOP START - Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

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LOCAL EXCHANGE SERVICES

SECTION 1 - APPLICATION OF PRICE LIST, (CONT'D.)

1.2 Definition of Terms, (Cont'd.)

LOOPS - Segments of a line which extend from the serving central office to the originating and to the terminating point.

MEGABIT - One million bits.

MESSAGE RATE SERVICE - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE - The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTILINE HUNT - A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

OFF-NET SERVICE - Service provided by the Company that is carried in part on the Company's network.

ON-NET SERVICE - Service provided by the Company that is carried entirely on the Company's network.

PBX - A private branch exchange.

PORT - A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the Customer. A port connects a link to the public switched network.

PREMISES - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

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LOCAL EXCHANGE SERVICES

SECTION 1 - APPLICATION OF PRICE LIST, (CONT'D.)

1.2 Definition of Terms, (Cont'd.)

PRIVATE BRANCH EXCHANGE SERVICE - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

PUBLIC ACCESS LINE SERVICE - Service providing facilities for a Customer owned coin operated telephone ("COCOT").

RATE CENTER - A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD - The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

RESALE OF SERVICE - The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without 'adding value') for profit.

SAME PREMISES - All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

SERVING CENTRAL OFFICE - The central office from which local service is furnished.

STATION - Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

SUSPENSION - Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

SYNCHRONOUS - Transmission in which there is a constant time interval between bits, characters or events.

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SECTION 1 - APPLICATION OF PRICE LIST, (CONT'D.)

1.2 Definition of Terms, (Cont'd.)

T-1 SYSTEM - A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

TDM – Time Division Multiplex - technique of transmitting multiple digitized data, voice, and video signals simultaneously over one communication media by interleaving pulses representing bits from different channels or time slots.

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TELEPHONE CALL - A voice connection between two or more telephone stations through the public switched exchange system.

TELEPHONE GRADE LINES - Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE - Discontinuance of both incoming and outgoing service.

TIE LINE - A dedicated line connecting two switchboards or dial systems.

TOLL CALL - Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

TONE DIAL SIGNALING ("TD") - An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

TWO WAY - A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

USER - A Customer, joint user, or any other person authorized by a Customer to use service provided under this Price List.

VERSIPAK - Service provided to qualified Customers that allows the grouping of rate components to meet the Customer's needs.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS**2.1 Undertaking and Quality of Service Standards**

The Company offers local telecommunications services described herein and related enhanced services in a manner that equals or exceeds accepted industry performance standards for network quality, planning, maintenance, and testing unless the Customer and the Company mutually agree otherwise. Performance standards specified in individual contractual exhibits shall govern the services provided.

2.2 Protection of Proprietary Information

The Company and the Customer shall protect the proprietary information of one another under the following terms:

Proprietary information includes, but is not limited to, specifications, drawings, sketches, models, samples, data, computer programs and other software or documentation of the Company or the Customer that is furnished or available or otherwise disclosed to the other party in the course of providing services of the Company to the Customer.

2.2.1 Proprietary information shall be returned to the disclosing party upon request. Unless proprietary information was previously known to the receiving party free of any obligation to keep it confidential or has been or is subsequently made public by an act not attributable to the receiving party, or is explicitly agreed to in writing not be regarded as confidential, it: (a) shall be held in confidence by the receiving party and its employees, contractors and agents; (b) shall be disclosed only to those employees, contractors, agents, or affiliates who have a need for it in connection with this the provision of the Company's service to the Customer and shall be used only for such purposes; and (c) may be used for other purposes only upon such terms and conditions as may be agreed upon in writing by the Customer and the Company. If information marked proprietary and given to the receiving party was previously known to the receiving party and if the receiving party had no obligation to keep such information confidential, the receiving party shall immediately notify the disclosing party of such prior knowledge. Neither the Company nor the Customer shall disclose, disseminate or release any proprietary information to any one who is not an employee, contractor, agent or affiliate having a need for it in connection with the provision of service by the Company to the Customer. The receiving party shall require any person not its employee or affiliate to whom it discloses proprietary information to sign an agreement to protect that proprietary information to the same extent the receiving party is obliged to protect that information under this section prior to disclosing any proprietary information.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.2 Protection of Proprietary Information, (Cont'd.)

- 2.2.2 Neither the Customer nor the Company shall be held liable for any errors or omissions in any proprietary information or for any loss or damage arising out of the other party's use of any such proprietary information.
- 2.2.3 The Company and the Customer shall give notice to the other party of any demands to disclose or provide proprietary information under lawful process prior to disclosing or furnishing such proprietary information and shall cooperate in seeking reasonable protective arrangements requested by the other party. Either party may disclose or provide information of the other party requested by a government agency having jurisdiction over the party; provided that the party makes all reasonable efforts to obtain protective arrangements satisfactory to the party owning the proprietary information; and provided that the party owning the proprietary information may not unreasonably withhold approval of protective arrangements.
- 2.2.4 Unless otherwise authorized by the disclosing party, no rights whatsoever are granted, by license or otherwise, with respect to proprietary information except as needed for the purposes implementation of services contemplated in this Price List.
- 2.2.5 In the event that the Customer or the Company disseminates or releases any proprietary information received from the other party in violation of this section, the other party may refuse to provide any further proprietary information and may demand prompt return of all proprietary information previously provided. Such refusal to provide any further proprietary information shall not constitute violation of this Price List.
- 2.2.6 Interconnection standards that either the Customer or the Company has a legal obligation to provide shall not be considered proprietary.
- 2.2.7 Obligations concerning protection of proprietary information as described in this section exceed the term of service under this Price List for one (1) year.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.3 Restoration of Service

Restoration of service resulting from service outages due to equipment failures, human error, fire, natural disaster, acts of God, or similar occurrences shall be provided as follows: Restoration priority shall be afforded to those network elements and services affecting national security or emergency preparedness capabilities and those affecting public safety, health and welfare as those elements and services are identified by the appropriate government agencies. All other service shall be restored as expeditiously as practical.

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555 Church Street, Suite 2300
Nashville, Tennessee 37219

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Use of Facilities and Service

2.4.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its Customers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the Customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Price List until the indebtedness is satisfied.

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555 Church Street, Suite 2300
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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Use of Facilities and Service, (Cont'd.)

2.4.2 Limitations on Liability

(A) Indemnification by Customer

The Customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for (i) libel, slander, or infringement of copyright or unauthorized use of any trademark, tradename or service mark arising from the material transmitted over its facilities; (ii) infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the Customer; (iii) all claims of any kind by Customer's end users; and (iv) all other claims including, without limitation, claims for damage to any business or property or injury to, or death of, any person arising out of any act or omission of the Customer in connection with facilities provided by the Company or the Customer. In the event any such infringing use is enjoined, the Customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

The Customer and any authorized or joint users, jointly and severally shall also indemnify, defend and hold the Company harmless against: all claims, demands, losses or liabilities, including, but not limited to, fees and expenses of counsel, arising out of, occasioned by, or in connection with, any act or omission of the Customer or of any person utilizing the Customer's codes, services, equipment, or facilities, with or without the consent or knowledge of the Customer.

Service is furnished subject to the conditions that it will not be used: (1) to make foul or profane expressions, (2) to impersonate another person with fraudulent or malicious intent, (3) to call another person so frequently, or at such times, or in any other manner so as to annoy, abuse, threaten, or harass the other person, (4) for any other unlawful purpose, or (5) in such a manner as to interfere with the use of the service by any other user.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)**2.4 Use of Facilities and Service, (Cont'd.)****2.4.2 Limitations on Liability, (Cont'd.)****(B) Customer-Provided Equipment**

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

(C) Use of Facilities of Other Companies

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

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Use of Facilities and Service, (Cont'd.)

2.4.2 Limitations on Liability, (Cont'd.)

(D) Liability of the Company

The liability of the Company, or any other common carrier that furnishes any portion of the Company's services, for damages arising from errors, mistakes, omissions, interruptions, or delays of the Company, or its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing regulated or nonregulated service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the Customers of the service or facilities) will not exceed an amount equal to the charges applicable under this Tariff (calculated on a proportionate basis) for the period during which such error, mistake, omission, interruption or delay occurs.

The Company is not liable under any circumstances for any act, omission, error, mistake, interruption or delay of any connecting carrier or its agents, servants or employees; nor will the Company have any such liability for providers of connections, equipment, facilities, or services other than the Company or its agents, servants, or employees.

The Company will not be liable under any circumstances for any act, omission, error, mistake, interruption or delay of any person or entity owning telecommunications facilities used by the Customer in conjunction with the Company's service; or for the culpable conduct of the Customer, its agents, servants, employees, invitees, or guests, or failures of equipment, facilities or connections provided by the Customer.

The Company is not liable for interruptions, errors, delays, or defects in transmission when caused by strike or other labor problems, power fluctuations, surges or failures, acts of God, war, fire, flood, adverse weather conditions, riots, government authorities, national emergencies, insurrections, explosion, vandalism, acts of terrorism, cable cut, ordinances, laws, rules, regulations or restrictions, condemnation or exercise of rights of eminent domain, or other causes beyond the Company's control.

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The Company will not be liable at any time or under any circumstance for indirect, incidental, reliance, special or consequential damages (including, but not limited to, harm to business, lost revenues, lost savings or loss of profits) suffered by the Customer as a result of the Company's activities in connection with services rendered to the Customer under this tariff.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Use of Facilities and Service, (Cont'd.)

2.4.3 Use Of Service

Any service provided under this Price List may be resold to or shared (jointly used) with other persons at the Customer's option. Service may only be resold or shared in accordance with the provisions of the specific service. Specifically, residential service may only be used, resold or shared for noncommercial purposes. The Customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Price List, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its Customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service.

2.4.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The Customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the Customer's premises, including loss or damage caused by agents, employees or independent contractors of the Customer through any negligence.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Use of Facilities and Service, (Cont'd.)

2.4.5 Directory Errors

The Company's only liability, for any cause whatsoever, including gross negligence or willful misconduct, for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall be as follows.

- 1) Free Listings - For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Price List rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 2) Charge Listings - For additional or charge published directory listings, credit shall be given at the monthly Price List rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 3) Operator records - For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30th of the basic monthly rate for PBX trunks.)

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)**2.4 Use of Facilities and Service, (Cont'd.)****2.4.5 Directory Errors, (Cont'd.)**

- 4) Credit limitation - The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- 5) Definitions - As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- 6) - Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONTD.)**2.5 Minimum Period of Service**

The minimum period of service is one month except as otherwise provided in this Price List or a service agreement. The Customer must pay the regular Price List rate for the service they subscribe to for the minimum period of service. If a Customer disconnects service before the end of the minimum service period, that Customer is responsible for paying termination liability charges as set forth in Section 2.10 below. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the Customer has met the minimum period of service obligation.

If service is switched over to a new Customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new Customer if the new Customer agrees in writing to accept them. For facilities not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)**2.6 Payment for Service Rendered****2.6.1 Responsibility for All Charges**

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The Customer is responsible for all local and toll calls originating from the Customer's premises and for all calls charged to the Customer's line where any person answering the Customer's line agrees to accept such charges. The Customer is responsible for usage charges, damages and loss resulting from the unauthorized or fraudulent use by the Customer, its agents, employees or third parties, of the services provided hereunder if such charges, damages or loss results from the failure, malfunction, inadequacy or failure to properly secure Customer-provided equipment. The Company will not port or transfer Customer's telephone number(s) to any other Carrier unless and until the Customer satisfies all outstanding invoices due and payable to the Company.

2.6.2 Deposits

Subject to special provisions as may be set forth this Price List, any applicant or Customer whose financial responsibility is not established to the satisfaction of the Company or whose payments are consistently untimely may be required to deposit a sum up to an amount equal to the total of the estimated local service and toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Price List, the Customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the Customer.

The fact that a deposit has been made shall in no way relieve the applicant or Customer from complying with the Price List regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to Customer deposits.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.6 Payment for Service Rendered, (Cont'd.)

2.6.2 Deposits, (Cont'd.)

(A) Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the Customer while the Company holds the deposit.

(B) Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the Customer shall be required to pay an additional deposit upon request.

(C) Return of Deposit

Deposits will be returned to a business Customer upon cancellation of service or after one year, whichever event occurs first, unless the Customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the Customer.

When a deposit is to be returned, the Customer may request that the full amount of the deposit be issued by check. If the Customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the Customer by check.

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2.6 Payment for Service Rendered, (Cont'd.)

2.6.3 Payment of Charges

Billing for services begins on the date ("Service Date") the Company notifies the Customer that service has been installed and tested by the Company and is available for the Customer's use. Charges for facilities and service, including applicable federal, state and local taxes and surcharges are due monthly in advance except for usage charges. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company.

Objections to billed charges must be reported to the Company within 120 days of receipt of billing. Any claim not filed within this time period shall be deemed waived. Claims must include all supporting documentation and may be submitted online at <http://customers.twtelecom.com/disputes/> or by telephone at 1-800-565-8982. The Company shall make adjustments to the Customer's invoice to the extent that circumstances existing which reasonably indicate that such changes are appropriate.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the Customer if objection is not received by the Company within two months after the bill is rendered.

Upon termination of service, all amounts due from the Customer to the Company, including, but not limited to, charges for services rendered and termination liability as provided in this price list, shall become immediately due and payable by the Customer.

The Company reserves the right to deny a request for additional services or restoration of services unless and until the Customer's account is in current status.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.6 Payment for Service Rendered, (Cont'd.)

2.6.4 Returned Item Charge

A charge of \$25 will be assessed for any check or other of payment returned by the drawee bank or other financial institution for insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or financial institution. This charge will be assessed in addition to any charges assessed by the drawee bank or any other financial institution. If a Customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

2.6.5 Late Payment Charges

- (A) Customer bills for telephone service are due on the due date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill, which shall be not less than 25 days from the date of the bill. If payment is not received by the Customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Price List, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- (B) Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- (C) Late payment charges do not apply to final accounts.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service

2.8.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the Customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- (A) Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the Customer.
- (B) Suspension will not be made until at least 8 days after written notification has been mailed to the Customer and 20 days before the termination notice.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service, (Cont'd.)

2.8.2 Termination For Cause Other Than Nonpayment

(A) General

The Company, after notice in writing to the Customer and after having given the Customer an appropriate opportunity to respond to such notice, may refuse, limit or terminate service and sever the connection(s) from the Customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the Customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the Customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the Customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the event that service is connected for a Customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the Customer satisfies the indebtedness within 20 days after written notification.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service, (Cont'd.)

2.8.2 Termination For Cause Other Than Nonpayment, (Cont'd.)

(B) Cancellation of Service Contracts

Both the Customer and the Company have the right to cancel the service contract at any time up until commencement of service provided that, if Customer exercises this right, the Customer must (1) reimburse the Company for any out-of-pocket costs incurred by the Company in constructing facilities or otherwise preparing to provide service to that Customer, (2) indemnify the Company against any damages, losses, claims or penalties resulting from the Company's cancellation of any third-party contract that the Company entered into in order to provide service to that Customer (e.g. Type II services), and (3) pay any and all termination fees, as set out in Section 2.5, above and Subsection (C) below.

(C) Cancellation of Order for Service

If the Customer cancels its order for service prior to the service due date, an Order Cancellation Charge will apply. The Company reserves the right to assess any documented charges from a third party that are directly associated with the Customer's request to cancel the service order.

Order Cancellation Charge \$100.00 per circuit or 25% of the monthly recurring rate of the cancelled circuit, whichever is higher

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2.8 Suspension or Termination of Service, (Cont'd.)

2.8.2 Termination For Cause Other Than Nonpayment, (Cont'd.)

(D) Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of the Company without payment of Price List charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other Customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a Customer's line, thereby interfering with the Customer's use of the service;
6. Permitting fraudulent use.

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2.8 Suspension or Termination of Service, (Cont'd.)

2.8.2 Termination For Cause Other Than Nonpayment, (Cont'd.)

(E) Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the Customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same Customer at the same location:
 - a. No charge shall apply for the period during which service had been terminated, and
 - b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

(F) Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the Customer may require termination of a Customer's service until such time as new arrangements can be made. No charges will be assessed the Customer while service is terminated, and no connection charges will apply when the service is restored.

2.8.3 Emergency Termination of Service

The Company will immediately terminate the service of any Customer, on request, when the Customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.9 Additional Provisions Applicable to Business Customers

2.9.1 Application of Rates

(A) Business rates as described in this Price List apply to service furnished:

1. In office buildings, stores, factories and all other places of a business nature;
2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the Customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
3. At any location when the listing or public advertising indicates a business or a profession;
4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
5. At any location where the Customer resells or shares exchange service;

(B) The use of business facilities and service is restricted to the Customer, Customers, agents and representatives of the Customer.

2.9.2 Telephone Number Changes

When a business Customer requests a telephone number change, the referral period for the disconnected number is 180 days.

The Company reserves all rights to the telephone numbers assigned to any Customer. The Customer may order a Customized Number where facilities permit, as specified in Section 5 of this Price List.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

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2.9 Additional Provisions Applicable to Business Customers, (Cont'd.)

2.9.3 Telecommunications Relay Service Discounts and Surcharge

Telecommunications Relay Services are intrastate toll services related to both the hearing and visually impaired Customers and the interconnection to Customer provided equipment.

A. Discounts

Discounts are applicable to intrastate toll usage charges incurred in establishing communications with another party. For intrastate toll calls received from the relay service, each local exchange and interexchange telecommunications company billing relay calls shall discount relay service calls by fifty (50%) percent off the otherwise rate for a voice non-relay call. The exception is where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted sixty percent (60%) off the otherwise applicable rate for a voice non-relay call. The discounts only apply to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

B. Surcharge

To fund the telecommunications access system established under Part II of Chapter 427, E.S., a monthly surcharge is levied on all local exchange Customers, excluding Federal and State agencies. The surcharge levied will be in compliance with the current charge required by the Commission and state law. The surcharge shall not be imposed upon more than 25 basic access lines per account rendered. This surcharge is not subject to any sales, use, franchise, income, municipal utility, gross receipts, or any other tax, fee, or assessment. This surcharge will not be considered as revenue of the local exchange telecommunications companies for any purpose. An amount of 1% of the surcharge may be retained by the Company to cover billing and collection related expenses.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Services Purchased Under Term Contracts

2.10.1 General

The Company offers Term Agreements wherein the Customer agrees to retain specified Company services for a mutually agreed upon length of time.

2.10.2 Expiration of Contract

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

2.10.3 Early Termination Liability

Discontinuance charges apply to early termination of Term Agreements. In the event that the Customer terminates a Term Agreement prior to the end of the term, the Customer's liability is 100% of the monthly recurring charges for the remaining term of the agreement. The Company reserves the right to impose termination charges at a higher rate as stated in a service contract if the Company incurs unusually high capital costs to provide the services to the Customer location. The Company also reserves the right to assess any documented charges from a third party that are directly associated with the Customer's request to terminate service.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 Assignment

The Customer may not assign any agreement between the Customer and the Company nor any of the Customer's rights and obligations in connection with services provided by the Company under this tariff, without the prior written consent of the Company, which consent may not be unreasonably withheld.

2.12 Notices

Any notice and similar communications associated with any agreement between the Customer and the Company, or associated with any services provided to the Customer by the Company under this tariff, shall be in writing, and shall be either (i) delivered in person, or (ii) sent to the other party by certified mail with return receipt requested or by facsimile, electronically confirmed and followed up immediately by regular mail. Notices shall be delivered or sent to the parties' respective addresses set forth in the applicable agreement or to such other address as either party may hereafter establish by notice given in the manner prescribed in this paragraph. A notice shall be considered given when delivered.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.13 Expedited Due Date Service

2.13.1 General

Upon acceptance of the Customer's application for service, the Company will notify the Customer of the timeframe in which service will be installed.

When a Customer requests that service be provided in advance of the established service interval, and the Company is able to comply, an Expedited Due Date Service charge will apply.

2.13.2 Charges

The charge is applicable per exchange, per request and applies in addition to any normal service and installation charges applicable. The Company reserves the right to assess any documented charges from a third party that are directly associated with the Customer's request to expedite the service order.

2.13.3 Limitation of Liability

The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly when an established expedited due date is not met by the Company.

2.13.4 Charges

All Voice, Data, Internet, and Transport products that are provisioned at a service location with:

	Per Expedited Order	
	<u>On-Net</u>	<u>Off-Net</u>
6 DS1's or 9Mbps, or less	\$ 500.00 (I)	\$1,000.00 (I)
7 DS1's or 10 Mbps, or greater	\$1,250.00 (I)	\$2,500.00 (I)

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.14 Trouble Reporting

2.14.1 Trouble Ticket

If the Customer encounters a problem with any service after the actual completion date, the Customer must obtain a trouble ticket by calling 1-800-829-0420. For switched services. The Company will issue a credit for service interruptions, if applicable, in accordance with this tariff. The duration of the problem is determined solely by the date and time the trouble ticket was opened and subsequently closed out as a resolved issue. Credits will not be issued unless a trouble ticket exists for the circuit in question.

2.14.2 Time and Materials Charges

Time and Materials Charges are charges for work performed on the Customer's side of the demarcation or to isolate trouble to the Customer's side of the demarcation point by a TWTC employee at the Customer's request that are not covered by other charges. Chargeable time is labor which includes, but is not limited to, work preparation, actual work, trouble isolation and clean-up. Material Charges are the items required to fulfill the job requirements. Any work required to establish or reestablish network access on the network side of the demarcation point is excluded from Time and Materials Charges.

Included in Time and Materials Charges are Initial and Additional Time and Material Charges, the Trouble Isolation Charge, the Optional Testing and Monitoring Charge and the Dispatch Charge.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.14 Trouble Reporting, (Cont'd.)

2.14.2 Time and Materials Charges (Cont'd.)

A. Time and Materials Charge Elements

- 1. Initial Time and Material Charge (ITM) - The first 30 minute increment or fraction thereof of billable premises work performed on the Customer's premises.

Initial Time and Material Charge \$75

- 2. Additional Time and Material Charge (ATM) - Each 30 minute increment or fraction thereof beyond the first 30 minute increment of billable premises work performed on the Customer's premises.

Additional Time and Material Charge \$50 per 30 minute increment

- 3. Trouble Isolation Charge (TIC) - When a Customer reports a trouble to the Company for repair or trouble isolation and no trouble is found in the Company's facilities and/or network, the Customer shall be responsible for payment of a Trouble Isolation Charge for the period of time from when the Company's personnel are engaged or dispatched to the Customer's premises to when the work is completed. Trouble isolated to the Company's facilities and/or network will result in no charge to the Customer.

A Customer is entitled to request Trouble Isolation via a Smart Jack Loop up with a result of no trouble found in the Company's network a maximum of 4 instances in any given 30 day period without the assessment of a TIC charge to the Customer. Each request in excess of the maximum 4 requests within 30 days at a single customer location shall result in a TIC charge. In addition, if the Customer requests additional assistance from Company personnel in isolating the trouble beyond the Smart Jack Loop-up Process a TIC Charge will apply for each such request.

Trouble Isolation Charge \$85 per occurrence (R)

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.14 Trouble Reporting, (Cont'd.)

2.14.2 Time and Materials Charges (Cont'd.)

A. Time and Materials Charge Elements (Cont'd.)

4. Optional Testing and Monitoring Charge (OTM)

If, after a Customer report of trouble to the Company, the Customer has been notified that no trouble is found in the Company's facilities and/or network, the Customer may request that the Company continue to assist with network testing and/or monitoring or otherwise continue to assist the Customer and/or its vendor. In such instance, the Customer will be assessed additional charges for the period of time from which Company personnel are engaged or dispatched to the Customer's premises to the time when the work is completed.

Optional Testing and Monitoring Charge \$300 per occurrence

5. Dispatch Charge

The Dispatch Charge is a charge per premise visit or series of visits by a TWTC Field Technician to the Customer's premise for the purpose of performing billable premises work authorized or requested by the Customer or the Customer's authorized representative. The Dispatch Charge may be assessed in addition to all applicable Initial and Additional Time and Materials charges, Trouble Isolation Charge and Optional Testing and Monitoring Charge.

Dispatch Charge \$50 per occurrence

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.15 Special Customer Arrangements

The Company may offer the following special arrangements to meet a Customer's specific needs. Upon notice to the Customer, the Company may change rates offered pursuant to special arrangement or individual case basis pricing if the provision of service at such rate(s) becomes economically infeasible.

2.15.1 Negotiated Rates and Competitive Discounts

Customized service packages at Negotiated Rates or Competitive Discounts may be furnished on a case-by-case basis in response to request by Customers of the Company for proposals or for competitive bids. Service offered under this Tariff provision will be provided to Customers pursuant to contract.

Competitive Discounts are available to Customer purchasing services with a contract period of 24 months or greater. Competitive Discounts shall not exceed 30%.

Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this Tariff. Specialized rates or charges will be made available to similarly-situated Customers on a nondiscriminatory basis. The Company will consider the following factors when establishing special pricing arrangements: (1) the LATA in which the Customer is located; (2) the horizontal and vertical distance from the central office to the Customer's premises; (3) the availability and location of the network facilities; (4) the type of service; (5) the price of the service; (6) the number of lines (circuits) being used; and (7) the length of the contract terms.

2.15.2 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 a 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.

2.15.3 Special Customer Arrangements

In cases where a Customer requests special arrangements which may include engineering, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this tariff, the Company may, at its option, provide the requested service under contract.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.16 Levels of Service Quality Objectives

The Company will endeavor at all times to provide its Customers with high quality, reliable telecommunications services. However, the Company's ability to meet the stated service quality objectives is ultimately subject to the availability of any ILEC network and outside plant facilities and equipment which it utilizes, and the timeliness of the ILEC's response to Company-initiated requests for service installation and repair.

2.16.1 Limitations

Service quality objectives for installation, maintenance and repair as described herein apply only to single-line residence and business services.

Emergency conditions under which service quality objectives described in this section may not be met include but are not limited to Acts of God, fires, floods, earthquakes, hurricanes, tornados, or other catastrophes; national emergencies, insurrections, riots, explosion, vandalism, acts of terrorism, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; or compliance with any law, order, regulation or other action of any governing authority or agency which impairs or interferes with the Company's normal business operations.

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Service quality objectives apply to services and equipment provided by the Company only. The Company may be unable to meet these objectives due to the unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties under the direction of the Customer.

The Company's liability, where applicable, in the event that it is unable to meet the objectives described herein will be subject to the limitations of liability and credits and allowances for interruptions of service as provided in this Price List.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.16 Levels of Service Quality Objectives, (Cont'd.)

2.16.4 Service Level Standards for Local Exchange Services, (Cont'd.)

A. IP Based Services, (Cont'd.)

1. Network Availability, (Cont'd.)

<u>Per Service Outage</u>	<u>Credit Allowance</u>
More than 5 minutes up to 4 hours	5%
More than 4 hours up to 8 hours	10%
More than 8 hours up to 12 hours	15%
More than 12 hours up to 16 hours	20%
More than 16 hours up to 24 hours	35%
More than 24 hours	50%

2. Latency

The Company's on-net services will have an average round-trip transmission of 50 milliseconds ("ms") or less between the Company's designated regional route servers ("Latency"). Latency will be calculated by averaging sample measurements taken during the most recent full calendar month between the Company's designated regional route servers. If the Company fails to meet the network average latency standard, upon Customer's request, credits will be calculated per the table below.

<u>Standard</u>	<u>Credit Allowance</u>
0.00 - 50.00 ms	No Credit
50.01 - 60.00 ms	5%
60.01 - 65.00 ms	10%
65.01 - 70.00 ms	15%
70.01 - 75.00 ms	20%
75.01 - 80.00 ms	35%
80.01 ms or greater	50%

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.16 Levels of Service Quality Objectives, (Cont'd.)

2.16.4 Service Level Standards for Local Exchange Services, (Cont'd.)

A. IP Based Services, (Cont'd.)

3. Packet Delivery

The Company's on-net services will have a packet delivery of at least 99.5%. Packet delivery is determined by averaging sample measurements taken during the most recent full calendar month between the Company's designated route servers. If the Company fails to meet the Packet Delivery Standard, upon Customer's request, credits will be calculated per the table below.

<u>Standard</u>	<u>Credit Allowance</u>
99.5%+	No Credit
99% - 99.4%	5%
98% - 98.9%	10%
97% - 97.9%	15%
96% - 96.9%	20%
95% - 95.9%	35%
Below 95%	50%

(N)

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.16 Levels of Service Quality Objectives, (Cont'd.)

2.16.4 Service Level Standards for Local Exchange Services, (Cont'd.)

(T)

B. TDM Based Services

(T)

The Company offers the following service level standards for voice services provided on its network:

<u>Criterion</u>	<u>Definition</u>	<u>Standard</u>
Dial Tone Delay	The specific time between Customer's going off-hook and the receipt of dial tone from the service telephone central office	2.0 seconds maximum
Post Dial Delay	The time from when the last digit is dialed to the moment the phone rings at the receiving location	2.0 seconds maximum
Noise	Unwanted electrical signals introduced into the telephone lines by circuit component or natural disturbances which tend to degrade the performance of the line.	17 dBmC maximum
Signal Loss	The diminishment of the signal level strength resulting in decay and quality of the call and signaling	3 dB maximum
Minimum Loop Current	Minimum level of current between the originating and terminating locations of a call required to support accurate signaling on the call.	23 mA
Grade of Service	The probability that an attempted call will receive a busy signal, expressed as a decimal fraction. This factor is applicable only to the Company's network and not to any portions of the underlying network provided by another telephone service carrier.	P.01 or better
Change of RespOrg	The transition of management and administration of a Customer's 8XX telephone number records in the 8XX Service Management System. This standard is applicable when a Customer transfers 8XX telephone number service from one carrier to another.	10 days maximum

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.17 Applicable Law

This tariff is governed by the laws of the State of Florida, without regard to its choice of laws provisions.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)**2.18 Emergency Crisis/Disaster Restoration and Provisioning Telecommunications Service Priority****2.18.1 General**

- A. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede tariff language contained herein.

- B. The TSP program has two components, restoration and provisioning.
1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
 2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency Crisis/Disaster Restoration and Provisioning Telecommunications Service Priority,
(Cont'd.)

2.18.2 TSP Request Process

A. Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that the user's telecommunications service supports an NS/EP function under one of the following four TSP categories.

National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of National Economic Posture

2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency Crisis/Disaster Restoration and Provisioning Telecommunications Service Priority, (Cont'd.)

2.18.2 TSP Request Process, (Cont'd.)

B. Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2.18.2.A. above for restoration priority assignment except for the following differences. The user should:

Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.18.2.A.1 above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency Crisis/Disaster Restoration and Provisioning Telecommunications Service Priority,
(Cont'd.)

2.18.3 Responsibilities of the End-User

End-users or entities acting on their behalf must perform the following:

- A. Identify telecommunications services requiring priority.
- B. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- C. Accept TSP services by the service due dates.
- D. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- E. Pay the Company any authorized costs associated with priority services.
- F. Report to the Company any failed or unusable services with priority levels.
- G. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
- H. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency Crisis/Disaster Restoration and Provisioning Telecommunications Service Priority, (Cont'd.)

2.18.4 Responsibilities of the Company

The Company will perform the following:

- A. Provide TSP service only after receipt of a TSP authorization code.
- B. Revoke TSP services at the direction of the end-user or OPT.
- C. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- D. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- E. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- F. Confirm completion of TSP service order activity to the OPT.
- G. Participate in reconciliation of TSP information at the request of the OPT.
- H. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
- I. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
- J. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
- K. Disclose content of the NS/EP TSP database only as may be required by law.
- L. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency Crisis/Disaster Restoration and Provisioning Telecommunications Service Priority,
(Cont'd.)

2.18.5 Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.19 Telecommunications Relay Surcharge

2.19.1 Description

Florida Relay Service facilitates connection between Deaf, Hard-of-Hearing, Deaf/Blind, Speech-impaired and other TTY users and telephone end users. To access the service, the user can dial 711 or any of the following specific service numbers:

1-800-955-8771	Text Telephone / Voice Carry over
1-800-955-8770	Voice
1-800-955-1339	ASCII
1-877-955-8773	Spanish
1-877-955-8707	French Creole
1-800-676-3777	General Service

Florida Relay Service is funded by a Telecommunications Relay Surcharge imposed on all telecommunications users.

2.19.2 Rates and Charges

TRS Per Access Line (Up to 25 lines maximum)	\$0.11
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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.20 Customer Requested Suspension of Service

2.20.1 General

Upon Customer's request, the Company will suspend incoming and outgoing service on the Customer's access line for a period of time not to exceed one year. Upon Customer's request, the Company will provide the Customer with an intercept recording referring callers to another number.

The Company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

2.20.2 Rates and Charges

<u>Period of Suspension</u>	<u>Charge</u>
First full or partial month	Regular Monthly Rate (no reduction)
Each additional month (up to one year limit)	One-half Regular Monthly Rate

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.21 Additional Rules Relating to Resale of Service

All local voice services provided by the Company are intended for retail End User purposes only. The Company does not support any Customer's resale of local services to another end user that has not contracted with the Company. Unless otherwise agreed upon in writing by the Company, Customers must abide by the following requirements when purchasing any local services:

2.21.1 Customer must use Company- owned telephone numbers or numbers that are officially ported to the Company in connection with the Services.

2.21.2 The Company does not support the inclusion of individual names and/or locations for each telephone number used in connection with the Services for Emergency 911 purposes. Customer must utilize PS/ALI* (Private Switch/Automatic Line Identifier) software to support each individual location for each ANI (Automatic Number Identification) transmitted by the Company to the applicable Emergency 911 PSAP (Public Safety Answering Position). The Company does not provide PS/ALI software. (T)

2.21.3 The Company does not support CARE record information for each of Customer's end users and Customer must choose a single primary interexchange carrier for Customer and all of its end users. The Customer and all of its end users must utilize the same interexchange carrier.

2.21.4 The Company does not support the populating of the individual end user's caller name for Caller ID purposes. Only one Caller Name will be supported for each Billing Telephone Number provided to the Customer for the services purchased.

2.21.5 The Company does not support individual directory listings for each of the Customer's end users. Customers may only purchase directory listings that are representative of their own business name.

*PS/ALI software cannot be used with Converged Voice Services.

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LOCAL EXCHANGE SERVICES

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.21 Additional Rules Relating to Resale of Service (Cont'd.)

2.21.6 The Company will bill only Customer for both Customer's and its end users use of the Services. Usage may be detailed by Billing Telephone Number (BTN), but the Company will not bill Customer's end users for the Services nor does the Company provide billing media to assist Customer in billing its end users.

2.21.7 The Company does not offer GR303 protocol in connection with the Services.

2.21.8 The Company will accept trouble reports only from Customer or a Customer provided contact. Customer's end users contacting the Company will be referred back to Customer for trouble ticket management.

2.21.9 Customer agrees that all Services purchased hereunder will be subject to taxes, fees, surcharges and assessments based on Customer's use of the Services as an end user.

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LOCAL EXCHANGE SERVICES

SECTION 3 - EXCHANGE SERVICE AREAS

3.1 Exchange Service Areas

3.1.1 Facilities Based Local Exchanges Service Areas

(T)

Facilities Based exchange services are provided in limited geographic areas. Exchange Services bearing the following NPA-NXX designations are provided at the following rate centers in each specified metropolitan area.

EXCHANGE	ADDITIONAL EXCHANGES
Daytona Beach	Bunnell, Deland, DeLeon Springs, Flagler Beach, New Smyrna Beach, Oak Hill, Palm Coast, Pierson
Ft. Lauderdale	Coral Springs, Deerfield Beach, Hollywood, Pompano Beach Boca Raton, Boynton Beach, Delray Beach, Homestead, Miami, North Dade, Perrine
Jacksonville	Baldwin, Callahan (ICE), Hilliard (ICE), Jacksonville Beach, Maxville, MacClenny (ICE), Middleburg, Orange Park, Ponte Vedra Beach, Sanderson (ICE), St. Johns, Yulee
Miami	Homestead, North Dade, Perrine Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Keys, Pompano Beach
Orlando	Apopka (ICE), Celebration (ICE), Clermont (ICE), East Orange, Geneva, Groveland (ICE), Kissimmee (ICE), Lake Buena Vista (ICE), Monteverde (ICE), Oviedo, Reedy Creek (ICE), Sanford, St. Cloud (ICE), West Kissimmee, Windermere (ICE), Winter Garden (ICE), Winter Park (ICE)
Tampa - Central Area	Plant City, Clearwater, Dade City, Mulberry, San Antonio, St. Petersburg, Tarpon Springs, Zephyrhills
Tampa - North Area	Plant City, Zephyrhills, Clearwater, Mulberry, St. Petersburg, Tarpon Springs, Zephyrhills

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(M) – Certain material previously found on this page is now located on Page 69.1.

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LOCAL EXCHANGE SERVICES

SECTION 3 - EXCHANGE SERVICE AREAS, (CONT'D.)

3.1 Exchange Service Areas, (Cont'd.)

3.1.1 Facilities Based Local Exchanges Service Areas, (Cont'd.)

EXCHANGE	ADDITIONAL EXCHANGES	
Tampa - East Area	Plant City, Clearwater, Dade City, Mulberry, New Port Richey, San Antonio, St. Petersburg, Tarpon Springs	(T)
Tampa - South Area	Palmetto, Plant City, Clearwater, Mulberry, St. Petersburg, Tarpon Springs, Zephyrhills	(M)
Tampa - West Area	Clearwater, Plant City, Mulberry, New Port Richey, St. Petersburg, Tarpon Springs, Zephyrhills	(M)

3.1.2 Resold Local Exchanges Service Areas

Resold local exchange services are available statewide where appropriate resale agreements are in place. The Company concurs in the local calling areas of the corresponding incumbent local exchange carriers.

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES

4.1 Connection Charge

4.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service or product; (b) the transfer of an existing service to a different location; (c) the restoration of service after suspension or termination for nonpayment. Connection Charges are listed with each service or product to which they apply.

4.1.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the Customer's exchange.
- B. The Company may from time to time waive or reduce the charge as part of a promotion.

4.2 Restoration of Service

4.2.1 Description

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time the restoration of the suspended service and facilities is arranged. The Company may require the Customer to pay a deposit prior to the restoration of the suspended service and facilities. The restoration charge does not apply when, after disconnection of service, service is later reinstalled.

3.2.2 Rates

Restoration Charge:	\$50.00	(T)
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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.3 Moves and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge per line for the underlying service will apply as if the work had been done by the Company.

The Customer will be assessed a nonrecurring charge for any move, add or change of a Company service. Move and Change are defined as follows:

Move: A change in physical location of the Customer's premises or the point of termination at the Customer's premises. Charges equal to initial installation charge apply. (T)
|
(T)

Change: Any revision, redesign or other provisioning change to existing services.

<u>Change Order</u>	<u>Minimum Nonrecurring Charge, each</u>	(N)
Switch Configuration or Feature Addition	\$50.00	
Trunk Routing Configuration	\$75.00	(N)

(D)

(D)

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.4 Inside Wire Maintenance and Installation

4.4.1 Terms and Conditions

The Customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at Customer request, the charge to be billed is the amount quoted to the Customer for the work requested.

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- 2 to 6 pair inside wire
- Faceplates
- RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- Staples, screws, nail, tape, connectors, etc.

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.4 Inside Wire Maintenance and Installation, (Cont'd.)

4.4.2 Rates and Charges

The Customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

(A) Inside Wire Installation Charge

Inside Wire Installation Charges apply when a Customer requests new inside wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring. Material is included in each time increment charge.

Time and Materials (per order, per premises) Individual Case Basis

(B) Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a Customer requests wire and jack maintenance. Material is included in the Time and Material Charge.

Business:
Time and Materials (per order, per premises) Individual Case Basis
Trouble Isolation Charge (per visit) Individual Case Basis

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.5 Primary Interexchange Carrier (PIC) Selection (T)

4.5.1 General (T)

Within the original 30 days of new service, a Customer may change his or her interLATA and/or intraLATA long distance carrier at no charge. After this thirty (30) day period, the Customer will incur a charge each time there is a change in either the interLATA or intraLATA long distance carrier associated with the Customer's line after the initial installation of service. If the Customer changes the interLATA and the intraLATA carrier on the same order, only one charge will be assessed. The Company may require the Customer to select the Company as its interLATA and intraLATA long distance carrier in conjunction with certain services. (N)

4.5.2 Options

Option A: Customer may select the Company as the presubscribed carrier for IntraLATA toll calls subject to presubscription.

Option B: Customer may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Customer may select a carrier other than the Company or the Customer's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option D: Customer may select no presubscribed carrier for intraLATA or interLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code (1010XXX) to route all intraLATA toll calls to the carrier of choice for each call. Requests for "no presubscribed carrier" and access via casual 1010XXX dialing must be made by the Customer of record in writing. (N)

4.5.3 Primary Interexchange Carrier Change Charges (T)

A. Application of Charges

After a Customer's initial selection of a toll carrier(s), for any change thereafter, a nonrecurring PIC Change Charge will apply.

B. Nonrecurring Charges

Per business line or trunk: \$5.00 (T)

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.6 Allowances for Interruptions in Service

Interruptions in service, which are not due to the negligence of nor non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff provided that the Customer has opened a trouble ticket by reporting the interruption to the Company's network operations center. The issuance of credits pursuant to this Section shall be the Customer's sole remedy for service interruption claims.

4.6.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- C. A credit allowance will be given, upon request of the Customer to the business office, for interruptions of 30 minutes or more. The duration of the problem is determined solely by the date and time the trouble ticket was opened and subsequently closed out as a resolved issue. Credits will not be issued unless a trouble ticket exists for the service or facility in question.

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.6 Allowances for Interruptions in Service, (Cont'd.)

4.6.1 Credit for Interruptions, (Cont'd.)

C. The Company guarantees that voice services shall have a minimum service availability of 99.99%. Availability is defined as the time the Company's network is available for processing a telephone call. Upon Customer's request, Company shall credit Customer's invoice for service interruptions of five minutes or more. Credit allowance will be calculated as a percentage of the monthly recurring charge for the affected service(s) as follows:

<u>Length of Interruption</u>	<u>Credit Allowance</u>
More than 5 minutes up to 4 hours	5%
More than 4 hours up to 8 hours	10%
More than 8 hours up to 12 hours	15%
More than 12 hours up to 16 hours	20%
More than 16 hours up to 24 hours	35%
More than 24 hours	50%

D. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company that were rendered useless or substantially impaired.

E. "Interruption" Defined

For the purpose of applying this provision the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the Customer or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the Company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to an electric power failure where, by the provisions of this Tariff, the Customer is responsible for providing electric power. Allowance for interruptions of message or measured rate service will not affect the Customer's local call allowance during a given billing period.

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.6 Allowances for Interruptions in Service, (Cont'd.)

4.6.2 Limitations on Credit Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the company, including but not limited to the Customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- B. interruptions due to the failure or malfunction of non-Company equipment, including service connected to Customer provided electric power; in such an event, the Company may charge the Customer its then current service call rates.
- C. 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;
- D. 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.
- E. interruptions of service due to circumstances or causes beyond the control of the Company.

4.6.3 Chronic Trouble Service

If two or more trouble tickets have been opened for a particular Service in a 30-day period, and the cause of outage is determined to be in the Company's network or system equipment, such service will be deemed a Chronic Trouble Service. If a third trouble ticket is opened on a Chronic Trouble Service within 30 days of the second trouble ticket, the Customer may disconnect the affected service without incurring termination liability.

4.6.4 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

(N)
|
|
(N)

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LOCAL EXCHANGE SERVICES

SECTION 4 - APPLICATION OF RATES, (CONT'D.)

4.7 Modification of Service Order Charge

If the Customer requests a change in the service order after receipt of a firm order confirmation (excluding requests to expedite the due date as provided by Section 2.13 of this tariff), a Modification of Service Order charge will apply. Written requests to delay the due date received less than 72 hours prior to the due date shall not result in the delay of billing monthly recurring charges. The Company reserves the right to assess any documented charges from a third party that are directly associated with the Customer's request to modify the service order

Modification of Service Order Charge

\$100.00

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LOCAL EXCHANGE SERVICES

SECTION 5 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

5.1 General

5.1.1 Description

IntraLATA toll service is furnished for telephone communication between telephones in different local calling areas within the Company's service area in accordance with the regulations and schedules of charges specified in this Price List. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Price List.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

5.1.2 Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

- a. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
- b. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

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LOCAL EXCHANGE SERVICES

SECTION 5 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

5.2 Timing of Calls

- 5.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 5.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- 5.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 5.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- 5.2.5 Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

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LOCAL EXCHANGE SERVICES

SECTION 5 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

5.3 Time Periods Defined

Unless otherwise indicated in this Price List, the following time periods apply.

5.3.1 Peak: 8:00 a.m. to, but not including, 5:00 p.m. - Monday through Friday

5.3.2 Off-Peak: 5:00 p.m. to, but not including, 8:00 a.m. - Sunday through Friday
All day Saturday and Sunday
All Holidays

5.3.3 Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

5.3.4 All times refer to local time.

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LOCAL EXCHANGE SERVICES

SECTION 5 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

5.4 Regulations and Computation of Mileage

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

5.4.1 Originating Rate Center

A Customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that Customer's account shall be the location of the Customer's rate center.

5.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

5.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

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LOCAL EXCHANGE SERVICES

SECTION 5 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

5.4 Regulations and Computation of Mileage, (Cont'd.)

5.4.3 Calculation of Mileage (Cont'd)

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- c. Square each difference obtained in step b., above.
- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

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LOCAL EXCHANGE SERVICES

SECTION 5 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

5.5 Call Charges

Rates are based on the duration of the call as measured according to Section 4.2 above, time of day rate period of the call as described in Section 4.3 and the airline mileage between points of the call as described in Section 4.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

5.5.1 Usage Charges

The following charges apply to each completed call. Fractional cents resulting from any call are rounded up to the next full cent.

(A) Orlando

Mileage	Peak		Off - Peak	
	First 30 Sec.	Ea. Addl 6 Sec. Incr.	First 30 Seconds	Ea. Addl 6 Sec. Incr.
ALL	\$0.0945	\$0.0189	\$0.0567	\$0.0113

(B) Tampa

Mileage	Peak		Off - Peak	
	First 30 Sec.	Ea. Addl 6 Sec. Incr.	First 30 Seconds	Ea. Addl 6 Sec. Incr.
ALL	\$0.0070	\$0.0070	\$0.0070	\$0.0700

(C) Daytona Beach

Mileage	Peak		Off - Peak	
	First 30 Sec.	Ea. Addl 6 Sec. Incr.	First 30 Seconds	Ea. Addl 6 Sec. Incr.
ALL	\$0.0945	\$0.0189	\$0.0567	\$0.0113

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES

6.1 [Reserved for Future Use]

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.1 Business Features, (Cont'd.)

6.1.2 Description of Features, (Cont'd.)

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(M)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.1 Business Features, (Cont'd.)

6.1.2 Description of Features, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.1 Business Features, (Cont'd.)

6.1.3 Rates and Charges

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

- 6.1 Business Features, (Cont'd.)
 - 6.1.3 Rates and Charges, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.1 Business Features, (Cont'd.)

6.1.3 Rates and Charges, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.2 Service and Promotional Trials

6.2.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential Customer to a service not previously subscribed to by the Customer.

6.2.2 Regulations

- (A) Appropriate notification of the Trial will be made to all eligible Customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- (B) During a Service Trial, the service(s) is provided automatically to all eligible Customers, except those Customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A Customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, Customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- (C) During a Promotional Trial, the service is provided to all eligible Customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A Customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, Customers that do not contact the Company will be disconnected from the service.
- (D) Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per Customer, per premises.
- (E) The Company retains the right to limit the size and scope of a Promotional Trial.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.3 Busy Verification, Interrupt and Customer Originated Trace Services*

(T)

6.3.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

Customer Originated Trace allows a Customer to originate a trace to track harassing callers that they otherwise cannot identify via Caller ID. The feature "marks" the calling records in the Company's switch so that if and when they are requested by law enforcement the Company can easily identify the call within the call records. The Company will not release caller identification records directly to the Customer. This information will only be released to law enforcement at their request.

6.3.2 Rate Application

A. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls.

B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

*Not available to Converged Voice Service Customers.

(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.3 Busy Verification, Interrupt and Customer Originated Trace Services*, (Cont'd.) (T)

6.3.3 Rates and Charges

A. Orlando

Verification Charge, each request	\$1.65
Interrupt Charge, each request	\$1.25
Customer Originated Trace, each traced call	\$2.00

B. Tampa

Verification Charge, each request	\$1.00
Interrupt Charge, each request	\$1.50
Customer Originated Trace, each traced call	\$2.00

C. Daytona Beach

Verification Charge, each request	\$1.65
Interrupt Charge, each request	\$1.25
Customer Originated Trace, each traced call	\$2.00

*Not available to Converged Voice Service Customers.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.4 Directory Assistance Service

6.4.1 General

A Customer may obtain assistance, for a charge, in determining a telephone number within the local calling area by dialing Directory Assistance Service. A Customer may obtain directory listing information for any location within the United States by dialing 411 or 1 + (area code) + 555-1212. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. A maximum of two number requests is allowed per call. (T)

6.4.2 Regulations

- A. A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows: (T)
1. Calls from coin telephones, including COCOTS. (T)
 2. Requests for telephone numbers of non-published service. (T)
 3. Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit. (T)
 4. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 1 of this Tariff, up to a maximum of 50 requests per month. (T)
 5. Calls from Hospitals (T)
- B. The first three (3) calls each month, per service location, for requests to Directory Assistance will not be charged. Thereafter the rate per call is as listed below. There are no billing exemptions or allowances for National Directory Assistance requests. (T)
- C. Where the Customer places a call to Directory Assistance via an operator or has Directory Assistance charges billed to a calling card or a telephone number other than the originating number, charges will apply as specified in Section 6.4.4 below. (T)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.4 Directory Assistance Service, (Cont'd.)

6.4.3 Call Completion

The charges as shown below apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number, and are in addition to the charge for Directory Assistance. Only local calls can be completed automatically by using Directory Assistance Call Completion. If the Customer elects to have an intraLATA toll call completed by the Local Directory Assistance operator, the Company's standard intraLATA toll per minute charges will apply.

(T)
(T)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.4 Directory Assistance Service, (Cont'd.)

6.4.4 Rates and Charges (Cont'd)

A. Orlando

Directory Assistance, Per Query	\$1.00	
National Directory Assistance, Per Query	\$1.25	
Call Completion		(T)
Charge per call completed	\$0.30	(T)

B. Tampa

Directory Assistance, Per Query	\$0.70	
National Directory Assistance, Per Query	\$1.25	
Call Completion		(T)
Charge per call completed	\$0.30	(T)

(D)

(D)

(D)

C. Daytona Beach

Directory Assistance, Per Query	\$1.00	
National Directory Assistance, Per Query	\$1.25	
Call Completion		(N)
Charge per call completed	\$0.30	(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.5 Local Operator Service (T)

Local and intraLATA toll calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized third party number, to the originating line, or to a valid authorized calling card. Local and intraLATA toll calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local and intraLATA operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call: (T)

6.5.1 Rates and Charges (T)

(A) Orlando

Customer Dialed Calling Card	\$0.80
Operator Dialed Calling Card	\$1.75
Person to Person	\$3.25
Third Number Billed	\$1.75
Collect	\$1.75
All other Operator Assistance	\$1.75

(B) Tampa

Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$1.50
Person to Person	\$3.00
Third Number Billed	\$1.50
Collect	\$1.50
All other Operator Assistance	\$1.50

(C) Daytona Beach

Customer Dialed Calling Card	\$0.80
Operator Dialed Calling Card	\$1.75
Person to Person	\$3.25
Third Number Billed	\$1.75
Collect	\$1.75
All other Operator Assistance	\$1.75

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.6 Blocking Service

6.6.1 General

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to business Customers. One, all, or any combination may be selected.

- (A) Call Blocking 900, 971, 974, 976 & 700 NPA - allows the Customer to block all calls beginning with the NPA of 900, 971, 974, 976 and 700 (i.e. 900-XXX-XXXX) from being placed. Call Blocking is automatically enabled on all Converged Voice Service lines. (N)
(N)
- (B) Toll Restriction (1+ and 0+ Blocking) - provides the Customer with a method of denying access to some or all of the toll network and operator services. Toll Restriction will not block the following types of calls: 911 (Emergency) and 1+ 800 (Toll Free) calls.

The following options are available with Toll Restriction. One, all, or any combination may be selected:

- 1) "0+" restricts access to 0+ calls through the operator (IntraLATA, InterLATA and International).
- 2) "1+" restricts access to 1+ calls through the operator (IntraLATA, InterLATA and International).
- 3) "IntraLATA 0+/1+" restricts access to IntraLATA 0+/1+ calls only.
- 4) "InterLATA 0+/1+" restricts access to InterLATA 0+/1+ calls only.
- 5) "01" restricts access to operator assisted international calls only.
- 6) "011" restricts access to international direct dialed calls only.
- 7) "411" restricts calls to 411 directory assistance.
- 8) "555" restricts calls to NXX-555-1212 directory assistance.

- (C) Bill Restriction - provides the Customer with a method of denying all third party number billed and/or collect calls to a specific telephone number provided the transmitting operator checks the validation data base.

One or both of the following blocking options are available:

- 1) Third Number Billed
- 2) Collect Call

For Converged Voice Services both blocking options are automatically set to deny. (N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.6 Blocking Service, (Cont'd.)

6.6.2 Regulations

- (A) The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- (B) Blocking Service is available where equipment and facilities permit.
- (C) Blocking Service or a telephonic block can only be removed pursuant to a written request by the Customer of record, or by the Customer of record providing the correct password over the telephone, or by a request made in person by such Customer. The Customer of record can provide a personal password to be used in order to change blocking options via telephone. (N)
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(N)

6.6.3 Rates and Charges

- (A) Pricing for Blocking Service for a business Customer with more than 200 lines will be based on the costs incurred by the Company to provide the service on an ICB Basis.
- (B) Connection charges apply as specified in Section 3 of this Price List.
- (C) Recurring and Nonrecurring Charges
 - 1. All LATAs (where available) (T)

<u>Type of Blocking</u>	<u>Monthly Recurring</u>	<u>Nonrecurring</u>	
	<u>Charges</u>	<u>Charge</u>	
Call Blocking:	\$0.00	\$0.00	(T)
Toll Restriction:	\$0.00	\$0.00	
Billing Restriction:	\$0.00	\$0.00	(T)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

(D)

(D)

6.7 Local Calling Plan

The following Local Calling Plan is available in the Company's Orlando market.

<u>Originating Rate Center</u>	<u>Destination Rate Center</u>	<u>Charge Per Call</u>
Orlando	St. Cloud	\$0.25
Sanford	Orange City	\$0.25

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings

6.8.1 General

The Company does not own or control directory publishing in the service area, but does offer Customers listings in local directories through external agreements. In some areas premium listings as described below may not be available. The Customer will be advised of the listing options available when service is requested. No liability of any nature whatsoever shall attach to the Company or to any other common carrier that furnishes any portion of the Company's service for damages arising from errors, mistakes, omissions or delays of the Company or its agents or employees in handling directory listings or listings in any directory assistance database.

(T)
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(T)

The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records.

Only information necessary to identify the Customer is included in these listings. Abbreviations may be used. A listing may be rejected if it is judged to be advertising or judged to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the Customer is legally doing business under that name.

A name may be repeated in the white pages only when a different address or telephone number is used.

6.8.2 Composition of Listings

A. Name

1. Business Service

The following names may be included in business service listings:

1. The name of Customer or joint user.
2. The name of each business enterprise which the Customer or joint user conducts.
3. The name by which the business of a Customer or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
4. The name of any person, firm or organization which the Customer or joint user is authorized to represent, or the name of an authorized representative of the Customer or joint user.
5. Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing is not for advertising purposes.
6. The name of a publication issued periodically by the Customer or joint user.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.2 Composition of Listings, (Cont'd.)

(A) Name, (Cont'd.)

1. Business Service, (Cont'd.)

- 7. The name of an inactive business organization in a cross-reference listing when authorized by such business or organization. (T)
- 8. The name of a member of Customer's domestic establishment when business service is furnished in the Customer's residence. (T)
- 9. The name of a corporation which is the parent or a subsidiary of the Customer. (T)
- 10. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service. (T)
- 11. The name of the Customer to a sharing arrangement. (T)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.2 Composition of Listings, (Cont'd.)

(B) Designation

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

(T)

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation.

A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A designation is not ordinarily provided in a residence type listing except for residential service as permitted under the terms of this price list. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another Customer in the same or different directory.

(T)

The listing of service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church.

(D)

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(D)

The Company, at its own discretion, may require the Customer to provide official documentation, such as a state issued business license, to support their requested name, address and/or telephone number when the Company believes the Customer is attempting to secure preferential directory listings.

(N)

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(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.2 Composition of Listings, (Cont'd.)

(C) Address

Each residence or non-profit listing may, but does not have to, include the street address where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

(D) Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.3 Types of Listings

(A) Main Listing:

1. Main Standard Listing - A Main Standard Listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in Directory Assistance records. The designation in the listing will be provided according to the rules as set forth in this Section. (T)
2. Additional Main Listing - Customers may arrange for an Additional Main Listing. An additional Main Listing is a Main Standard Listing providing for a non-hunting extra-line or for the first line of each multi-line hunt group. (T)
3. CD-ROM White Pages listing - Customers may purchase a CD-ROM version of the white pages listing. (N)

(B) Premium Listings:

1. Additional Listings

Customers may arrange for additional listings, similar to the Main Standard Listing, at the additional listing rate. Listings may include abbreviated names, names which are commonly spelled several ways, rearrangements of names and nicknames by which the Customer is commonly known. All names will be included in their proper alphabetical order. If the above additional listing does not readily identify the Customer, it shall be necessary to include a line of information stating "same as" or "see" and a reference to the name contained in the main listing at the Extra Listing Line Rate. Listings will not be accepted for the purpose of securing preferential publicity or position.

2. Extra Listing Lines

Lines of information, if approved, may be arranged for at the rate shown the schedule to appear in addition to a main listing for the purpose of facilitating the use of the service.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.3 Types of Listings, (Cont'd.)

(B) Premium Listings, (Cont'd.)

3. Alternate Call Listings (T)

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing. Such listing may be furnished as an indented listing or as a sub-caption.

The telephone number in such a listing may be that of another service furnished to the same Customer, or of one of the Customer's PBX trunks not included in the incoming service group, or the service furnished to a different Customer. (T)

4. Alternate User Listings (T)

An Alternate User Listing may be furnished when it is necessary to refer the directory user to an alternate listing when there are joint users of the same telephone number.

5. Cross Reference Listings (T)

A Cross Reference Listing may be furnished in the same alphabetical group with the related listing when it is necessary to refer the directory user to another directory listing.

6. Suite Listing (T)

A Suite Listing allows the Customer to add its office or suite number to a Main or Additional Maine directory listing. A Suite Listing may not be purchased as a standalone listing.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.4 Rates for Business Listings

(T)

There is a monthly recurring and a one time nonrecurring charge for premium business listings. This charge takes effect as soon as the listing is shown in the Directory Assistance Records. There is a one-time nonrecurring charge for each request to move or change a listing. If the request is received after the directory publisher's deadline for such changes, an additional late charge will apply.

(T)

(A) All Markets

(T)

<u>Type of Listing</u>	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
Main Standard Listing – Local	\$0.00	\$0.00
Main Standard Listing – Foreign	\$5.00 (I)	\$10.00 (I)
Additional Main Listing	\$5.00 (I)	\$10.00 (I)
CD-ROM White Pages Listings	ICB	ICB
Additional Listing	\$5.00 (I)	\$10.00 (I)
Extra Listing Lines	\$5.00 (I)	\$10.00 (I)
Alternate Call Listings	\$5.00 (I)	\$10.00 (I)
Alternate User Listing	\$5.00 (I)	\$10.00 (I)
Cross Reference Listings	\$5.00 (I)	\$10.00 (I)
Suite Listing	\$5.00 (I)	\$10.00 (I)
Move/Change Charge (per listing)	N/A	\$10.00 (I)
Late Charge (per listing)	N/A	\$25.00

(N)

No charge applies to a caption or subcaption except as provided.

(T)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.4 Rates and Charges, (Cont'd.)

(D)

(D)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.8 Listings, (Cont'd.)

6.8.4 Rates and Charges, (Cont'd.)

(D)

(D)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.9 Non-Published Service

6.9.1 General

Non-published service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records. (T)

6.9.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-published number only when the caller dials direct or verbally gives the operator the number. No exceptions will be made, even if the caller says it is an emergency. (T)

When the Customer requests an unlisted number, it is done without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some one. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person. (T)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.9 Non-Published Service, (Cont'd.)

6.9.3 Rates

(T)

There is a monthly charge for each non-published service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

(T)

There is a one-time nonrecurring charge for each request to move or change a listing. If the request is received after the directory publisher's deadline for such changes, an additional late charge will apply.

A. All Markets

(T)

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Non-Published Service	\$5.00 (I)	\$10.00 (I)
Move/Change Charge	N/A	\$10.00 (I)
Late Charge	N/A	\$25.00

(D)

(D)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.10 Non-Listed Service

6.10.1 General

Non-listed service means that the Customer's telephone number is not listed in the directory, but does appear in the Company's Directory Assistance Records. (T)

6.10.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it is done without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to someone. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service. (T)
(T)

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person. (T)
(T)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.11 Automatic Intercept Service (AIS)*

(T)

6.11.1 General

Automatic Intercept Service (AIS) allows the caller to be referred, and where technically feasible, automatically connected to a subscriber's new telephone number after receiving the intercept message. This service is available to Customers that move within the Company's serving area.

6.11.2 Regulations

- A. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable price lists.
- B. AIS is available where facilities are available and conditions permit.
- C. The maximum service period for AIS is three (3) months for residence and business Customers. The service may be extended for an additional period by notifying the Company at least five business days prior to expiration of the initial service period.
- D. With AIS, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the AIS subscriber incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- E. Except with regard to the provision of AIS, the intercepted number is, in all respects, a disconnected service. Third number and collect calls cannot be billed to the intercepted number, and any Calling Card associated with the number is invalid.
- F. Charges will be credited for calls completed to a wrong number, incomplete connections, or calls with unsatisfactory transmission.
- G. Rates and Charges

	Monthly Recurring Charge
Initial 3 Month Service Period	\$0.00
Extended Service Period	ICB

*Not available to Converged Voice Service Customers.

(N)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.12 Information Service Provider NXX Access*

(T)

The Company provides access to Information Service Provider (ISP) NXXs provisioned by the Incumbent Local Exchange Carrier. The Company will bill the End User for ISP calls at rates designated by the ISP. See Section 5.6.3 for optional blocking service which will prohibit the completion and billing of unwanted ISP calls to a Customer service line.

*Not available to Converged Voice Service Customers.

(N)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.13 Recorded Announcement Service

Recorded Announcement Service consists of facilities whereby telephone users may, by calling a particular central office designation and number, obtain recorded messages. Recorded Announcement Service, including the content of the recorded messages, is furnished at the provider's option. Messages may be withdrawn at any time.

Charges Applicable to Calling Parties:

(A) All LATAs (where available)

Each completed Local Recorded Announcement Call \$0.80

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6.14 [Reserved for Future Use]

(M)

(M)

(M) – Certain material previously found on this page is now located on Original Page 486.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.15 Hunting

6.15.1 Series Completion Hunting (Regular and Circular)

This feature allows individual Directory Numbers (DN) to "series complete" to another DN when the original DN is busy. The Customer provides a list of the lines which will have this feature and the order in which they will hunt. Only 10 stations will be allowed in a series completion. The last DN can point to the 1st DN in the list to provide circular hunting.

A. Series Completion/Regular Hunting

The hunt for an idle phone line starts with the called single phone line in a pre-arranged hunt group and ends with the last phone line in the hunt group. A busy tone is returned if the last phone line is reached without finding one that is idle.

B. Series Completion/Circular Hunting

Permits a complete hunt over all phone lines in a pre-arranged hunt group, regardless of which phone number was called. A busy tone is returned if the call circulates back to the originally called number without finding one that is idle.

C. Rates and Charges

1. All LATAs

<u>Service</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Series Completion Hunting - Circular	\$0.00	\$0.00
Series Completion Hunting - Regular	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.15 Hunting, (Cont'd.)

6.15.2 Multi-Line Hunting*

(T)

There are three types of Multi-Line Hunting (MLHG) available: Regular, Circular, and Universal Call Distribution (UCD).

- A. Regular: Hunting starts with the dialed DN and ends with last member of the hunt group.
- B. Circular: Hunting starts with the dialed DN and ends with the terminal prior to the called DN.
- C. Universal Call Distribution: When the main MLHG is called, the calls are distributed to the most idle member of the hunt group. If a terminal DN is dialed, circular hunting is used.
- D. Rates and Charges

- 1. All LATAs (where available)

<u>Service</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Multi-Line Hunting - Circular	\$0.00	\$0.00
Multi-Line Hunting - Regular	\$0.00	\$0.00
Multi-Line Hunting - Universal Call Distribution	\$0.00	\$0.00

*Not available to Converged Voice Service Customers.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.16 Emergency Reroute Service

6.16.1 Description of Service

Emergency Reroute Service allows a Customer to request the temporary forwarding of a telephone number to an alternate location number designated by the Customer. Emergency Reroute Service is for situations where the Customer requires incoming calls to be rerouted immediately, and on a temporary basis. Emergency Reroute Service is available on a limited basis for Line, Trunk and Voice T-1 services.

The Customer may forward up to three numbers per request. Request to forward additional numbers will be addressed on an individual case basis. An emergency reroute will remain in place for no more than 30 days from the date initiated.

The Customer is responsible for all measured or message usage or toll charges incurred in the rerouting of calls.

The Company is entitled to rely upon instructions given by telephone from a person representing himself or herself to be an authorized representative of the Customer without further verification so long as the Company has no reason to believe that such person lacks proper authority.

The Company's liability with respect to a claim or suit by a Customer, or any third party, for damages associated with Emergency Reroute Service, including, but not limited to the installation, provision, performance or non-performance of Emergency Reroute Service, shall not exceed an amount equal to the proportionate charge for Emergency Reroute Service for the period during which the service was affected.

6.16.2 Rates and Charges

Nonrecurring Charge:	<u>Per Reroute Occurrence</u> \$250.00
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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.17 Disaster Routing Service*

6.17.1 Description of Service

Disaster Routing Service reroutes incoming calls to a predetermined alternate telephone number. Disaster Routing is available for Trunk, Versipak® PRI and Voice T-1 service. (T)

Disaster Routing service reroutes incoming calls to a different location when the primary location experiences an out-of-service condition such as a result a power outage or a wire cut that isolates the primary location from the Company.

The Customer may establish one call path or multiple call paths, with a maximum of 99 call paths per telephone number. The number of call paths determines how many simultaneous calls will be rerouted. The number of call paths selected may not exceed the number of trunks and/or channels associated with the trunk group and should be sized correctly based on the trunks and/or channels of the terminating location. Features may not work in conjunction with this service, such as Calling Name and Number Delivery.

The Customer is responsible for all measured or message usage or toll charges incurred in the rerouting of calls.

The Company's liability with respect to a claim or suit by a Customer, or any third party, for damages associated with Disaster Routing, including but not limited to the installation, provision, performance or non-performance of Disaster Routing, shall not exceed an amount equal to the proportionate charge for Disaster Routing for the period during which the service was affected.

*This service is limited to the Company's Customers of record as of March 17, 2007.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.17 Disaster Routing Service, (Cont'd.) *

6.17.2 Rates and Charges, per number rerouted

	Per Trunk Group Rerouted	
	Monthly	
	<u>Nonrecurring</u>	<u>Recurring</u>
1 Call Path, 12 month Term	\$ 250.00	\$50.00
1 Call Path, 24 Month Term	\$ 200.00	\$45.00
1 Call Path, 36 Month Term	\$ 150.00	\$40.00
Multiple Call Paths, 12 Month Term	\$ 250.00	\$65.00
Multiple Call Paths, 24 Month Term	\$ 200.00	\$55.00
Multiple Call Paths, 36 Month Term	\$ 150.00	\$50.00

This service is limited to the Company's Customers of record as of March 17, 2007.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.18 Government Emergency Telecommunications Service (GETS)

6.18.1 Description of Service

The Government Emergency Telecommunication Service (GETS) provides authorized federal government end users with a National Security and Emergency Preparedness (NS/EP) switched voice and data communications service utilizing the public switched network through a special code(s) in the Company's end offices. Access is accomplished through the use of the 710 non-geographical Numbering Plan Area (NPA). GETS is activated at the request of the federal government or its authorized agent. GETS facilities may not be used for non-national security or non-emergency government telecommunications, non-GETS services or by unauthorized end users. A one hundred percent (100%) PIU factor will apply to GETS access minutes and nonrecurring charges.

6.18.2 GETS Service Area

GETS is available in all areas where facilities permit. The 710 non-geographical NPA will be opened in all areas in which GETS is available.

6.18.3 GETS Features

A. Alternate Carrier Routing (ACR)

Company does not provide GETS ACR functionality.

B. Calling Party Number (CPN)

Company does not provide GETS CPN functionality.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.18 Government Emergency Telecommunications Service (GETS), (Cont'd.)

6.18.3 GETS Features, (Cont'd.)

C. High Probability of Completion (HPC)

1. GETS High Probability of Completion (HPC) provides GETS users with enhanced routing priority in the public switched network. HPS significantly improves the completion of GETS NS/EP calls under severe network congestion and damage conditions, including, but not limited to natural disasters and national emergencies.
2. The HPC feature sets the call priority value and provides the capability to queue the GETS NS/EP access call against a busy Switched Access trunk group in a route list until a member of that trunk group become idle. As soon as a trunk group member becomes idle, it is offered to the queued GETS NS/EP access call before any other calls are processed.

Calls processed through the HPC feature will be exempt from the following restrictive network management controls:

- a. Cancel To (CANT). CANT prevents a specified percentage of calls from accessing a trunk group and normally leads to final treatment.
- b. Cancel From (CANF) when set at less than 100%. CANF prevents a specified percentage of calls from overflowing a trunk group.
- c. (SKIP) when set at less than 100%. SKIP prevents a specified percentage of calls from accessing a trunk group and instead allows the call to advance to the next treatment.
- d. Call Gap. Call Gap limits the rate of calls accepted for a specified code or to a particular number during a period of time.
- e. Automatic Code Gap (ACG). ACG limits messaging between AIN SSPs and the AIN SCP. Although this control is an AIN control, the exemption is triggered by the HPC identify of a call.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.18 Government Emergency Telecommunications Service (GETS), (Cont'd.)

6.18.3 GETS Features, (Cont'd.)

C. High Probability of Completion (HPC) , (Cont'd.)

3. The HPC feature works with Switched Access trunk groups equipped with SS7 Out of Band Signaling or with Equal Access Multifrequency Address Signaling. The HPC feature is available in specified wire centers only as negotiated between the Company and the federal government or its authorized user.
4. Company will support the switch vendor's GETS HPC Feature Set requirements, HPC Activated Features requirements and HPC Network Capabilities Requirements.
5. Company will provide GETS-specific Operational Measurements (thirty-minute office-level measurements designed for consistency with LEC operational systems and engineering practices) and Network Management Measurements (discrete and five-minute measurements, both office- and trunk-level, for use with LEC network management centers).

6.18.4 Maintenance and Testing

- A. Company shall maintain TQ on all trunk groups specified by the GETS agreement between the Company and the federal government.
- B. Company will support GETS Standard Service Testing requirements.
- C. Company will support GETS Remote Service Verification Process (RSVP) testing requirements.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.18 Government Emergency Telecommunications Service (GETS), (Cont'd.)

6.18.5 Cancellation of Service

Prior to deployment of the GETS service, the federal government may terminate performance of work, in whole or in part, if termination is in the federal governments' best interest. The Company, upon receiving a Notice of Termination, will:

- immediately stop work as specified in the notice;
- execute no further subcontracts or orders for materials, services or facilities except to complete the continued portion of the contract;
- terminate all subcontracts to the extent related to work terminated;
- settle all outstanding liabilities and termination settlement proposals;
- transfer title and deliver to the federal government all work in progress, plans, information and other information which would normally be furnished to the federal government if the GETS service had been implemented;
- complete performance of work not terminated;
- protect property related to GETS service in which the federal government has an interest; and
- submit a final termination settlement proposal no later than one year from the effective date of termination, unless extended in writing by the federal government within the one year period.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.18 Government Emergency Telecommunications Service (GETS), (Cont'd.)

6.18.6 Rates and Charges

A. HPC Rates and Charges

Company offers all HPC features as a bundled set with the exception of RSVP and OA&M Data Collection and Delivery. These exceptions are separately priced and offered to the GETS IC as options.

HPC Service Preparation Charge \$650.00

A one-time charge covering costs that are independent of the quantity of switches (e.g., product management, development of methods and procedures for implementation, identifying trunk groups for trunk queuing, network acceptance testing, etc.).

HPC Non-Recurring Per Switch Charge \$182.00

A one-time implementation charge per end office or access tandem switch (e.g., provisioning a switch to set HPC, provision Trunk Queuing on trunk groups).

HPC Monthly Recurring Per Switch Charge \$ 30.00

Firm-fixed monthly charge per end office or access tandem switch to cover ongoing costs (e.g., maintenance, standard operational readiness testing, resources utilization, etc.).

HPC Service Change Charge \$150.00

A one-time per switch charge for any request for HPC service configuration changes, including changes to the numbers provisioned to set HPC and Trunk Queuing parameters. This charge is independent of the number of activities included in an individual switch change request.

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6.18 Government Emergency Telecommunications Service (GETS), (Cont'd.)

6.18.6 Rates and Charges, (Cont'd)

B. OA&M Delivery Options Rates and Charges

OA&M Service Preparation Charge	\$455.00
---------------------------------	----------

A one-time charge covering costs that are independent of the quantity of switches (e.g., product management, development of methods and procedures for implementation, identifying trunk groups for trunk queuing, network acceptance testing, etc.).

OA&M Monthly Recurring Per Switch Charge	\$ 91.00
--	----------

Firm-fixed monthly charge per end office or access tandem switch to cover ongoing costs (e.g., maintenance, standard operational readiness testing, resources utilization, etc.).

OA&M Service Change Charge	\$150.00
----------------------------	----------

A one-time per switch charge for any request for OA&M service configuration changes, including changes to the numbers provisioned to set OA&M parameters. This charge is independent of the number of activities included in an individual switch change request.

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6.18 Government Emergency Telecommunications Service (GETS), (Cont'd.)

6.18.6 Rates and Charges, (Cont'd.)

C. RSVP Options Rates and Charges

RSVP Monthly Recurring Per Switch Charge \$35.00

Firm-fixed monthly charge per end office or access tandem switch to cover ongoing costs (e.g., maintenance, standard operational readiness testing, resources utilization, etc.).

RSVP Non-Recurring Per Switch Charge \$60.00

A one-time implementation charge per end office or access tandem switch (e.g., provisioning a switch to set RSVP).

RSVP Service Change Charge \$20.00

A one-time per switch charge for any request for RSVP service configuration changes, including changes to the numbers provisioned to set RSVP parameters. This charge is independent of the number of activities included in an individual switch change request.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.19 Extended Community Calling

The following Extended Community Calling Plan is available in the Company's Orlando market.

<u>Originating Rate Center</u>	<u>Destination Rate Center</u>	<u>Charge Per Initial Minute</u>	<u>Charge Per Subsequent Minute</u>
Orlando	DeBary	\$0.09	\$0.054
Eau Galle	Titusville	\$0.09	\$0.054
Melbourne	Titusville	\$0.09	\$0.054
Winter Park	DeBary, St. Cloud	\$0.09	\$0.054
Titusville	Melbourne, Eau Galle	\$0.09	\$0.054
DeBary	Orlando, Winter Park	\$0.09	\$0.054
Orange City	Winter Park	\$0.09	\$0.054

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LOCAL EXCHANGE SERVICES

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6.20 N11 Dialing Service

N11 Dialing Service is a three-digit local dialing arrangement (excluding 411 and 911) available in specified service areas for the delivery of information and referral services via voice grade facilities as required by state and federal regulators.

The local calling area for the rate center of the N11 service subscriber will be the same as the Company's local calling area for that rate center. N11 Dialing Service will be provided as equipment and facilities permit. N11 service is limited to use by agencies approved by applicable federal and/or state regulators.

N11 Dialing Service is delivered via regular exchange access lines, e.g., individual business lines, trunks, etc. Service is furnished subject to the availability of the N11 number.

Access to N11 Dialing Service is not available to the following services:

- 1+ Toll Services
- 101XXXX
- Credit Card
- Third-Party Billed
- Collect Calls
- Inmate Service

Operator assisted calls to the N11 subscriber will not be completed.

The N11 subscriber may not directly or indirectly sell or transfer the N11 number to an unaffiliated entity.

(D)
(D)

All requests for N11 Dialing Service must be submitted in writing to the Company.

The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the N11 number. If requested by Company, the N11 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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6.20 N11 Dialing Service, (Cont'd.)

Though the use of these services is free of charge, Customers who subscribe to measured or message-rated service will incur standard local usage charges when accessing N11 Dialing Services.

In no event shall the Company be liable for any losses, damages or claims of any kind arising from the provision of N11 Dialing Service or any Customer's use of such service.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.21 Automatic Reroute Service*

(T)

Automatic Reroute Service automatically reroutes incoming calls associated with a specific trunk group to a predetermined alternate telephone number when the primary location experiences an out-of-service condition such as a result of a power outage or a wire cut that isolates the primary location from the Company. Automatic Reroute Service is available for trunk products.

The Customer may establish call paths in multiples of six (6). The number of call paths determines how many simultaneous calls will be rerouted. The number of call paths selected may not exceed the number of trunks and/or channels associated with the trunk group and should be sized correctly based on the trunks and/or channels of the terminating location. Features may not work in conjunction with this service, such as Calling Name and Number Delivery.

The Customer is responsible for all measured or message usage or toll charges incurred in the rerouting of calls.

The Company's liability with respect to a claim or suit by a Customer, or any third party, for damages associated with Automatic Reroute Service, including but not limited to the installation, provision performance or non-performance of Automatic Reroute Service, shall not exceed an amount equal to the proportionate charge for Automatic Reroute Service for the period during which the service was affected.

(T)

*Not available to Converged Voice Service Customers.

(N)

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6.21 Automatic Reroute Service*, (Cont'd.)

(T)

6.21.2 Rates and Charges

	Per Trunk Group	
	Nonrecurring <u>Charges</u>	Monthly Recurring <u>Charges</u>
6 Call Paths	\$100.00	\$10.00
12 Call Paths	\$100.00	\$20.00
18 Call Paths	\$100.00	\$30.00
24 Call Paths	\$100.00	\$40.00

(D)

(D)

*Not available to Converged Voice Service Customers.

(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.22 Business Line and Terminal Features

6.22.1 General

The features in this section are made available as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

(T)

6.22.2 Description of Features

A. Anonymous Call Rejection

Allows Customer to reject calls if the calling number is marked as private.

B. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another Customer specified line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding (Busy) automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding (Don't Answer) automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding (Variable) allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

C. Call Hold

Allows call to be placed on hold.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.22 Business Line and Terminal Features, (Cont'd.)

(N)

6.22.2 Description of Features, (Cont'd.)

D. Call Transfer (for Lines)

Call Transfer allows a Customer to receive an incoming call then transfer the calling party to any other number.

E. Call Waiting

Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

F. Caller ID

1. Calling Number Delivery

This Caller ID feature allows a Customer to see a caller's number previewed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that are not answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The number of originating callers who have requested that their name and number be blocked will not be populated on the Customer's CPE.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.22 Business Line and Terminal Features, (Cont'd.)

(N)

6.22.2 Description of Features, (Cont'd.)

F. Caller ID, (Cont'd.)

2. Calling Name & Number Delivery

This Caller ID feature allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that are not answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The name and number of originating callers who have requested that their name and number be blocked will not be populated on the Customer's CPE.

3. Caller ID Blocking - Per Line

This feature allows the calling party to block display of its name and number on the called party's station equipment.

G. Continuous Redial

The Continuous Redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer.

The Continuous Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. The Continuous Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

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6.22 Business Line and Terminal Features, (Cont'd.)

6.22.2 Description of Features, (Cont'd.)

H. Distinctive Ringing

If the user has subscribed to additional telephone numbers (maximum of two), incoming calls may be distinguished via a unique ring.

I. Last Call Return

Allows the Customer to automatically place a call to the last number that called them by dialing a specific code. Once connected, the Customer will hear the ringing of this caller's line as if he/she dialed the caller directly.

J. Priority Call

Allows Customer to program a predetermined set of telephone numbers (depending on the specific switch on which the Customer is provisioned) to be identified by a special ring/call waiting tone.

K. Remote Access to Call Forwarding

Allows a Customer to access their call forwarding feature functionality from a remote location. Customers may change their forward to number from any number within the PSTN.

(N)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONTD.)

6.22 Business Line and Terminal Features, (Cont'd.)

(N)

6.22.2 Description of Features, (Cont'd.)

L. Remote Call Forwarding

Remote Call Forwarding allows a Customer the ability to purchase additional Directory Numbers and to have calls to those telephone numbers forwarded on a permanent basis to a designated telephone number.

1. Conditions

- a. The telephone number to which calls are forwarded is user-defined.
- b. Changes to this number are made via a service order.
- c. Customers can request additional paths for Remote Call Forwarding service.
- d. A flat-rated monthly recurring charge applies for each main Remote Call Forwarding Directory Number and for each additional path ordered.
- e. If the telephone number from which calls are forwarded and the telephone number to which calls are forwarded is a toll call, Customers will be charged the appropriate toll charges for each call made to the originating telephone number.

M. Selective Call Forwarding

Selective Call Forwarding allows a Customer to specify a special list of telephone numbers. Incoming calls placed to the Customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.22 Business Line and Terminal Features, (Cont'd.)

6.22.2 Description of Features, (Cont'd.)

N. Selective Call Rejection

Selective Call Rejection enables a Customer to reject call attempts from Customer specified numbers by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the Customer from these numbers will be prevented from terminating to the Customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A Customer may also reject future calls from the directory number of the most recent call received by dialing a code after completing the call.

O. Speed Calling*

(T)

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

P. Three-way Calling

The Three-way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

*Not available to Converged Voice Services Customers.

(N)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.22 Business Line and Terminal Features, (Cont'd.)

6.22.3 Rates and Charges

A. Recurring and Nonrecurring Charges

- 1. Standard Voice Service Options – Available at no additional charge on line and terminal voice services. (T)

Feature

- Calling Number Delivery
- Caller ID Blocking – Per Line
- Hunting (See Section 6.15) (N)
- Blocking (See Section 6.6) (N)

- 2. Select Feature Package – Available at no additional charge to Customers purchasing lines/terminals as part of an integrated service bundle as described in Section 7. Customer may select any combination of the following features.

Feature

- Three-way Calling
- Call Forwarding (Busy)
- Call Forwarding (Don't Answer)
- Call Forwarding (Variable)
- Call Waiting
- 8/10 Number Speed Calling
- 30 Number Speed Calling
- Call Transfer (for Lines)
- Calling Name & Number Delivery
- Call Hold
- Anonymous Call Rejection

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.22 Business Line and Terminal Features, (Cont'd.)

6.22.3 Rates and Charges, (Cont'd.)

A. Recurring and Nonrecurring Charges, (Cont'd.)

- 3. Premium Feature Package – Available at \$7.50/line Monthly Recurring Charge to Customers purchasing lines or terminals. Customer may select any combination of the following features.

Feature

All Features included in the Select Feature Package above
 Remote Access to Call Forwarding
 Distinctive Ringing
 Continuous Redial
 Selective Call Forwarding
 Selective Call Rejection
 Priority Call
 Last Call Return

- 4. Deluxe Feature Package – Available at no additional charge to Customers purchasing business lines as part of a Converged Voice Service as described in Section 7.2.21. All features will be available to the Customer. The Customer will have the option to activate or deactivate any of the features per business line.

(N) (M)

Feature

Three-way Calling
 Call Forwarding (Busy)
 Call Forwarding (Don't Answer)
 Call Forwarding (Variable)
 Call Waiting (not available when Hunting is selected)
 Call Transfer (for Lines)
 Calling Name & Number Delivery
 Call Hold
 Anonymous Call Rejection
 Last Call Return

(N) (M)

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6.22 Business Line and Terminal Features, (Cont'd.)

6.22.3 Rates and Charges, (Cont'd.)

A. Recurring and Nonrecurring Charges, (Cont'd.)

5. Custom Feature Package - Available at \$7.50/line Monthly Recurring Charge to Customers purchasing business lines as part of a Converged Voice Service as described in Section 7.2.21. The Deluxe Feature Package described above is automatically included. In addition, the Customer may select any combination of the following features.

Feature

- Remote Access to Call Forwarding
- Distinctive Ringing
- Continuous Redial
- Selective Call Forwarding
- Selective Call Rejection
- Priority Call

(N)

(N)

6. Remote Call Forwarding - All LATAs

(T) (M)

<u>Feature</u>	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
Remote Call Forwarding – Initial Path	\$12.00	\$0.00
Remote Call Forwarding – Addl Path	\$12.00	\$0.00

B. Connection Charges

Connection charges may apply when a Customer requests connection to one or more features. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premise.

(T)

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new feature(s) to prospective Customers within 90 days of the establishment of the new feature.

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(M)

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SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.23 Voice Mail Service

6.23.1 General

Voice Mail Service (VMS) provides the subscriber with the capability to receive, send, store and retrieve voice messages over the telephone network. VMS is offered where Simplified Message Desk Interface II (SMDI II) and VMS facilities are available.

The basic component of VMS is the mailbox which provides for receipt and storage of messages. VMS is accessed via a touchtone telephone or similar Dual Tone Multifrequency (DTMF) device and requires the input of a passcode.

VMS is comprised of tiered levels of applications in packages with one or more optional features available. The Customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service subscriber.

6.23.2 Business VMS Offerings

Basic Mailbox - provides the subscriber with Call Answering and Messaging and Busy Greeting abilities. A Basic Mailbox may receive twenty five (25) messages in a billing period for the flat fee. Features include Delivery Options and 5 Group Lists. The VMS mailbox holds 15 messages, with a 15 day retention period, a Greeting length of 2 minutes and the ability to receive messages of 2 minutes duration. Call Forward Busy (CFB), Call Forward Don't Answer (CFDA) and Message Waiting Indicator (MWI) are included. (T)

Enhanced Mailbox - provides the subscriber with Call Answering and Messaging, Busy Greeting, Reminder and Future Delivery abilities. Features include Delivery Options, 15 Group Lists and Extended Absence Greeting. An Enhanced mailbox may receive 50 messages in a billing period for the flat fee. The VMS mailbox holds 60 messages, with a 45 day retention period, a Greeting length of 5 minutes and the ability to receive messages of 5 minutes duration. Call Forward Busy (CFB), Call Forward Don't Answer (CFDA) and Message Waiting Indicator (MWI) are included. (T)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.23 Voice Mail Service, (Cont'd.)

6.23.2 Business VMS Offerings, (Cont'd.)

Deluxe Mailbox - provides the subscriber with Call Answering and Messaging, Busy Greeting, expanded Reminder, and Future Delivery abilities. Features include Delivery Options, 15 Group Lists, Extended Absence Greeting and Revert to Operator. A business stand-alone Deluxe Mailbox may receive 73 messages in a billing period for the flat fee. The VMS mailbox allows up to 73 messages, with a 45-day retention period and a Greeting length of 5 minutes. Message may be up to 5 minutes duration per message. Call Forward Busy (CFB), Call Forward Don't Answer (CFDA) and Message Waiting Indicator (MWI) are included.

(T)

6.23.3 Other Services

Pager Notification - allows you to assign a pager number that will be called when a message is received in your mailbox. This feature is only programmable by TWTC and pager out-dial numbers are limited to 800 numbers only.

Tree – A menu option that allows incoming callers to select from a menu of pre-selected one digit options and be routed to that option.

Auto Receptionist – voice mail application frequently used as an automated versus a live receptionist who directs the caller to enter the extension number they are calling and be transferred. Most often used to direct overflow traffic coming in to the receptionist.

Sub Mailboxes – personal mailboxes grouped under a master mailbox.

Greeting Only (5 minutes) – Provides the caller with a notice/greeting only. The length of the greeting can be up to 5 minutes. The caller cannot leave a message.

Greeting Only (10 minutes) – Provides the caller with a notice/greeting only. The length of the greeting can be up to 10 minutes. The caller cannot leave a message.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.23 Voice Mail Service, (Cont'd.)

(N)

6.23.3 Other Services, (Cont'd.)

“Virtual” options on the above products are also supported. These do not require the provisioning of a physical line in order to be supported. These include:

- Virtual Auto Receptionist/ Auto Attendant
- Virtual Basic Mailbox
- Virtual Deluxe Mailbox
- Virtual Enhanced Mailbox
- Virtual Greeting Only (5 minutes)
- Virtual Greeting Only (10 minutes)
- Virtual Tree
- Virtual Pager Notification

6.23.4 Recurring and Nonrecurring Charges

Service order charges apply per main billing account as described in Section 4 of this tariff. Service is offered on a month to month basis.

A. All LATAs where available

Per Individual Mailbox (up to 100 Mail Addresses):

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Basic Mailbox	\$6.95	\$ 22.00
Enhanced Mailbox	\$8.95	\$ 22.00
Deluxe Mailbox	\$10.95	\$ 22.00

(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.24 Digital Trunk and PRI Features

The following features may be used with the Company's stand-alone Voice T1 product and integrated products with Digital Trunk and PRI. Features are available as equipment and facilities permit.

6.24.1 Calling Number Delivery

This feature allows the Customer to receive the calling party's number on its station equipment. The Customer is responsible for providing the CPE required for this feature.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product	Not Available	Not Available
With PRI Service as part of an integrated product	\$0.00	\$0.00
With Voice T1, where technically feasible	\$0.00	\$0.00

6.24.2 Calling Name and Number Delivery

Requires suitably equipped ISDN switching and terminal equipment and allows the network to pass Calling Name information (along with the calling line identification) between multiple groups within a PRI Serving Arrangement.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>	
With Digital Trunk Service as part of VersiPak® Service or other integrated product	Not Available	Not Available	(T)
With PRI Service as part of VersiPak Service	\$0.00	\$0.00	
With PRI Service as part of Converged Voice Services	\$50.00	\$0.00	(N) (N)
With Complete Dynamic Service, Complete Lines & Trunks Service and Channel 12 Service per trunk group	\$50.00	\$0.00	

*Complete Lines/Trunks Service is grandfathered effective January 22, 2010, available to existing Customers only without modification.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.24 Digital Trunk and PRI Features, (Cont'd.)

6.24.3 Calling Name and Number Transmission

This feature allows the Customer to send the calling name and number to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 6.6.

Blocked Calling Number information will be delivered to certain qualifying Customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such Customers must certify to the Company their compliance with the waiver order's eligibility requirements.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product	\$0.00	\$0.00
With PRI Service as part of an integrated product	\$0.00	\$0.00
With Voice T1, where technically feasible	\$0.00	\$0.00

6.24.4 E911 CPN Management*

(T)

This feature allows a Customer to send its calling number to the E911 dispatcher or PSAP during an emergency call.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB
With Voice T1, where technically feasible	ICB	ICB

(N)

*Included in standard configuration of Converged Voice Service.

(M)

(M) – Certain material previously located on this page is now found on Page 140.13.1.

(M)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.24 Digital Trunk and PRI Features, (Cont'd.)

(M)

6.24.5 CARE CPN Management

Using this feature, the Company will transmit the Customer's billing telephone number to the Customer's long distance provider. Requests to transmit individual number or CPN information will be handled on an individual case basis.

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB
With Voice T1, where technically feasible	ICB	ICB

(M)

(M) – Material found on this page was previously located on Page 140.13.

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.24 Digital Trunk and PRI Features, (Cont'd.)

6.24.6 Additional Trunk Groups*

(T)

This feature allows the Customer to separate a facility into two or more trunk groups.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00
With PRI Service as part of an integrated product		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00
With Voice T1, where technically feasible		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00

6.24.7 Call by Call*

(T)

This feature allows the Customer to set inbound and outbound call thresholds on two-way PRIs so as to prevent call blockage in either direction

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	\$0.00	\$0.00
With Voice T1, where technically feasible	\$0.00	\$0.00

*Not available to Converged Voice Service Customers.

(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.24 Digital Trunk and PRI Features, (Cont'd.)

6.24.8 Two-B Channel Transfer (TBCT)*

(T)

This feature, applicable to two-way PRI service, allows the Customer to receive a call on one B channel and transfer it to an external number using a second B channel. Upon transfer, both B channels are released.

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB
With Voice T1, where technically feasible	ICB	ICB

6.24.9 Call Transfer on Trunks*

(T)

This feature is available with two-way trunk service. It allows the Customer to receive a call on one trunk and transfer it to an external number using a second trunk. Upon transfer, both trunks release. This service may not be used for more than 20% of the Customer's traffic.

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service, as part of an integrated service	ICB	ICB
With PRI Service	Not Available	Not Available
With Voice T1, where technically feasible	ICB	ICB

6.24.10 Blocking Service - See Section 6.6 for details.

6.24.11 Dialed Number Identification Service (DNIS)

ISDN PRI feature that delivers dialed number, including 8xx numbers, to Customer's PBX or other equipment.

	Monthly Recurring <u>Charges</u>	Nonrecurring <u>Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service Per Trunk	\$5.00	\$0.00

*Not available to Converged Voice Service Customers.

(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.24 Digital Trunk and PRI Features, (Cont'd.)

6.24.12 Additional Route Index*

(T)

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00
With Voice T1, where technically feasible		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00

6.24.13 Redirecting Number on PRI*

(T)

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
With Voice T1, where technically feasible		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00

*Not available to Converged Voice Service Customers.

(N)

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LOCAL EXCHANGE SERVICES

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.24 Digital Trunk and PRI Features, (Cont'd.)

6.24.14 Redirected Dialed Number Identification Service (RDNIS)*

(T)

Allows the call record of a Customer who has redirected (i.e., forwarded) an incoming call to an alternate location to carry not only the originating calling number information, but also the calling number identification of the telephone number from which the call was forwarded.

Requires ISDN compatible equipment provided by the Customer.

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With Voice T1, where technically feasible, per T1	\$50.00	\$0.00

*Not available to Converged Voice Service Customers.

(N)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES

7.1 General

Business Network Switched Service provide a business Customer with a connection to the Company's switching network which enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll - free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d) access the service of providers of intraLATA and interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).
- (e) access to Telecommunications Relay Services (TRS) for communication between a station equipped with a Telecommunications Device for the Deaf (TDD) and a station not equipped with a TDD.

Business Network Switched Service is provided via one or more channels terminated at the Customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice - grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 2 apply to all service on a one-time basis unless waived pursuant to this Price List.

Calls to points within the local exchange area are charged on the basis of the length of completed calls originating from the Customer's service in addition to a base monthly charge.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions and Rates

The following Business Access Service Options are offered:

- Business Access Line Service
- PBX Trunks
- Primary Rate ISDN (PRI) Service
- Business Expansion Service
- Expanded Exchange Service
- VersiPak® IPRI Service
- IBL/VersiPak® Packages
- Bonded Integrated Service
- TW Telecom One Solution: Connect
- VersiPak Flex® T and Power® T Products
- Voice T-1 Service
- Foreign Exchange Service
- Channel 12 Service (Grandfathered)
- Complete Dynamic Service (Grandfathered)
- Complete Lines/Trunks Service (Grandfathered)
- Complete Dynamic One Service
- tw telecom Channel 12 Service
- Converged Voice Service

(T)

Business Access Line Service and Analog and Digital PBX trunks are offered with flat rate local service.

All Business Network Switched Service may be connected to Customer - provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two - way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

To the extent facilities are available, services offered under this tariff are provided by the company on an on-net basis. Unless otherwise noted, pricing for services offered under this price list reflect the on-net price for such services. Where service is provided on an off-net basis, additional charges may apply. If during a contract period the Company brings a Customer's service onto the Company network, pricing for the original configuration shall continue to apply for the duration of the contract period.

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Service is intended for end user applications with local usage not to exceed 200,000 minutes per month. Terms and conditions, rates and charges for applications exceeding 200,000 minutes of local usage per month will be determined on an individual case basis. If the Customer's actual usage exceeds 200,000 minutes of local usage per month, the Company may, upon 30 days written notice, re-calculate and adjust the monthly recurring rates to be charged to the Customer. If the Customer does not accept the adjusted rates, it may, upon notice to the Company, terminate the Service. Termination liability charges may apply as specified elsewhere in this tariff.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

All services offered in this tariff are subject to nonrecurring and monthly recurring charges.

These services provide a Customer with the ability to connect its terminal equipment, inside wiring, or transmission facilities to the Company's switched network for the origination and reception or telephonic communications, and includes optional features designed to facilitate the use or expand the functionality of communications services. Services may be provided by the use of the Company's own facilities, by resale of services provided by other telephone companies, or by a combination of these methods.

7.2.0 Federal Subscriber Line Charge

Line, trunk and PRI services offered pursuant to this tariff are subject to the Federal Subscriber Line Charge as described in the Company's FCC Access Tariff Number 1. The Federal Subscriber Line Charge is a monthly recurring charge. There are no exemptions associated with the product charge. Federal Subscriber Line Charge rates are posted on the Company's website at www.twtelecom.com. Rates are subject to change. Further information regarding the Federal Subscriber Line Charge is available on the Federal Communication's website at www.fcc.gov.

7.2.1 Business Line Service

A. Description

Business Line Service provides a Customer with voice grade telephonic communications channels that can be used to place or receive one call at a time. Local calling is available on a flat rate basis (one monthly charge regardless of call volume). Business Lines are provided for connection of Customer - provided single line terminal equipment such as station sets or facsimile machines.

The Business Line Service Customer is also eligible to purchase the Premium Feature Package defined in Section 6.22.

(T)

(T)

(D)

(D)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.1 Business Line Service, (Cont'd.)

A. Description, (Cont'd.)

Business Line Service is subject to minimum and maximum order quantities as described below:

Service Delivery Type	Minimum DS0s per T1 per service location	Maximum DS0s per T1 per service location
On-Net Service	12	24
Off-Net Service	16	24

B. Rates and Charges

1. Flat Rate Business Line Service

a. Orlando, Daytona Beach, Jacksonville, Tampa Markets

	<u>Monthly</u>	<u>12 Month</u> <u>Term</u>	<u>24 Month</u> <u>Term</u>	<u>36 Month</u> <u>Term</u>	<u>60 Month</u> <u>Term</u>
Monthly Recurring Charge	ICB	\$12.16	\$11.60	\$11.05	\$10.50
Nonrecurring Charge	\$20.00 (T)	\$20.00	\$20.00	\$20.00	\$20.00

b. Miami, Fort Lauderdale Markets

	<u>Monthly</u>	<u>12 Month</u> <u>Term</u>	<u>24 Month</u> <u>Term</u>	<u>36 Month</u> <u>Term</u>	<u>60 Month</u> <u>Term</u>
Monthly Recurring Charge	ICB	\$7.92	\$7.56	\$7.20	\$6.84
Nonrecurring Charge	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00

(M) – Certain material now found on this page was previously located on Page 145 and Page 146.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.1 Business Line Service, (Cont'd.)

(T)

(M)

(M)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.1 Business Line Service, (Cont'd.)

(T)

(M)

(M)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.1 Business Line Service, (Cont'd.)

(T)

B. Rates and Charges, (Cont'd.)

2. Message Rate Business Line Service*

(T)

Business line message rate service is offered in all exchanges where facilities permit. Subscribers to message rate will be billed a monthly rate and a per message rate for each outgoing local message to the local calling area.

a. Orlando

(T)

		<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
	<u>Monthly</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$11.00	\$11.00	\$11.00	\$11.00	\$11.00
Nonrecurring Charge	\$47.60	\$47.60	\$47.60	\$47.60	\$47.60
Per Message Rate	\$0.10				

*This service is grandfathered and is only available to existing Customers of record at their current location as of July 26, 2008.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.1 Business Line Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Message Rate Business Line Service*, (Cont'd.)

b. Tampa

(T)

 (T)
 (T)

		<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
	<u>Monthly</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$16.50	\$16.50	\$16.50	\$16.50	\$16.50
Nonrecurring Charge	\$58.65	\$58.65	\$58.65	\$58.65	\$58.65
Per Message Rate	\$0.09				

*This service is grandfathered and is only available to existing Customers of record at their current location as of July 26, 2008.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.1 Business Line Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Message Rate Business Line Service*, (Cont'd.)

c. Daytona Beach

(T)
 |
 |
 |
 (T)
 (T)

	<u>Monthly</u>	<u>12 Month</u> <u>Term</u>	<u>24 Month</u> <u>Term</u>	<u>36 Month</u> <u>Term</u>	<u>60 Month</u> <u>Term</u>
Monthly Recurring Charge	\$11.00	\$11.00	\$11.00	\$11.00	ICB
Nonrecurring Charge	\$47.60	\$47.60	\$47.60	\$47.60	ICB
Per Message Rate	\$0.10				

*This service is grandfathered and is only available to existing Customers of record at their current location as of July 26, 2008.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service

A. Description

Analog PBX Trunk Service provides a Customer with a single voice-grade telephonic communications channels that can be used to place or receive one call at a time. Local calling is available on a flat rate basis (one monthly charge regardless of call volume). Analog PBX Trunk Service provides a connection from a Customer-provided PBX to the public switched telecommunications network. (T)

Each Analog PBX Trunk can be configured as an Inward, Outward, or Two-Way Trunk and may be equipped with Individual Telephone Numbers for an additional charge as described in section 7.2.4. Individual Telephone Numbers enable a PBX to switch an incoming call directly to the intended extension number without the need for an attendant. (T)

Analog PBX Trunk Service may be configured into a hunt group with other Company-provided Analog PBX Trunks.

The Company will consider requests for large quantities, i.e. 101 or more trunks, on an individual case basis only. (C)

A. Flat Rate Analog PBX Trunks

Flat Rate Analog PBX Trunks (Outward or Two-Way) provide the Customer with unlimited outward dialing within a designated local calling area at no additional charge.

B. Message Rate Analog PBX Trunks*

Message Rate Analog PBX Trunks (Outward or Two-Way) provide the Customer with message rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.2.B.

C. Measured Rate Analog PBX Trunks*

Measured Rate Analog PBX Trunks (Outward or 2-way) provide the Customer with measured rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.2.

* - Service is only available to existing Customers at existing locations without modification.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

A. Description, (Cont'd.) (T)

Analog PBX Trunk Service is subject to minimum and maximum order quantities as described below: (N)

<u>Service Delivery Type</u>	<u>Minimum DS0s per T1 per service location</u>	<u>Maximum DS0s per T1 per service location</u>
On-Net Service	12	24
Off-Net Service	16	24

B. Rates and Charges (T)

1. Analog Access Trunk - Flat (T)

a. Orlando, Daytona Beach, Jacksonville, Tampa Markets (T,M)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	ICB	\$12.16	\$11.60	\$11.05	\$10.50
Nonrecurring Charge	ICB	\$20.00	\$20.00	\$20.00	\$20.00

b. Miami, Fort Lauderdale Markets (N)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	ICB	\$7.92	\$7.56	\$7.20	\$6.84
Nonrecurring Charge		\$20.00	\$20.00	\$20.00	\$20.00

(M) - Certain material now found on this page was previously located on Page 154 and Page 157.

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FL11004

LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

B. Rates and Charges, (Cont'd.) (T)

2. Analog Access Trunk - Message* - Orlando Market (T)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$11.55	\$11.55	\$11.55	\$11.50	\$11.55
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Change Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

(D)

3. Analog Access Trunk - Measured* - Orlando Market (T)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$11.55	\$11.55	\$11.55	\$11.50	\$11.55
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Change Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

This service is limited to the Company's Customers of record as of March 17, 2007.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

(T)

(D)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

(T)

(M)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Analog Access Trunk - Message*- Tampa Market

(T)

(T)

(D)

	<u>Monthly</u>	<u>12 Month</u> <u>Term</u>	<u>24 Month</u> <u>Term</u>	<u>36 Month</u> <u>Term</u>	<u>60 Month</u> <u>Term</u>
Monthly Recurring Charge	\$28.00	\$25.20	\$23.80	\$22.40	ICB
Nonrecurring Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB
Move Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB
Change Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB
Restore Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB
Message Usage Charge				\$0.09 Per Message	

* -This service is limited to the Company's Customers of record as of March 17, 2007.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

(T)

(D)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

(T)

(M)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.2 Analog PBX Trunk Service, (Cont'd.)

B. Rates and Charges, (Cont'd.) (T)

5. Analog Access Trunk - Message* - Daytona Beach Market (T)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$11.55	\$11.55	\$11.55	\$11.50	\$11.55
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Change Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

(D)

6. Analog Access Trunk - Measured* - Daytona Beach Market (T)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$11.55	\$11.55	\$11.55	\$11.50	\$11.55
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Change Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

Measured Usage Charge \$0.035 Per Minute

This service is limited to the Company's Customers of record as of March 17, 2007.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

[Reserved for Future Use]

(D)

(D)

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FL10808

LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service

This service is limited to the Company's Customers of record as of December 28, 2005.

Digital PBX Trunk Service provides a Customer with connection to the Company switch via a DS1 digital fiber optic transmission circuit operating at 1.544 Mbps. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Customers must have the ability to terminate a DS1 signal.

Each Digital PBX Trunk can be configured as an Inward, Outward or Two-Way Trunk. The Customer may purchase individual telephone numbers for use with Inward and Two-Way Trunks for additional charges as set forth in Section 6.2.4.

Customers may purchase supplemental services as described in Section 5. Supplemental Services are available as equipment and facilities permit.

Digital PBX Trunk Service may be configured into a hunt group with other Company-provided Digital PBX Trunks.

The Company will consider requests for large quantities, i.e. 100 or more trunks, on an individual case basis only.

Digital PBX Trunks sold to qualified IBL or VersiPak® Customers may be eligible for discounted rates as indicated.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(A) Flat Rate Digital PBX Trunks

Flat Rate Digital PBX Trunks (Outward or Two-Way) allow the Customer to place unlimited outward dialed calls within the designated local calling area and no additional charge

(B) Message Rate Digital PBX Trunks

Message Rate Digital PBX Trunks (Outward or Two-Way) provide the Customer with message rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.3.

(C) Measured Rate Digital PBX Trunks

Measured Rate Digital PBX Trunks (Outward or 2-way) provide the Customer with measured rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.3.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges

The following monthly recurring and nonrecurring charges apply to inward, outward or two-way trunks, but not to message rate trunks.

1. Orlando

a. Digital Facility
 (Charge applies to 18 or less trunks)

	<u>Monthly</u>	<u>12 Month</u> <u>Term</u>	<u>24 Month</u> <u>Term</u>	<u>36 Month</u> <u>Term</u>	<u>60 Month</u> <u>Term</u>
Monthly Recurring Charge	\$245.10	\$245.10	\$245.10	\$245.10	\$245.10
Nonrecurring Charge	\$315.00	\$315.00	\$315.00	\$315.00	\$315.00
Move Charge	\$315.00	\$315.00	\$315.00	\$315.00	\$315.00
Change Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

1. Orlando, (Cont'd.)

b. Digital Access Trunk - Flat

	<u>Monthly</u>	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$38.90	\$37.50	\$33.85	\$32.00	\$29.85
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$ 0.00
Change Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

Per Trunk Sold to Qualified IBL / VersiPak Customers

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$37.00	\$33.50	\$30.00	\$27.00
Nonrecurring Charge	\$0.00	\$0.00	\$0.00	\$0.00
Move Charge	\$0.00	\$0.00	\$0.00	\$0.00
Change Charge	\$50.00	\$50.00	\$50.00	\$50.00
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

1. Orlando, (Cont'd.)

c. Digital Access Trunk - Message

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$17.95	\$17.95	\$17.95	\$17.95	ICB
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Change Charge	\$0.00	\$0.00	\$0.00	\$0.00	ICB
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00	ICB

d. Digital Access Trunk - Measured

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$17.95	\$17.95	\$17.95	\$17.95	ICB
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Change Charge	\$0.00	\$0.00	\$0.00	\$0.00	ICB
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00	ICB

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

2. Tampa

a. Digital Facility Charge applies to 18 or less trunks)

	<u>Monthly</u>	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$310.50	\$0.00	\$0.00	\$0.00	ICB
Nonrecurring Charge	\$522.00	\$0.00	\$0.00	\$0.00	ICB
Move Charge	\$522.00	\$0.00	\$0.00	\$0.00	ICB
Change Charge	\$522.00	\$50.00	\$50.00	\$50.00	ICB
Restore Charge	\$522.00	\$0.00	\$0.00	\$0.00	ICB

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

2. Tampa, (Cont'd.)

b. Digital Access Trunk - Flat

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$46.85	\$32.29	\$29.16	\$27.08	ICB
Nonrecurring Charge	\$51.50	\$27.08	\$20.83	\$18.75	ICB
Move Charge	\$51.50	\$27.08	\$20.83	\$18.75	ICB
Change Charge	\$51.50	\$50.00	\$50.00	\$50.00	ICB
Restore Charge	\$51.50	\$27.08	\$20.83	\$18.75	ICB

Per Trunk Sold to Qualified IBL / VersiPak Customers

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$37.00	\$33.50	\$30.00	\$27.00
Nonrecurring Charge	\$0.00	\$0.00	\$0.00	\$0.00
Move Charge	\$0.00	\$0.00	\$0.00	\$0.00
Change Charge	\$51.50	\$51.50	\$51.50	\$51.50
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

2. Tampa, (Cont'd.)

c. Digital Access Trunk - Message

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$28.00	\$25.20	\$23.80	\$22.90	ICB
Nonrecurring Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB
Move Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB
Change Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB
Restore Charge	\$51.50	\$51.50	\$51.50	\$51.50	ICB

Message Usage Charge \$0.09 Per Message

Per Trunk Sold to Qualified IBL / VersiPak Customers

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$24.50	\$22.50	\$22.50	\$20.00
Nonrecurring Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Move Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Change Charge	\$51.50	\$51.50	\$51.50	\$51.50
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

Measured Usage Charge \$0.09 Per Minute

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

3. Daytona Beach

a. Digital Facility
 (Charge applies to 18 or less trunks)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$245.10	\$245.10	\$245.10	\$245.10	\$245.10
Nonrecurring Charge	\$315.00	\$315.00	\$315.00	\$315.00	\$315.00
Move Charge	\$315.00	\$315.00	\$315.00	\$315.00	\$315.00
Change Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

3. Daytona Beach, (Cont'd.)

b. Digital Access Trunk - Flat

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$38.90	\$37.50	\$33.85	\$32.00	\$29.85
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	\$0.00
Change Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Per Trunk Sold to Qualified IBL / VersiPak Customers

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$37.00	\$33.50	\$30.00	\$27.00
Nonrecurring Charge	\$0.00	\$0.00	\$0.00	\$0.00
Move Charge	\$0.00	\$0.00	\$0.00	\$0.00
Change Charge	\$50.00	\$50.00	\$50.00	\$50.00
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.3 PBX Digital Trunk Service, (Cont'd.)

(C) Recurring and Nonrecurring Charges, (Cont'd.)

3. Daytona Beach, (Cont'd.)

c. Digital Access Trunk - Message

	<u>Monthly</u>	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$17.95	\$17.95	\$17.95	\$17.95	ICB
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Change Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	ICB
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	ICB

d. Digital Access Trunk - Measured

	<u>Monthly</u>	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$17.95	\$17.95	\$17.95	\$17.95	ICB
Nonrecurring Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Move Charge	\$50.00	\$50.00	\$50.00	\$50.00	ICB
Change Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	ICB
Restore Charge	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	ICB

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.4 Individual Telephone Numbers

(A) Description of Service

Customers may purchase individual telephone numbers for use with Inward and Two-Way Trunks. The first telephone number per trunk group is provided at no charge.

The Company will consider requests for large quantities of numbers on an individual case basis.

(B) Rates and Charges

1. All LATAs

a. Current Rate

<u>Monthly Recurring</u> <u>Charges Per Number</u>	<u>Nonrecurring</u> <u>Charge Per Number</u>
\$0.15*	\$0.35

*Customers with contract services will continue to be charged at the rate referenced in their contracts until expiration of the current term.

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FL11001

LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)**7.2 Service Descriptions, (Cont'd.)****7.2.5 Primary Rate ISDN (PRI) Service**

This service is limited to the Company's Customers of record as of December 28, 2005.

A. Description of Service

1. Primary Rate ISDN (PRI) Service Groups allows the Customer to connect suitably equipped ISDN Customer premises equipment (CPE) to the Company's switching equipment using a Primary Rate Interface over a digital transport facility.

Each connection of 24-channel digital transport facility to the switch provides one PRI Group as set forth below. B (bearer) Channels may have a service type of Inward only, Outward only, or Two-way directionality. Individual Telephone Numbers Service may be associated with the service types of inward only or two-way directionality.

One or more PRI Groups can be combined to create a PRI Serving Arrangement. With each PRI Serving Arrangement, the Customer may subscribe to all Optional PRI Service Features listed below, if available.

2. Data Primary Rate ISDN (PRI) Service Groups allows Customers to connect suitably equipped ISDN Customer premise equipment (CPE) to the Company's switching equipment using a Primary Rate Interface, over a digital transport facility for inbound only traffic. This is non-voice service.

Each connection of a 24-channel digital transport facility to the switch provides one PRI interface or group as set forth below. B channels may have a service type of Inward only directionality. Individual Telephone Numbers Service may be associated with data applications. One or more Data Primary Rate ISDN (PRI) Groups can be combined to create a Data PRI serving arrangement.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

A. Description of Service (Cont'd)

3. Inbound Modem Pool Service (IMPS) Primary Rate ISDN (PRI) Groups allow qualified Internet Service Providers (ISPs) to connect suitably equipped ISDN Customer Premise Equipment (CPE) to the Company's switching equipment using a Primary Rate Interface over a digital transport facility for inbound traffic only. The Company will provide high capacity PRI service to qualified ISPs on an individual case basis.

Each connection of a 24-channel digital transport facility to the Company's switch provides one Primary Rate Interface or group as set forth below. B channels may have a service type of inward only directionality. Individual Telephone Numbers Service may be associated with IMPS applications. One or more IMPS PRI groups can be combined to create an IMPS PRI serving arrangement.

B. Availability

PRI Service is available only from suitably equipped central offices and is dependent upon facility availability as determined by the Company.

C. Minimum Protection Criteria

Minimum protection criteria are not specified for PRI Service because protection is inherent in the normal provisioning of service. However, the Company reserves the right to specify such criteria at a later date if appropriate.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

D. Use of Service

1. The Customer must provide sufficient information regarding the intended use of the service to allow the Company to furnish and maintain the requested service and to ensure that the use of the service complies with all tariff regulations.
2. The Company shall not be responsible for the manner in which the use of the service will be allocated. Service requests that involve the establishment, rearrangement, release, or discontinuance of service will be accepted by the Company only from the Customer.
3. The service furnished under this schedule shall not be used for any purpose or in any manner directly or indirectly in violation of the law or in aid of any unlawful act or undertaking.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

E. Limitations

1. PRI is available only where facilities, equipment, and operating conditions permit. The Customer is responsible for providing compatible ISDN equipment and determining compatibility of each regular and optional feature associated with its application and equipment.
2. A PRI Service Arrangement must be configured so as to not disrupt call completion in the PRI serving central office. The Company has the right upon notice to the Customer, to change arrangements to protect network integrity.
3. Individual B channels can transmit and receive voice and/or data calls up to 64 Kbps within a PRI Serving Arrangement. Calls placed to or from outside the PRI Serving Arrangement, or over the public switched network where SS7 Signaling and/or 64 Kbps Clear Channel capabilities are not deployed will be limited to 56 Kbps throughput.
4. All Customer provided equipment used to interface with PRI is required to conform with the Technical Reference Specifications as used by the Company and found in the switch vendors Technical References and subsequent revisions.
5. The Company does not guarantee any specific data transmission rates for applications that traverse any portion of another carrier's network or for the Customer's end-users who originate transmission or receive transmission from any point not located on the Company's own network. In the event that the Customer requests the Company to isolate bandwidth or other telecommunications affecting trouble that is subsequently determined to be located in another telecommunications provider's network, the Customer may be responsible for reimbursing the Company for all time and materials expense related to the trouble isolation activity.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

E. Limitations, (Cont'd.)

6. The Company may discontinue or limit service or impose requirements as required to meet changing regulatory requirements or when such requirements have material, adverse affect on the economic feasibility of providing service, as determined by the Company in its reasonable judgment. The Company reserves the right in its discretion, upon 15 days notice to the Customer, to discontinue or limit the provision of any Primary Rate Interface (PRI) service, or increase the price of any PRI service, in the event that regulatory conditions affecting the Company's provision of PRI service change during the service term. In such event, the Customer may discontinue the affected PRI service without penalty upon 15 days notice to the Company.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

F. Connections

1. All PRI connections shall be made through equipment furnished by the Customer. The responsibility of the Company shall be limited to the furnishing of service up to and including the network demarcation point on the Customer=s premises. The connection of Customer-provided equipment shall be on a Company-provided standard interface or its equivalent.

2. The Customer is responsible for testing its equipment or facilities to ensure that when connected to the Company=s PRI Service, such equipment or facilities are operating properly and, further, that the cause of any service difficulty reported by the Customer to the Company results from the operation of equipment or facilities provided by the Company.

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

G. PRI Group Descriptions

1. There are three types of PRI Group services, called Group 1, Group 2 and Group 3 as set forth below. Subject to technical limitations and operating conditions, the Company will specify how many PRI Groups can be supported by a single primary D (delta/signaling) channel.
2. Where facilities and operating conditions permit, up to 20 PRI Groups may be combined into a single PRI Serving Arrangement and may be controlled by a single D channel.
3. Where facilities and operating conditions permit, the Company may provide alternate facility routing through separate D channels of a PRI Service.

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

H. Types of PRI Group Services

1. Group 1

Provides twenty-three (23) 64 Kbps B (bearer) Channels and one (1) primary 64 Kbps D (delta/signaling) channel. The B channels carry digitized Customer traffic (voice and/or data). The primary D channel is an out of band signaling channel used to control and route all of the B channel traffic of a single PRI serving Arrangement. The first group of every PRI Serving Arrangement must be a Group 1.

2. Group 2

Provides an additional twenty-three (23) 64 Kbps B (bearer) Channels and one (1) backup 64 Kbps D (delta/signaling) channel. The B channels carry digitized Customer traffic (voice and/or data). The backup D channel will control and route all of the B channel traffic of a single PRI Serving Arrangement should the primary D channel go out of service. This group is only available in conjunction with a Group 1, and only one Group 2 may be included with each PRI Serving Arrangement. The Group 2 may be any PRI Group between the second and the twentieth PRI Group in a PRI Serving Arrangement.

The Company neither expressly nor implicitly recommends nor requires that a Customer subscribe to a Group 2, regardless of the number of PRI Groups in a single PRI Serving Arrangement.

3. Group 3

Provides an additional twenty-four (24) 64 Kbps B (bearer) channels. This group is only available in conjunction with a Group 1. Multiple Group 3s may be associated with a Group 1 and included in a PRI Serving Arrangement.

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

I. PRI Service Features

Customers may purchase Supplemental Services as described in Section 6. Supplemental Services are available as equipment and facilities permit.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

1. Orlando

a. Standard Flat Service

		12	24	36	60
<u>Nonrecurring Charges</u>	<u>Monthly</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
Nonrecurring Charges - Initial	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
Nonrecurring Charges - Each Add'l	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
Move Charge	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
Change Charge	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00
Restore Charge	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
	Month to	12	24	36	60
<u>Recurring Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI Group 1	\$1,300.00	\$1,200.00	\$900.00(R)	\$800.00(R)	\$700.00(R)
ISDN PRI Group 2	\$1,350.00	\$1,250.00	\$900.00(R)	\$800.00(R)	\$700.00(R)
ISDN PRI Group 3	\$1,300.00	\$1,200.00	\$900.00(R)	\$800.00(R)	\$700.00(R)

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

1. Orlando, (Cont'd.)

b. ISDN PRI Data Service, (Cont'd.)

	<u>Monthly</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
<u>Nonrecurring Charges</u>					
Nonrecurring Charges - Initial	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
Nonrecurring Charges - Each Add'l	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
Move Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Change Charge	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Restore Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
	<u>Month to Month</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
<u>Recurring Charge</u>					
ISDN PRI Data Group 1	\$780.00	\$780.00	\$700.00	\$600.00	\$600.00
ISDN PRI Data Group 2	\$830.00	\$830.00	\$750.00	\$650.00	\$650.00
ISDN PRI Data Group 3	\$780.00	\$780.00	\$700.00	\$600.00	\$600.00

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

1. Orlando, (Cont'd.)

c. ISDN PRI IMPS Service

		12	24	36	60
<u>Nonrecurring Charges</u>	<u>Monthly</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
Nonrecurring Charges - Initial	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
Nonrecurring Charges - Each Add'l	\$1,000.00	\$1,000.00	\$550.00	\$360.00	\$360.00
Move Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Change Charge	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Restore Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
	Month to	12	24	36	60
<u>Recurring Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI IMPS Group 1	\$780.00	\$780.00	\$700.00	\$600.00	\$600.00
ISDN PRI IMPS Group 2	\$830.00	\$830.00	\$750.00	\$750.00	\$650.00
ISDN PRI IMPS Group 3	\$780.00	\$780.00	\$700.00	\$700.00	\$600.00

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

2. Tampa

a. Standard Flat Service

Nonrecurring <u>Charges - Initial</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Nonrecurring <u>Charges-Each Add'l</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Move Charge	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Change Charge	\$ 100.00	\$100.00	\$100.00	\$100.00	ICB
Restore Charge	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
<u>Recurring Charge</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI Group 1	\$1,300.00	\$775.00	\$700.00	\$650.00	ICB
ISDN PRI Group 2	\$1,350.00	\$775.00	\$700.00	\$650.00	ICB
ISDN PRI Group 3	\$1,300.00	\$775.00	\$700.00	\$650.00	ICB

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

2. Tampa, (Cont'd.)

b. ISDN PRI Data Service

Nonrecurring <u>Charges - Initial</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI Data Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Data Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Data Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Nonrecurring <u>Charges-Each Add'l</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI Data Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Data Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI Data Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Move Charge	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Change Charge	\$ 100.00	\$100.00	\$100.00	\$100.00	ICB
Restore Charge	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
<u>Recurring Charge</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI Data Group 1	\$780.00	\$775.00	\$700.00	\$650.00	ICB
ISDN PRI Data Group 2	\$830.00	\$775.00	\$700.00	\$650.00	ICB
ISDN PRI Data Group 3	\$780.00	\$775.00	\$700.00	\$650.00	ICB

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

2. Tampa, (Cont'd.)

c. ISDN PRI IMPS Service

Nonrecurring <u>Charges - Initial</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI IMPS Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI IMPS Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI IMPS Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Nonrecurring <u>Charges-Each Add'l</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI IMPS Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI IMPS Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
ISDN PRI IMPS Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Move Charge	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
Change Charge	\$ 100.00	\$100.00	\$100.00	\$100.00	ICB
Restore Charge	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB
<u>Recurring Charge</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>
ISDN PRI IMPS Group 1	\$780.00	\$775.00	\$700.00	\$650.00	ICB
ISDN PRI IMPS Group 2	\$830.00	\$775.00	\$700.00	\$650.00	ICB
ISDN PRI IMPS Group 3	\$780.00	\$775.00	\$700.00	\$650.00	ICB

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

3. Daytona Beach

a. Standard Flat Service

	<u>Monthly</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
<u>Nonrecurring Charges</u>					
Nonrecurring Charges - Initial	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Nonrecurring Charges - Each Add'l	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Move Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Change Charge	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Restore Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
	<u>Month to Month</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
<u>Recurring Charge</u>					
ISDN PRI Group 1	\$1,300.00	\$1,200.00	\$1,100.00	\$1,000.00	\$1,000.00
ISDN PRI Group 2	\$1,350.00	\$1,250.00	\$1,150.00	\$1,050.00	\$1,050.00
ISDN PRI Group 3	\$1,300.00	\$1,200.00	\$1,100.00	\$1,000.00	\$1,000.00

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

3. Daytona Beach, (Cont'd.)

b. ISDN PRI Data Service

		12	24	36	60
	<u>Monthly</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
<u>Nonrecurring Charges</u>					
Nonrecurring Charges - Initial	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Nonrecurring Charges - Each Add'l	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Move Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Change Charge	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Restore Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
	Month to	12	24	36	60
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
<u>Recurring Charge</u>					
ISDN PRI Data Group 1	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI Data Group 2	\$830.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI Data Group 3	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00

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7.2 Service Descriptions, (Cont'd.)

7.2.5 Primary Rate ISDN (PRI) Service, (Cont'd.)

J. Rates and Charges, (Cont'd.)

3. Daytona Beach, (Cont'd.)

c. ISDN PRI IMPS Service

		12	24	36	60
<u>Nonrecurring Charges</u>	<u>Monthly</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
Nonrecurring Charges - Initial	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Nonrecurring Charges - Each Add'l	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Move Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
Change Charge	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Restore Charge	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
	Month to	12	24	36	60
<u>Recurring Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI IMPS Group 1	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI IMPS Group 2	\$830.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI IMPS Group 3	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.6 VersiPak IPRI Service

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak IPRI Service is grandfathered and is only available to existing Customers at existing locations without modification.

(T)
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A. Service Description

VersiPak IPRI is an integrated, packet-based access service that delivers PRI and Internet services over a single DS-1 (1.536 Mbps) transport facility. The Customer may purchase up to 22 PRI trunks (one D channel and 21 B channels) with any remaining bandwidth as Internet bandwidth CIR. The Internet Peak Information Rate (PIR) would be equal to the total of the PRI channels and the Internet CIR. The PRI trunk will consist of a single D channel and the remaining trunks will be provisioned as B channels. This is accomplished through Voice Activity Detection (VAD) and Silence Suppression, which allow bandwidth that is normally stranded during the silent portions of voice calls to be reallocated for Internet transmissions.

VersiPak IPRI requires a minimum of six (6) PRI trunks for voice (one D channel and five B channels) and 128K (two DS-0 equivalent channels) for Internet access. Internet access is offered in increments of 128K.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.6 VersiPak IPRI Service, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak IPRI Service is grandfathered and is only available to existing Customers at existing locations without modification.

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B. Rates and Charges – All Markets

1. IPRI Standard B Channel – Flat Rate

Monthly Recurring Charge, per Channel				
	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Monthly</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
ICB	\$36.00	\$27.60	\$24.00	\$20.40

2. IPRI Standard B Channel – Message Rate

Daytona, Orlando and Tampa:

Monthly Recurring Charge, per Channel				
	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Monthly</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
ICB	\$28.13	\$21.56	\$18.75	\$15.94

3. IPRI Standard D Channel – Facility

Monthly Recurring Charge, per Channel				
	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Monthly</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
ICB	\$75.00	\$60.00	\$60.00	\$60.00

4. VersiPak IPRI Installation Charges

	<u>Nonrecurring Charge</u>
VersiPak Installation-On Net	\$500.00
VersiPak Installation-Off Net	\$500.00*
*Plus any applicable Off-Net Expense	

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

Multi-location Customers may also purchase private data transmission channels – ILAN as specified in the private line tariff.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

[Reserved for Future Use]

(D)

Note: Rates for all markets are now found on Page 191.

(D)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

[Reserved for Future Use]

(D)
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(D)

Note: Rates for all markets are now found on Page 191.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.7 IBL / VersiPak Packages

This service is limited to the Company's Customers of record as of July 12, 2005.

A. Service Description

IBL and VersiPak packages bundle voice and Internet services to create a value-packed solution for small to medium sized business Customers. Package voice channels may be lines or analog or digital trunks. Customers may mix voice and Internet channels in any manner they choose, as long as they total channels ordered fits within each package channel guidelines and meets the Company's IBL and VersiPak minimum service requirements.

On-Net Customers must purchase a minimum of eight (8) total channels - six (6) voice and 128K Internet.

Off-Net Customers must purchase a total of 12 channels - six (6) voice and 128K Internet - plus four (4) additional channels that may be either voice or data as selected by the Customer.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.7 IBL / VersiPak Packages, (Cont'd.)

B. Rates and Charges

1. Orlando

			Monthly Recurring
<u>Package</u>	<u>Term</u>	<u>Channels</u>	<u>Charge</u>
Peak	24 Months	21 - 24	\$875.00
	36 Months	21 - 24	\$875.00
Ascent	24 Months	16 - 20	\$775.00
	36 Months	16 - 20	\$775.00
Base	24 Months	8 - 15	\$580.00
	36 Months	8 - 15	\$580.00

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.7 IBL / VersiPak Packages, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Tampa

a. Flat Service

<u>Package</u>	<u>Term</u>	<u>Channels</u>	<u>Monthly Recurring Charge</u>
Peak	24 Months	21 - 24	\$875.00
	36 Months	21 - 24	\$875.00
Ascent	24 Months	16 - 20	\$775.00
	36 Months	16 - 20	\$775.00
Base	24 Months	8 - 15	\$580.00
	36 Months	8 - 15	\$580.00

b. Message Service

<u>Package</u>	<u>Term</u>	<u>Channels</u>	<u>Monthly Recurring Charge</u>
Peak	24 Months	21 - 24	\$820.00
	36 Months	21 - 24	\$820.00
Ascent	24 Months	16 - 20	\$720.00
	36 Months	16 - 20	\$720.00
Base	24 Months	8 - 15	\$520.00
	36 Months	8 - 15	\$520.00

Message Usage Charge \$0.09 per Message

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.7 IBL / VersiPak Packages, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Daytona Beach

This service is not available in Daytona Beach.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals

A. Description

Business Terminal Service is generally used in a hunting arrangement or a multi-line hunt group. The group may have a main telephone number assigned to the first terminal in the group or they may have individual telephone numbers assigned to each terminal. Common applications include modem pools and large hunting applications for analog lines. Business Terminals have a physical appearance in the switch and are assigned to a unique channel. Business Terminals may or may not have a telephone number assigned to them. Additionally, whereas Business Lines can have separate and unique features per line, Business Terminals may or may not take on characteristics of the group. Local calling is available on a flat rate basis (one monthly charge regardless of call volume). (T)

The Business Terminal Customer is also eligible to purchase the Premium Feature Package defined in Section 6.22.

Business Terminal Service is subject to minimum and maximum order quantities as described below: (N)

<u>Service Delivery Type</u>	<u>Minimum DS0s per T1 per service location</u>	<u>Maximum DS0s per T1 per service location</u>
On-Net Service	12	24
Off-Net Service	16	24

B. Rates and Charges

1. Flat Service - With and Without Telephone Number (T)

a. Orlando, Daytona Beach, Jacksonville, Tampa Markets (T,M)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	ICB	\$12.16	\$11.60	\$11.05	\$10.50
Nonrecurring Charge	ICB	\$20.00	\$20.00	\$20.00	\$20.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

1. Flat Service - With and Without Telephone Number, (Cont'd.)

b. Miami, Fort Lauderdale Markets

	<u>Monthly</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
	<u>ICB</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge		\$7.92	\$7.56	\$7.20	\$6.84
Nonrecurring Charge	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00

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LOCAL EXCHANGE SERVICES

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7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Message Service (Message Usage Charges Apply)* - Orlando Market (T)

(D)

a. With and Without Telephone Number (T)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$11.00	\$11.00	\$11.00	\$11.00	ICB
Nonrecurring Charge – Initial	\$47.60	\$47.60	\$47.60	\$47.60	ICB
Nonrecurring Charge - Each Add'l	\$11.00	\$11.00	\$11.00	\$11.00	ICB
Move Charge	\$63.00	\$63.00	\$63.00	\$63.00	ICB
Change Charge	\$11.00	\$11.00	\$11.00	\$11.00	ICB
Restore Charge	\$34.20	\$34.20	\$34.20	\$34.20	ICB

*This service is grandfathered and is only available to existing Customers of record at their current location as of July 26, 2008.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Message Service (Message Usage Charges Apply)* - Tampa Market (T)

(D)

a. With and Without Telephone Number (T)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$16.50	\$16.50	\$16.50	\$16.50	ICB
Nonrecurring Charge – Initial	\$58.65	\$58.65	\$58.65	\$58.65	ICB
Nonrecurring Charge - Each Add'l	\$0.00	\$0.00	\$0.00	\$0.00	ICB
Move Charge	\$0.00	\$0.00	\$0.00	\$0.00	ICB
Change Charge	\$0.00	\$0.00	\$0.00	\$0.00	ICB
Restore Charge	\$0.00	\$0.00	\$0.00	\$0.00	ICB

*This service is limited to the Company's Customers of record as of March 17, 2007.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Message Service (Message Usage Charges Apply)*Daytona Beach Market (T)

(D)

a. With and Without Telephone Number (T)

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$11.00	\$11.00	\$11.00	\$11.00	ICB
Nonrecurring Charge – Initial	\$47.60	\$47.60	\$47.60	\$47.60	ICB
Nonrecurring Charge - Each Add'l	\$11.00	\$11.00	\$11.00	\$11.00	ICB
Move Charge	\$63.00	\$63.00	\$63.00	\$63.00	ICB
Change Charge	\$11.00	\$11.00	\$11.00	\$11.00	ICB
Restore Charge	\$34.20	\$34.20	\$34.20	\$34.20	ICB

*This service is limited to the Company's Customers of record as of March 17, 2007.

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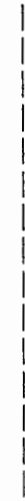
SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.8 Business Terminals, (Cont'd.)

B. Rates and Charges, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings

A. VersiPak Mach2 Service

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Mach2 Service is grandfathered and is only available to existing Customers at existing locations without modification.

(T)
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1. Description

VersiPak Mach2 Service consists of 3.0 Mbps of Integrated voice and Internet bandwidth. Customers may purchase up to 36 voice grade equivalent channels with any of the remaining bandwidth provisioned as Internet bandwidth CIR. The voice grade equivalent channels may be analog (lines or trunks), digital (trunks or PRI) or a combination of both analog and digital. The OutBurst SB is an IAD that integrates voice and data services into a single shared uplink that can dynamically allocate bandwidth between voice and data. The SB has a built-in Fast Ethernet interface and three universally configurable slots. One of the slots is used for the uplink to the PPN. The other two slots can be configured for analog or digital voice. The analog voice module supports up to 12 POTS interfaces. One or two of these modules may be used in a SB. The digital voice module supports one DS1 with up to 24 DS0 channels. The voice configuration must fit within the card port capacity of the FXS, FXO and/or DS1v cards.

The VersiPak Mach2 Customer who selects line based channels is also eligible to purchase the Premium Feature Package defined in Section 6.22.

<u>VersiPak Mach2</u>	<u>Minimum</u>	<u>Maximum</u>	<u>CIR</u>	<u>PIR</u>
Voice	8 Channels	36 Channels	N/A	N/A
Internet*	512 Kbps (8 Channels)	2304 Kbps	Customer Specific	3 Mbps
Voice & Internet	36 Channels	48 Channels	N/A	N/A

* Total Internet throughput is less than the actual CIR due to the bandwidth used for packet headers.

- Internet channels must be ordered in increments of 256 Kbps.
- Peak Information Rate (PIR) is equal to the total voice and Internet bandwidth.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

A. VersiPak Mach2 Service, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Mach2 Service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
 |
 (T)

2. Rates and Charges – Flat Rate – All Markets

a. Business Lines, Terminals and Analog or Digital Trunks

Monthly Recurring Charge, per Line, Terminal or Trunk

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$33.75	\$25.88	\$22.50	\$19.13

b. IPRI per B Channels

Monthly Recurring Charge, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$36.00	\$27.60	\$24.00	\$20.40

c. Mach2 IPRI Facility D Channel

Monthly Recurring Charge, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$75.00	\$60.00	\$60.00	\$60.00

d. Mach2 Installation Charges

	<u>Nonrecurring Charge</u>
VersiPak Installation-On Net	\$500.00
VersiPak Installation-Off Net	\$500.00*
*Plus any applicable Off-Net Expense	

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

Multi-location Customers may also purchase private data transmission channels – ILAN as specified in the private line tariff.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

A. VersiPak Mach2 Service, (Cont'd.)

2. Rates and Charges (All Markets), (Cont'd.)

(D)

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

A. VersiPak Mach2 Service, (Cont'd.)

2. Rates and Charges (All Markets), (Cont'd.)

(D)

(D)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

A. VersiPak Mach2 Service, (Cont'd.)

2. Rates and Charges (All Markets), (Cont'd.)

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Note: Rates for all markets are consolidated on Page 212.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

A. VersiPak Mach2 Service, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Mach2 Service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
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3. Rates and Charges-Message Rate-Daytona Beach, Orlando, Tampa Markets

a. Business Lines, Terminals and Analog or Digital Trunks
 Monthly Recurring Charge, per Line, Terminal or Trunk

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$22.50	\$17.25	\$15.00	\$12.75

b. IPRI per B Channels
 Monthly Recurring Charge, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$28.13	\$21.56	\$18.75	\$15.94

c. Mach2 IPRI Facility D Channel
 Monthly Recurring Charge, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$75.00	\$60.00	\$60.00	\$60.00

d. Mach2 Installation Charges

	<u>Nonrecurring Charge</u>
VersiPak Installation-On Net	\$500.00
VersiPak Installation-Off Net	\$500.00*
*Plus any applicable Off-Net Expense	

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

Multi-location Customers may also purchase private data transmission channels – ILAN as specified in the private line tariff.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

B. VersiPak Mach3 Service

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Mach3 Service is grandfathered and is only available to existing Customers at existing locations without modification.

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1. Description

The VersiPak Mach3 consists of 4.5 Mbps of Integrated voice and Internet bandwidth. The Customer may purchase up to 36 (dependant on IAD card configuration) equivalent voice channels with any of the remaining bandwidth sold as the Internet bandwidth CIR. The voice channels may be analog (lines or trunks), digital (trunks or PRI) or a combination of both and must fit the IAD card configuration. The OutBurst SB is an IAD that integrates voice and data services into a single shared uplink that dynamically allocates bandwidth between voice and data. The SB has a built-in Fast Ethernet interface and three universally configurable slots. One of the slots is used for the uplink to the PPN. The other two slots can be configured for analog or digital voice. The analog voice module supports up to 12 POTS interfaces. One or two of these modules may be used in a SB. The digital voice module supports one DS1 with up to 24 DS0 channels. The voice configuration must fit within the card port capacity of the FXS, FXO and/or DS1v cards.

- Internet channels must be ordered in increments of 512 kbps.
- Peak Information Rate (PIR) is equal to the total voice and Internet bandwidth.

The VersiPak Mach3 Customer who selects line based channels is also eligible to purchase the Premium Feature Package defined in Section 6.22.

<u>Integrated 3xDS1</u>	<u>Minimum</u>	<u>Maximum</u>	<u>CIR</u>	<u>PIR</u>
Voice	8 Channels	36 Channels	N/A	N/A
Internet*	2048 Kbps	3584 Kbps	Customer Specific	4.5 Mbps
Voice & Internet	56 Channels	72 Channels	N/A	N/A

*Total Internet throughput is less than the actual CIR due to the bandwidth used for packet headers.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

B. VersiPak Mach3 Service, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Mach3 Service is grandfathered and is only available to existing Customers at existing locations without modification.

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2. Rates and Charges – Flat Rate – All Markets

a. Business Lines, Terminals and Analog or Digital Trunks

Monthly Recurring Charge, per Line, Terminal or Trunk

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$33.75	\$25.88	\$22.50	\$19.13

b. IPRI per B Channels

Monthly Recurring Charges, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$36.00	\$27.60	\$24.00	\$20.40

c. Mach3 IPRI Facility D Channel

Monthly Recurring Charge, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$75.00	\$60.00	\$60.00	\$60.00

d. Mach3 Installation Charges

	<u>Nonrecurring Charge</u>
VersiPak Installation-On Net	\$500.00
VersiPak Installation-Off Net	\$500.00*
*Plus any applicable Off-Net Expense	

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

Multi-location Customers may also purchase private data transmission channels – ILAN as specified in the private line tariff.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.9 Bonded Integrated Service Offerings, (Cont'd.)

B. VersiPak Mach3 Service, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Mach3 Service is grandfathered and is only available to existing Customers at existing locations without modification.

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3. Rates and Charges – Message Rate – Daytona Beach, Orlando, Tampa Markets

a. Business Lines, Terminals and Analog or Digital Trunks
 Monthly Recurring Charge, per Line, Terminal or Trunk

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$22.50	\$17.25	\$15.00	\$12.75

b. IPRI per B Channels
 Monthly Recurring Charge, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$28.13	\$21.56	\$18.75	\$15.94

c. Mach3 IPRI Facility D Channel
 Monthly Recurring Charge, per Channel

<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
\$75.00	\$60.00	\$60.00	\$60.00

d. Mach3 Installation Charges

	<u>Nonrecurring Charge</u>
VersiPak Installation-On Net	\$500.00
VersiPak Installation-Off Net	\$500.00*
*Plus any applicable Off-Net Expense	

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

Multi-location Customers may also purchase private data transmission channels – ILAN as specified in the private line tariff.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.10 tw telecom One Solution: Connect (T)

A. Description

tw telecom One Solution: Connect is an IP Trunk service provisioned across a Customer's Local Area Network (LAN) and the tw tc IP Core. One Solution: Connect enables the user to converge voice and Internet traffic across a single transport facility. (T)

Customers subscribing to One Solution: Connect are required to have both transport and access with an option for a managed CPE gateway. tw telecom One Solution: Connect dedicated access for voice calls. Access may be ordered for T1/DS3 facilities (up to 4xT1) and Ethernet (2 Mbps to 100 Mbps). The number of simultaneous calls supported is determined by the bandwidth selected by the Customer. (T)

Service is available as equipment and facilities permit.

<u>Access Bandwidth</u>	<u>Number of Simultaneous Calls</u>
1.544 Mbps	18
2 Mbps	23
4 Mbps	46
6 Mbps	69
8 Mbps	92
10 Mbps	115
20 Mbps	230
50 Mbps	575
100 Mbps	1150

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.10 tw telecom One Solution: Connect, (Cont'd.)

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B. Rates and Charges

1. Tampa

a. One Trunk

	<u>24 Months</u>	<u>36 Months</u>
Monthly Recurring Charge	\$415.00	\$380.00
Nonrecurring Charge – Initial	\$500.00 (R)	\$500.00
Nonrecurring Charge – Each Add'l	\$500.00 (R)	\$500.00

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b. Two Trunks

	<u>24 Months</u>	<u>36 Months</u>
Monthly Recurring Charge	\$830.00	\$760.00
Nonrecurring Charge – Initial	\$1,000.00	\$1,000.00
Nonrecurring Charge – Each Add'l	\$1,000.00	\$1,000.00

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c. Three Trunks

	<u>24 Months</u>	<u>36 Months</u>
Monthly Recurring Charge	\$1,185.00	\$1,085.00
Nonrecurring Charge – Initial	\$1,500.00	\$1,500.00
Nonrecurring Charge – Each Add'l	\$1,500.00	\$1,500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.10 tw telecom One Solution: Connect, (Cont'd.)

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B. Rates and Charges, (Cont'd.)

1. Tampa, (Cont'd.)

d. Four Trunks

	<u>24 Months</u>	<u>36 Months</u>	
Monthly Recurring Charge	\$1,580.00	\$1,445.00	
Nonrecurring Charge – Initial	\$2,000.00	\$2,000.00	(I)
Nonrecurring Charge – Each Add'l	\$2,000.00	\$2,000.00	(I)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.10 tw telecom One Solution: Connect, (Cont'd.)

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B. Rates and Charges, (Cont'd.)

2. Orlando

a. One Trunk

	<u>24 Months</u>	<u>36 Months</u>
Monthly Recurring Charge	\$460.00	\$420.00
Nonrecurring Charge – Initial	\$500.00 (R)	\$500.00
Nonrecurring Charge – Each Add'l	\$500.00 (R)	\$500.00

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b. Two Trunks

	<u>24 Months</u>	<u>36 Months</u>
Monthly Recurring Charge	\$920.00	\$840.00
Nonrecurring Charge – Initial	\$1,000.00	\$1,000.00
Nonrecurring Charge – Each Add'l	\$1,000.00	\$1,000.00

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c. Three Trunks

	<u>24 Months</u>	<u>36 Months</u>
Monthly Recurring Charge	\$1,315.00	\$1,200.00
Nonrecurring Charge – Initial	\$1,500.00	\$1,500.00
Nonrecurring Charge – Each Add'l	\$1,500.00	\$1,500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.10 tw telecom One Solution: Connect, (Cont'd.)

(T)

B. Rates and Charges, (Cont'd.)

2. Orlando, (Cont'd.)

d. Four Trunks

	<u>24 Months</u>	<u>36 Months</u>	
Monthly Recurring Charge	\$1,750.00	\$1,600.00	
Nonrecurring Charge – Initial	\$2,000.00	\$2,000.00	(I)
Nonrecurring Charge – Each Add'l	\$2,000.00	\$2,000.00	(I)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products

The following service packages are available as equipment and facilities permit.

A. VersiPak Flex® T-6

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Flex T-6 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
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1. Description

VersiPak Flex® T-6 Service provides six (6) business lines or terminals and 384K Internet Access on DS1access. Service includes flat-rated local service, local Main Directory Listing, six (6) voice mail boxes, 30 email address, 700 MB Web Hosting, and 3,000 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer who selects line based channels, the Select Feature Package defined in Section 6.22 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package as defined in Section 6.22.

Default signal type may be loop or ground. Service is provided on two-wire only and requires AC power.

2. Rates and Charges - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. Orlando and Daytona Beach

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$750.00	\$575.00	\$450.00	\$400.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

A. VersiPak Flex® T-6, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Flex T-6 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
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2. Rates and Charges (Cont'd) - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

b. Tampa, Jacksonville, Ft. Lauderdale, Miami

	Monthly	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	ICB	\$550.00	\$445.00	\$355.00	\$290.00
Nonrecurring Charge - Initial	ICB	\$500.00	\$500.00	\$500.00	\$500.00

3. Current Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. All Markets Where Available

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$550.00	\$426.00	\$340.00	\$290.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

B. VersiPak Flex® T-12

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Flex T-12 service is grandfathered and is only available to existing Customers at existing locations without modification.

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1. Description

VersiPak Flex® T-12 Service provides 12 business lines or terminals and 512K Internet Access on DS1access. It offers flat rated local service, 12 voice mailboxes, 30 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer who selects line based channels, the Select Feature Package defined in Section 6.22 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package as defined in Section 6.22.

Default signal type may be loop or ground. Service is provided on two-wire only and requires AC power.

2. Rates and Charges - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. Orlando and Daytona Beach

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$825.00	\$650.00	\$525.00	\$475.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

B. VersiPak Flex® T-12, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Flex T-12 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
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2. Rates and Charges (Cont'd) Charges - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

b. Tampa, Jacksonville, Ft. Lauderdale, Miami

	<u>Monthly</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
	<u>ICB</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	ICB	\$625.00	\$525.00	\$430.00	\$365.00
Nonrecurring Charge – Initial	ICB	\$500.00	\$500.00	\$500.00	\$500.00

3. Current Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. All Markets Where Available

	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>60 Month</u>
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$625.00	\$458.00	\$375.00	\$338.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

C. VersiPak Flex® T-24

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Flex T-24 service is grandfathered and is only available to existing Customers at existing locations without modification.

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1. Description

VersiPak Flex® T-24 Service provides 24 business lines or terminals and 1024K Internet Access on DS1access. It offers flat rated local service, 24 voice mail boxes, 30 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer who selects line based channels, the Select Feature Package defined in Section 6.22 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package as defined in Section 6.22.

Default signal type may be loop or ground. Service is provided on two-wire only and requires DC power.

2. Rates and Charges - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. Orlando and Daytona Beach

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$1,150.00	\$900.00	\$750.00	\$700.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

C. VersiPak Flex® T-24, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Flex T-24 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
 |
 (T)

2. Rates and Charges, (Cont'd) - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

b. Tampa, Jacksonville, Ft. Lauderdale, Miami

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$1,150.00	\$900.00	\$750.00	\$700.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

3. Current Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. All Markets Where Available

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$920.00	\$720.00	\$600.00	\$560.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

D. VersiPak Power® T-12

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Power T-12 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
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(T)

1. Description

VersiPak Power® T-12 Service provides 12 analog, digital or PRI trunks with the remainder to be used for Internet Access, not to exceed a DS1 maximum. It offers flat rated local service, 30 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For Customers utilizing Analog Trunks, Service includes up to 100 Individual Telephone Numbers. Analog Trunks default signal type may be loop or ground, Line Code/Framing B8Za-ESF. Service may be provisioned as inward only and requires DC power.

For the Customer utilizing Digital Trunks, Service includes: Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indices at no additional charge. Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way and requires DC power

For the Customer utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The PRI Customer may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge. PRI Service is provisioned only as standard switch protocol option 5E, N1-2, N1-1, Line Coding B8Za – ESF, Pulsing ISDN. Customer yields to glare and equires DC Power.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

D. VersiPak Power® T-12, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Power T-12 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
 |
 (T)

2. Rates and Charges - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. Orlando and Daytona Beach

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$1,025.00	\$750.00	\$625.00	\$575.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

b. Tampa, Jacksonville, Ft. Lauderdale, Miami

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$1,025.00	\$680.00	\$550.00	\$455.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

3. Current Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. All Markets Where Available

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$783.00	\$550.00	\$469.00	\$400.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

E. VersiPak Power® T-24

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Power T-24 service is grandfathered and is only available to existing Customers at existing locations without modification.

(T)
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(T)

1. Description

VersiPak Power® T-24 Service provides 24 digital trunks or PRIs with the remainder to be used for Internet Access, not to exceed a 2xDS1 maximum. It offers flat rated local service, 30 email addresses, 1 GB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer utilizing Digital Trunks, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. Digital Trunk Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indices at no additional charge. Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way and requires DC power.

For the Customer utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The PRI Customers may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge. PRI service is provisioned only as standard, switch protocol option 5E, N1-2, N1-1, Line Coding B8ZA-ESF, Pulsing ISDN. Customer yields to glare and requires DC power.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

E. VersiPak Power® T-24

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Power T-24 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
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 (T)

2. Rates and Charges - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. Orlando and Daytona Beach

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$1,350.00	\$1,100.00	\$950.00	\$900.00
Nonrecurring Charge – Initial	\$500.00	\$500.00	\$500.00	\$500.00

b. Tampa, Jacksonville, Ft. Lauderdale, Miami

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$1,350.00	\$1,100.00	\$950.00	\$900.00
Nonrecurring Charge – Initial	\$500.00	\$500.00	\$500.00	\$500.00

3. Current Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. All Markets Where Available

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$920.00	\$720.00	\$600.00	\$560.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

F. VersiPak Power® T-48

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Power T-48 service is grandfathered and is only available to existing Customers at existing locations without modification.

(T)
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(T)

1. Description

VersiPak Power® T-48 Service provides 48 digital trunks or PRIs with the remainder to be used for Internet Access, not to exceed a 3xDS1 maximum. Service includes flat rated local service, 60 email addresses, 3 GB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer utilizing Digital Trunks, service includes: Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. Digital Trunk Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indices at no additional charge. Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way and requires DC power.

For the Customer utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The PRI Customer may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge. PRI service is provisioned only as standard, switch protocol option 5E, N1-2, N1-1, Line Coding B8ZA-ESF, Pulsing ISDN. Customer yields to glare and requires DC power.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.11 VersiPak Flex® T and Power® T Products, (Cont'd.)

F. VersiPak Power® T-48

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Power T-48 service is grandfathered and is only available to existing Customers at existing locations without modification. (T)

2. Rates and Charges - This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010. (T)

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. Orlando and Daytona Beach

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$1,600.00	\$1,350.00	\$1,200.00	\$1,150.00
Nonrecurring Charge – Initial	\$500.00	\$500.00	\$500.00	\$500.00

b. Tampa, Jacksonville, Ft. Lauderdale, Miami

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$1,600.00	\$1,350.00	\$1,200.00	\$1,150.00
Nonrecurring Charge – Initial	\$500.00	\$500.00	\$500.00	\$500.00

3. Current Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

a. All Markets Where Available

	12 Month Term	24 Month Term	36 Month Term	60 Month Term
Monthly Recurring Charge	\$1,360.00	\$1,148.00	\$1,020.00	\$978.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.12 Voice T1 Service

A. Description

Voice T1 Service connects suitably-equipped Customer Premises Equipment (CPE) to the Company's switching equipment using a digital transport facility. Each link is configured with 24 DS0s or channels that can be provisioned with either ISDN or non-ISDN digital signaling, depending on the CPE requirements and application needs. (T)
(T)

The Voice T1 Service Customer who selects the Company as their long distance provider for both interLATA and intraLATA, or for interLATA calling only receives a monthly allowance of 5,000 long distance minutes of usage per Voice T1. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate). Customers who do not select the Company as their long distance provider are not eligible to receive the monthly allowance of 5,000 long distance minutes of usage. (T)
|
(T)
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(T)

Supplemental features and telephone number are available at an additional charge (see Section 6.1). (T)
(T)

Service is available as equipment and facilities permit.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.12 Voice T1 Service, (Cont'd.)

B. Rates and Charges

1. Orlando

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	ICB	\$570.00	\$523.00	\$475.00	\$451.00
Nonrecurring Charge	ICB	\$500.00	\$500.00	\$500.00	\$500.00

2. Tampa

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	ICB	\$510.00	\$468.00	\$425.00	\$404.00
Nonrecurring Charge	ICB	\$500.00	\$500.00	\$500.00	\$500.00

3. Daytona Beach

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	ICB	\$570.00	\$523.00	\$475.00	\$451.00
Nonrecurring Charge	ICB	\$500.00	\$500.00	\$500.00	\$500.00

4. Jacksonville, Ft. Lauderdale, Miami

	<u>Monthly</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	ICB	\$510.00 (R)	\$468.00 (R)	\$425.00 (R)	\$404.00 (R)
Nonrecurring Charge	ICB	\$500.00	\$500.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.13 Foreign Exchange Services

A. Description of Service (T)

1. General (T)

Foreign Exchange Service allows a Customer to receive local exchange service from a rate center different from the Customer's physical location.

2. Limitations (T)

Except as specified below, Foreign Exchange Service is furnished in conjunction with local exchange service such as Voice T1 pursuant to the applicable local tariff. Foreign Exchange Service may only be provisioned where the Company offers local exchange switched services and as facility and switch conditions permit.

The dial plan (local calling) is associated with this "foreign" rate center. The Company does not guarantee call completion to any Foreign Exchange telephone number from exchanges other than the exchange with the which the telephone number is associated, even though end users in the other exchanges may have local calling plans that include calls to end users physically located in the exchange with which the foreign Exchange Service telephone number is associated.

The Customer may be required to change its virtual telephone number(s) if the Company adds equipment or network components, such as a Central Office, in its serving area and transfers NXX codes into the new equipment.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.13 Foreign Exchange Services, (Cont'd.)

B. Application of Rates (T)

1. Rate Elements (T)

The Company's Foreign Exchange Services are offered under the configurations described below. Under all options, the Local Access Service component is priced pursuant to the applicable rate schedule. The rate elements that are applicable to Foreign Exchange service are:

- Local Access Service - the current tariffed or listed rate under which the Customer purchases local service in the home exchange.
- Foreign Exchange (FX) Premium Charge to extend the Customer's Local Access Service beyond the Customer's home local exchange
- Interoffice Transport - the charges that apply when service is provisioned on Company-provided interoffice facilities.
- Individual Telephone Numbers - the charge for assigning multiple telephone numbers in the Foreign Exchange.

2. Rate Changes (T)

In the event that regulatory conditions and/or interconnection agreements affecting the Company's provision of Foreign Exchange Service change after the date of the Agreement, the Company reserves the right in its discretion, upon thirty (30) days' notice to the Customer, to discontinue provisioning or increase the price of any Foreign Exchange Service subject to this rate schedule. In the event that the Customer does not accept the Company's rate increase, the Customer may discontinue the affected Foreign Exchange Service without penalty upon thirty (30) days notice to the Company.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.13 Foreign Exchange Services, (Cont'd.)

C. Foreign Exchange Service Option Rates and Charges (T)

The Company's Foreign Exchange Service is available in the following configurations:

- 1. Business Expansion Service (BES) – inbound only, intraLATA only service. (T)

Local Access Service	See Section 7.2.12 for Voice T1; 7.2.6, 7.2.9, 7.2.11, 7.2.18 for VersiPak; 6.2.19 for Complete Dynamic One, 7.2.30 for tw telecom Channel 12	
Individual Telephone Numbers	See Section 7.2.4	
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
FX Premium Charge, per rate center	\$40.00	\$0.00
Interoffice Transport	n/a	n/a

- 2. Expanded Exchange Service (EES) - two way, intraLATA only service. (T)

Local Access Service	See Section 7.2.12 for Voice T1; 7.2.6, 7.2.9, 7.2.11, 7.2.18 for VersiPak; 6.2.19 for Complete Dynamic One, 7.2.30 for tw telecom Channel 12	
Individual Telephone Number	See Section 7.2.4	
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
FX Premium Charge, Per trunk, line or channel	\$20.85	\$0.00
Per PRI	\$500.00	\$0.00
Interoffice Transport	n/a	n/a

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.13 Foreign Exchange Services, (Cont'd.)

C. Foreign Exchange Service Option Rates and Charges, (Cont'd.) (T)

3. Intercity Switched Service (ISS) (T)

Intercity Switched Service (ISS) is a two way service limited to those areas in which the Company has its own interoffice facilities between localities.

ISS may be purchased in conjunction with BES, in which case BES and ISS monthly recurring charges apply.

Local Access Service	See Section 7.2.12 for Voice T1; 7.2.6, 7.2.9, 7.2.11, 7.2.18 for VersiPak; 6.2.19 for Complete Dynamic One, 7.2.30 for tw telecom Channel 12	
Individual Telephone Numbers	See Section 7.2.4	
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
FX Premium Charge, per rate center	\$100.00	\$0.00
Interoffice Transport	Provided pursuant to Private Line Tariff or ICB	

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.13 Foreign Exchange Services, (Cont'd.)

C. Foreign Exchange Service Option Rates and Charges, (Cont'd.)

4. One Reach - one way (VirtualReach) or two way (LocalReach)

One Reach Products are provisioned over IP based switching and transport. LocalReach is a two way service whereas VirtualReach is an inbound only service. One Reach products include up to five (5) foreign exchange rate centers within the LATA for no additional charge. If available, the Customer may add rate centers. If usage exceeds a DS1 equivalent (300k MOU per month) the Customer must purchase additional One Reach products. The Company reserves the right to restrict the number of One Reach products purchased, Customer-requested routing specifications and the size/composition of trunk groups and their related rate centers.

Local Access Service	See Section 7.2.12 for Voice T1 and 7.2.21 for Converged Voice Service	
Individual Telephone Numbers	See Section 7.2.4	
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
FX Premium Charge, LocalReach per DS1 Equivalent	\$300.00	\$0.00
FX Premium Charge, VirtualReach, per DS1 Equivalent	\$250.00	\$0.00
Interoffice Transport, LocalReach per DS1 Equivalent	\$75.00	\$0.00
Interoffice Transport, VirtualReach, per DS1 Equivalent	\$50.00	\$0.00
Individual Telephone Numbers Per Number	\$0.20	\$0.35
Additional Rate Center, each	\$25.00	\$0.00

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LOCAL EXCHANGE SERVICES

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7.2 Service Descriptions, (Cont'd.)

7.2.14 [Reserved For Future Use]

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(M)

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LOCAL EXCHANGE SERVICES

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7.2 Service Descriptions, (Cont'd.)

7.2.14 [Reserved For Future Use]

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LOCAL EXCHANGE SERVICES

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7.2 Service Descriptions, (Cont'd.)

7.2.14 [Reserved For Future Use]

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LOCAL EXCHANGE SERVICES

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7.2 Service Descriptions, (Cont'd.)

7.2.15 [Reserved for Future Use]

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7.2 Service Descriptions, (Cont'd.)

7.2.15 [Reserved for Current Use]

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.15 [Reserved for Future Use]

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LOCAL EXCHANGE SERVICES

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7.2 Service Descriptions, (Cont'd.)

7.2.16 [Reserved for Future Use]

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7.2 Service Descriptions, (Cont'd.)

7.2.16 [Reserved for Future Use]

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.16 [Reserved for Future Use]

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(M) - Certain material previously found on this page is now located on Original Page 494.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.17 LATA-Wide Calling Plan

LATA-Wide Calling Plan is a one-way optional plan that allows the Customer to reach a larger calling area without incurring incremental usage-based Expanded Area Service or IntraLATA toll charges. Charges apply on a per service (line, trunk or channel) or full T1 basis, in addition to all other charges applicable to the line, trunk or channel. A separate trunk group must be established if the plan is not ordered on all lines, trunks or channels associated with the facility. Charges applicable to additional trunk groups may apply (see section 6.1).

LATA-Wide Calling Plan is available in the Tampa and Ft.Lauderdale rate centers:

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	<u>Nonrecurring Charge</u>	<u>Monthly Recurring Charge*</u>
Per Line, Trunk or Channel	\$0.00	\$2.00
Per T1	\$0.00	\$40.00

*The Monthly charge is in addition to any charges associated with the facility.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.18 VersiPak® Line and Trunks

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Line and Trunks service is grandfathered and is only available to existing Customers at existing locations without modification.

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A. Service Description

VersiPak Lines and Trunks are the voice portion of an integrated, multi-service, packet-based access service that delivers voice and data services over a single DS-1 (1.544Mbps) transport facility. On-Net VersiPak requires a minimum six (6) voice grade equivalent channels and 128K (2 DS-0 equivalent channels) for Internet Access. Internet Access CIR is offered in increments of 128K. Off-Net VersiPak requires a minimum of six (6) voice grade equivalent channels, 128K for internet access and a total of 12 channels are required. The Customer may select a combination of voice grade equivalent channels (business lines analog trunks, business terminals or digital trunks) and Internet bandwidth. Configuration limitations may occur due to the technical requirements of the voice cards and customer interfaces. Signaling on both the digital and analog trunks will be wink-start. Music or Message on Hold impacts the available bandwidth or channel capacity of the service.

The VersiPak Lines and Trunks Customer who selects line based channels is also eligible to purchase the Premium Feature Package as defined in Section 6.22.

B. Rates and Charges

1. VersiPak Business Lines or Terminals and Analog or Digital Trunks-

Flat Rate - All Markets

Monthly Recurring Charge, per Line, Terminal or Trunk

<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
\$33.75	\$25.88	\$22.50	\$19.13

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.18 VersiPak® Line and Trunks, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, VersiPak Line and Trunks service is grandfathered and is only available to existing Customers at existing locations without modification. (T)
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A. Rates and Charges, (Cont'd.)

2. VersiPak Business Lines or Terminals and Analog or Digital Trunks –

Message Rate – Daytona Beach, Orlando, Tampa

Monthly Recurring Charge, per Line, Terminal or Trunk

<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
\$22.50	\$17.25	\$15.00	\$12.75

Message Usage Charges (per Message), all term plans \$0.10

3. VersiPak Business Lines and Trunks Installation Charges

	<u>Nonrecurring Charge</u>
VersiPak Installation-On Net	\$500.00
VersiPak Installation-Off Net	\$500.00*
*Plus any applicable Off-Net Expense	

Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

Multi-location Customers may also purchase private data transmission channels – ILAN as specified in the private line tariff.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.19 Complete Dynamic One Service

A. Description

Complete Dynamic One Service is a flexible bandwidth bundled service consisting of local exchange service with selected features, as described below; a Long Distance and/or Toll Free usage allowance of 2,500 minutes; shared web hosting; and Internet access. Internet access is available in 128 Kbps increments up to 1280 Kbps. Additional Toll services are provided pursuant to the Company's published tariffs and rate schedules.

Complete Dynamic One Service is limited to Customers served from a Company switch, and a minimum of 4 voice channels must be purchased and provisioned on a T1 access facility. The Complete Dynamic One bundle consists of 24 total channels or 1.5 Mbps.

The Complete Dynamic One Customer may select 4-22 channels of the following product types:

Business Exchange Lines
Analog Trunks

The remainder of the 24 channels will be provisioned as Internet Access.

For the Customer who selects line based channels, the Select Feature Package defined in Section 6.22 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package defined in Section 6.22.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.20 tw telecom Channel 12 Service

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, tw telecom Channel 12 Service is grandfathered and is only available to existing Customers at existing locations without modification.

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A. Description

tw telecom Channel 12 Service is available as a voice only or as an integrated (voice and internet) solution. tw telecom Channel 12 is a bundled service consisting of local exchange service with selected features, as described below; a Long Distance and/or Toll Free usage allowance of 2,500 minutes per DS1/PRI facility; and Internet Access. Additional Toll services are provided pursuant to the Company’s published tariffs and rate schedules. The Customer may opt for all channels to be used for voice service.

tw telecom Channel 12 Service is limited to customers served from a Company switch. A minimum of 12 channels must be purchased and provisioned on DS1/PRI access facility for a flat base fee. Additional channels may be purchased at the per channel rate to total 24 channels per DS1/PRI access facility. Customers may purchase multiple facilities following the same pricing methodology. When tw telecom Channel 12 is offered as an integrated solution, a minimum of 4 voice channels must be provisioned.

The Customer who purchases tw telecom Channel 12 Service may select a combination of lines and trunks or PRI channels. PRI channels and Digital Trunks cannot be combined in the same solution. Listed below are the channel type options:

- Business Lines or terminals
- Analog Trunks
- Digital Trunks
- PRI Trunks

For the Customer who selects line based channels, the Select Feature Package defined in Section 6.22 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package defined in Section 6.22.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.20 tw telecom Channel 12 Service, (Cont'd.)

Ft. Lauderdale, Miami, Jacksonville Markets (Grandfathered) – As of February 28, 2011, tw telecom Channel 12 Service is grandfathered and is only available to existing Customers at existing locations without modification.

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B. Rates and Charges

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	Nonrecurring <u>Charges</u>
tw telecom Channel 12-On-Net DS1/PRI access facility base rate (includes up to 12 channels) Additional Channels	\$525.00 \$16.00	\$472.50 \$14.40	\$446.25 \$13.60	\$250.00 per order \$0.00
tw telecom Channel 12-Off-Net Colocated DS1/PRI access facility base rate (includes up to 12 channels) Additional Channels	\$550.00 \$16.00	\$495.00 \$14.40	\$467.50 \$13.60	\$250.00 per order \$0.00
tw telecom Channel 12 – Off-Net DS1/PRI access facility base rate (includes up to 12 channels) Additional Channels	\$575.00 \$16.00	\$517.50 \$14.40	\$488.75 \$13.60	\$250.00 per order \$0.00
<u>Tampa Only</u> tw telecom Channel 12-On-Net DS1/PRI access facility base rate (includes up to 12 channels) Additional Channels	\$525.00 \$16.00	\$472.50 \$14.40	\$446.25 \$13.60	\$610.00 per order \$0.00
<u>Tampa Only</u> tw telecom Channel 12-Off-Net Colocated DS1/PRI access facility base rate (includes up to 12 channels) Additional Channels	\$550.00 \$16.00	\$495.00 \$14.40	\$467.50 \$13.60	\$610.00 per order \$0.00
<u>Tampa Only</u> tw telecom Channel 12 – Off-Net DS1/PRI access facility base rate (includes up to 12 channels) Additional Channels	\$575.00 \$16.00	\$517.50 \$14.40	\$488.75 \$13.60	\$610.00 per order \$0.00

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service

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A. General

tw telecom Converged Voice Service is a flexible bandwidth bundled service consisting of local exchange service with selected features, a Long Distance and/or Toll Free usage allowance and the option of adding Internet Access and/or Virtual Private Network (VPN) service as specified in the Company's Private Line tariff.

All Converged Voice services include a fully managed integrated access device placed at the Customer premises and can be configured with varying bandwidth capacities:

For services provided via a TDM interface, a Customer may purchase bandwidths of service from 1.5 Mbps up to 6 Mbps in increments of 1.5 Mbps.

For services provided via an Ethernet interface, a Customer may purchase bandwidths of service from 2 Mbps to 50 Mbps in increments of 2 Mbps up to 10 Mbps and increments of 5 Mbps up to 50 Mbps.

The integrated access device provided by the Company is furnished with a separate, mandatory battery back-up. Although the Company owns and maintains the integrated access device as part of its system equipment, the separate battery back-up is purchased by the Customer and becomes its property and responsibility, including maintenance and replacement. The battery back-up is not part of the system equipment as that term is defined and used in this tariff. The cost of the non-optional battery back-up is included in the quoted charge for service. The Company will not be responsible for the maintenance or repair of the battery back-up. The Customer acknowledges that in the event of a power failure, the failure of the battery back-up system will result in loss of service, including 911 service, and that the Company bears no responsibility for such loss of service. The manufacturer of the battery back-up offers a warranty, but the Customer must take affirmative action to activate this warranty or it will not be effective. It is the Customer's responsibility to activate this warranty by following the instructions provided in the service order.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

(N)

A. General, (Cont'd.)

The Customer receives a long distance allowance which may be used for 1+ and/or toll free services, based on the total Converged bandwidth purchased as follows:

- Up to and including 2 Mbps – 2,500 Minutes of Use
- More than 2 Mbps up to and including 4 Mbps – 5,000 Minutes of Use
- More than 4 Mbps – 7,500 Minutes of Use

Additional Toll Services are provided pursuant to the Company's published tariffs and rate schedules.

The Customer must purchase a minimum of 4 and a maximum of 50 voice channels, which may be a combination of analog business lines and digital trunks, or analog business lines and PRI channels. Combinations of digital trunks and PRI channels are not available. Only one trunk group may be provisioned per service location. The Customer must select a call package based upon the desired number of simultaneous calls (voice channels). The remaining available bandwidth, including excess bandwidth available when all voice services are not in use, will be dynamically allocated to Internet access and/or VPN services depending on the bundle purchased. Some combinations of voice services may be unavailable due to equipment limitations. Applications where more than 10% of daily call volume is used for faxing or other modem related activities are not supported.

The Customer who adds VPN service to a Converged Service bundle will have the option of upgrading to a Premium bundle by adding Class of Service (CoS), as described in the Company's Private Line tariff, for an additional charge. Adding CoS will reduce the number of voice channels available at a given bandwidth.

For the Customer who selects line based channels, the Deluxe Feature Package defined in Section 6.22.3 is available at no additional charge. The Customer is also eligible to purchase the Custom Feature Package as defined in Section 6.22.3. The Customer will also receive the first 100 Individual Telephone Numbers (ITN) per service location at no charge. Additional ITNs will be charged as described in Section 5.19.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

(N)

A. General, (Cont'd.)

Three distinct bundles are available:

1. Voice + Internet

The Customer designates the number of voice channels to be configured as described above. The remaining available bandwidth, including excess bandwidth available when all voice services are not in use, will be dynamically allocated for Internet access service.

2. Voice + VPN

The Customer designates the number of voice channels to be configured as described above. The remaining available bandwidth, including excess bandwidth available when all voice services are not in use, will be dynamically allocated for VPN access service.

3. Voice + VPN + Secure Internet Access

The Customer designates the number of voice channels to be configured as described above. The remaining available bandwidth, including excess bandwidth available when all voice services are not in use, will be dynamically allocated for VPN and Secure Internet Access services.

B. Rates and Charges

1. Application of Rates

Converged Voice Service is comprised of two rate elements; a service bundle and a transport charge. To the extent facilities are available, services offered under this tariff are provided by the Company on an On-Net basis. Unless otherwise noted, prices for services offered under this tariff reflect the On-Net price for such services. Where service is provided on an Off-Net basis, additional charges may apply.

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Converged Voice + Internet

All rates are applied per service location:

a. T1

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)	Nonrecurring Charge	Monthly Recurring Charge			
			12 Months	24 Months	36 Months	60 Months
1.5	4 - 8	\$500	\$550	\$426	\$340	\$290
	9 - 12	\$500	\$625	\$458	\$375	\$338
3	4 - 8	\$750	\$789	\$617	\$514	\$480
	9 - 12	\$750	\$830	\$650	\$542	\$505
	13 - 18	\$750	\$874	\$684	\$570	\$532
	19 - 24	\$750	\$920	\$720	\$600	\$560
4.5	4 - 8	\$750	\$678	\$613	\$573	\$541
	9 - 12	\$750	\$767	\$695	\$647	\$612
	13 - 18	\$750	\$867	\$786	\$730	\$691
	19 - 24	\$750	\$986	\$896	\$830	\$785
	25 - 30	\$750	\$1,106	\$1,005	\$930	\$880
	31 - 36	\$750	\$1,226	\$1,115	\$1,029	\$974
6*	4 - 8	\$750	\$768	\$694	\$650	\$613
	9 - 12	\$750	\$857	\$776	\$724	\$684
	13 - 18	\$750	\$957	\$867	\$807	\$763
	19 - 24	\$750	\$1,076	\$977	\$907	\$857
	25 - 30	\$750	\$1,196	\$1,086	\$1,007	\$952
	31 - 36	\$750	\$1,316	\$1,196	\$1,106	\$1,046
	37 - 42	\$750	\$1,435	\$1,305	\$1,206	\$1,141
	43 - 50	\$750	\$1,575	\$1,433	\$1,322	\$1,252

* T1 provisioning of 6 Mbps only supports analog lines (PRI and digital trunks are not available)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Converged Voice + Internet, (Cont'd.)

b. Ethernet

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)	Nonrecurring Charge	Monthly Recurring Charge			
			12 Months	24 Months	36 Months	60 Months
2	4 - 8	\$750	\$530	\$480	\$447	\$422
	9 - 15	\$750	\$619	\$562	\$521	\$493
4	4 - 8	\$750	\$647	\$586	\$546	\$516
	9 - 15	\$750	\$736	\$668	\$620	\$587
	16 - 21	\$750	\$955	\$869	\$803	\$760
	22 - 30	\$750	\$1,075	\$978	\$903	\$855
6	4 - 8	\$750	\$768	\$694	\$650	\$613
	9 - 15	\$750	\$857	\$776	\$724	\$684
	16 - 21	\$750	\$1,076	\$977	\$907	\$857
	22 - 30	\$750	\$1,196	\$1,086	\$1,007	\$952
	31 - 37	\$750	\$1,316	\$1,196	\$1,106	\$1,046
	38 - 45	\$750	\$1,435	\$1,305	\$1,206	\$1,141
8	4 - 8	\$750	\$885	\$800	\$750	\$706
	9 - 15	\$750	\$974	\$882	\$824	\$777
	16 - 21	\$750	\$1,193	\$1,083	\$1,007	\$950
	22 - 30	\$750	\$1,313	\$1,192	\$1,107	\$1,045
	31 - 37	\$750	\$1,433	\$1,302	\$1,206	\$1,139
10	38 - 45	\$750	\$1,552	\$1,411	\$1,306	\$1,234
	4 - 8	\$750	\$1,002	\$905	\$849	\$800
	9 - 15	\$750	\$1,091	\$987	\$923	\$871
	16 - 21	\$750	\$1,310	\$1,188	\$1,106	\$1,044
	22 - 30	\$750	\$1,430	\$1,297	\$1,206	\$1,139
	31 - 37	\$750	\$1,550	\$1,407	\$1,305	\$1,233
	38 - 45	\$750	\$1,669	\$1,516	\$1,405	\$1,328
	46 - 50	\$750	\$1,809	\$1,644	\$1,521	\$1,439

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Converged Voice + Internet, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)	Nonrecurring Charge	Monthly Recurring Charge			
			12 Months	24 Months	36 Months	60 Months
15	4 - 8	\$750	\$1,200	\$1,083	\$1,017	\$958
	9 - 15	\$750	\$1,289	\$1,165	\$1,091	\$1,029
	16 - 21	\$750	\$1,508	\$1,366	\$1,274	\$1,202
	22 - 30	\$750	\$1,628	\$1,475	\$1,374	\$1,297
	31 - 37	\$750	\$1,748	\$1,585	\$1,473	\$1,391
	38 - 45	\$750	\$1,867	\$1,694	\$1,573	\$1,486
20	46 - 50	\$750	\$2,007	\$1,822	\$1,689	\$1,597
	4 - 8	\$750	\$1,394	\$1,258	\$1,182	\$1,113
	9 - 15	\$750	\$1,483	\$1,340	\$1,256	\$1,184
	16 - 21	\$750	\$1,702	\$1,541	\$1,439	\$1,357
	22 - 30	\$750	\$1,822	\$1,650	\$1,539	\$1,452
	31 - 37	\$750	\$1,942	\$1,760	\$1,638	\$1,546
25	38 - 45	\$750	\$2,061	\$1,869	\$1,738	\$1,641
	46 - 50	\$750	\$2,201	\$1,997	\$1,854	\$1,752
	4 - 8	\$750	\$1,592	\$1,436	\$1,350	\$1,272
	9 - 15	\$750	\$1,681	\$1,518	\$1,424	\$1,343
	16 - 21	\$750	\$1,900	\$1,719	\$1,607	\$1,516
	22 - 30	\$750	\$2,020	\$1,828	\$1,707	\$1,611
30	31 - 37	\$750	\$2,140	\$1,938	\$1,806	\$1,705
	38 - 45	\$750	\$2,259	\$2,047	\$1,906	\$1,800
	46 - 50	\$750	\$2,399	\$2,175	\$2,022	\$1,911
	4 - 8	\$750	\$1,790	\$1,614	\$1,518	\$1,430
	9 - 15	\$750	\$1,879	\$1,696	\$1,592	\$1,501
	16 - 21	\$750	\$2,098	\$1,897	\$1,775	\$1,674
30	22 - 30	\$750	\$2,218	\$2,006	\$1,875	\$1,769
	31 - 37	\$750	\$2,338	\$2,116	\$1,974	\$1,863
	38 - 45	\$750	\$2,457	\$2,225	\$2,074	\$1,958
	46 - 50	\$750	\$2,597	\$2,353	\$2,190	\$2,069

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

2. Converged Voice + Internet, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)	Nonrecurring Charge	Monthly Recurring Charge			
			12 Months	24 Months	36 Months	60 Months
35	4 - 8	\$750	\$1,983	\$1,788	\$1,683	\$1,585
	9 - 15	\$750	\$2,072	\$1,870	\$1,757	\$1,656
	16 - 21	\$750	\$2,291	\$2,071	\$1,940	\$1,829
	22 - 30	\$750	\$2,411	\$2,180	\$2,040	\$1,924
	31 - 37	\$750	\$2,531	\$2,290	\$2,139	\$2,018
	38 - 45	\$750	\$2,650	\$2,399	\$2,239	\$2,113
	46 - 50	\$750	\$2,790	\$2,527	\$2,355	\$2,224
40	4 - 8	\$750	\$2,181	\$1,966	\$1,851	\$1,743
	9 - 15	\$750	\$2,270	\$2,048	\$1,925	\$1,814
	16 - 21	\$750	\$2,489	\$2,249	\$2,108	\$1,987
	22 - 30	\$750	\$2,609	\$2,358	\$2,208	\$2,082
	31 - 37	\$750	\$2,729	\$2,468	\$2,307	\$2,176
	38 - 45	\$750	\$2,848	\$2,577	\$2,407	\$2,271
	46 - 50	\$750	\$2,988	\$2,705	\$2,523	\$2,382
45	4 - 8	\$750	\$2,375	\$2,141	\$2,015	\$1,898
	9 - 15	\$750	\$2,464	\$2,223	\$2,089	\$1,969
	16 - 21	\$750	\$2,683	\$2,424	\$2,272	\$2,142
	22 - 30	\$750	\$2,803	\$2,533	\$2,372	\$2,237
	31 - 37	\$750	\$2,923	\$2,643	\$2,471	\$2,331
	38 - 45	\$750	\$3,042	\$2,752	\$2,571	\$2,426
	46 - 50	\$750	\$3,182	\$2,880	\$2,687	\$2,537
50	4 - 8	\$750	\$2,573	\$2,319	\$2,183	\$2,056
	9 - 15	\$750	\$2,662	\$2,401	\$2,257	\$2,127
	16 - 21	\$750	\$2,881	\$2,602	\$2,440	\$2,300
	22 - 30	\$750	\$3,001	\$2,711	\$2,540	\$2,395
	31 - 37	\$750	\$3,121	\$2,821	\$2,639	\$2,489
	38 - 45	\$750	\$3,240	\$2,930	\$2,739	\$2,584
	46 - 50	\$750	\$3,380	\$3,058	\$2,855	\$2,695

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN

All rates are applied per service location:

a. T1

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
1.5	4 - 8	Basic	\$500	\$542	\$491	\$458	\$432
	9 - 12		\$500	\$631	\$573	\$532	\$503
1.5	4 - 8	Premium	\$500	\$542	\$491	\$458	\$432
3	4 - 8	Basic	\$750	\$657	\$595	\$555	\$524
	9 - 12		\$750	\$746	\$677	\$629	\$595
	13 - 18		\$750	\$846	\$768	\$712	\$674
3	19 - 24		\$750	\$965	\$878	\$812	\$768
	4 - 8	Premium	\$750	\$657	\$595	\$555	\$524
	9 - 16		\$750	\$746	\$677	\$629	\$595
4.5	4 - 8	Basic	\$750	\$777	\$703	\$657	\$620
	9 - 12		\$750	\$866	\$785	\$731	\$691
	13 - 18		\$750	\$966	\$876	\$814	\$770
	19 - 24		\$750	\$1,085	\$986	\$914	\$864
	25 - 30		\$750	\$1,205	\$1,095	\$1,014	\$959
4.5	31 - 36		\$750	\$1,325	\$1,205	\$1,113	\$1,053
	4 - 8	Premium	\$750	\$777	\$703	\$657	\$620
	9 - 16		\$750	\$866	\$785	\$731	\$691
	17 - 24		\$750	\$1,085	\$986	\$914	\$864
	6*	4 - 8	Basic	\$750	\$897	\$811	\$759
6*	9 - 12		\$750	\$986	\$893	\$833	\$787
	13 - 18		\$750	\$1,086	\$984	\$916	\$866
	19 - 24		\$750	\$1,205	\$1,094	\$1,016	\$960
	25 - 30		\$750	\$1,325	\$1,203	\$1,116	\$1,055
	31 - 36		\$750	\$1,445	\$1,313	\$1,215	\$1,149
	37 - 42		\$750	\$1,564	\$1,422	\$1,315	\$1,244
	43 - 50		\$750	\$1,704	\$1,550	\$1,431	\$1,355
6*	4 - 8	Premium	\$750	\$897	\$811	\$759	\$716
	9 - 16		\$750	\$986	\$893	\$833	\$787
	17 - 24		\$750	\$1,205	\$1,094	\$1,016	\$960
	25 - 32		\$750	\$1,325	\$1,203	\$1,116	\$1,055

* T1 provisioning of 6 Mbps only supports analog lines (PRI and digital trunks are not available)

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN, (Cont'd.)

b. Ethernet

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
2	4 - 8	Basic	\$750	\$577	\$523	\$487	\$460
	9 - 15		\$750	\$666	\$605	\$561	\$531
2	4-10	Premium	\$750	\$577	\$523	\$487	\$460
4	4 - 8	Basic	\$750	\$737	\$667	\$623	\$588
	9 - 15		\$750	\$826	\$749	\$697	\$659
	16 - 21		\$750	\$1,045	\$950	\$880	\$832
	22 - 30		\$750	\$1,165	\$1,059	\$980	\$927
4	4 - 10	Premium	\$750	\$737	\$667	\$623	\$588
	11 - 20		\$750	\$1,045	\$950	\$880	\$832
6	4 - 8	Basic	\$750	\$897	\$811	\$759	\$716
	9 - 15		\$750	\$986	\$893	\$833	\$787
	16 - 21		\$750	\$1,205	\$1,094	\$1,016	\$960
	22 - 30		\$750	\$1,325	\$1,203	\$1,116	\$1,055
	31 - 37		\$750	\$1,445	\$1,313	\$1,215	\$1,149
6	38 - 45		\$750	\$1,564	\$1,422	\$1,315	\$1,244
	4 - 10	Premium	\$750	\$897	\$811	\$759	\$716
	11 - 20		\$750	\$1,205	\$1,094	\$1,016	\$960
	21 - 30		\$750	\$1,325	\$1,203	\$1,116	\$1,055
	8	4 - 8	Basic	\$750	\$1,057	\$955	\$895
9 - 15			\$750	\$1,146	\$1,037	\$969	\$915
16 - 21			\$750	\$1,365	\$1,238	\$1,152	\$1,088
22 - 30			\$750	\$1,485	\$1,347	\$1,252	\$1,183
31 - 37			\$750	\$1,605	\$1,457	\$1,351	\$1,277
38 - 45			\$750	\$1,724	\$1,566	\$1,451	\$1,372
46 - 50			\$750	\$2,141	\$1,944	\$1,803	\$1,704
4 - 10		Premium	\$750	\$1,057	\$955	\$895	\$844
8	11 - 20		\$750	\$1,365	\$1,238	\$1,152	\$1,088
	21 - 30		\$750	\$1,485	\$1,347	\$1,252	\$1,183
	31 - 40		\$750	\$1,724	\$1,566	\$1,451	\$1,372

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
10	4 - 8	Basic	\$750	\$1,217	\$1,099	\$1,031	\$972
	9 - 15		\$750	\$1,306	\$1,181	\$1,105	\$1,043
	16 - 21		\$750	\$1,525	\$1,382	\$1,288	\$1,216
	22 - 30		\$750	\$1,645	\$1,491	\$1,388	\$1,311
	31 - 37		\$750	\$1,765	\$1,601	\$1,487	\$1,405
	38 - 45		\$750	\$1,884	\$1,710	\$1,587	\$1,500
10	46 - 50		\$750	\$2,024	\$1,838	\$1,703	\$1,611
	4 - 10	Premium	\$750	\$1,217	\$1,099	\$1,031	\$972
	11 - 20		\$750	\$1,525	\$1,382	\$1,288	\$1,216
	21 - 30		\$750	\$1,645	\$1,491	\$1,388	\$1,311
	31 - 40		\$750	\$1,884	\$1,710	\$1,587	\$1,500
15	41 - 50		\$750	\$2,024	\$1,838	\$1,703	\$1,611
	4 - 8	Basic	\$750	\$1,437	\$1,297	\$1,218	\$1,148
	9 - 15		\$750	\$1,526	\$1,379	\$1,292	\$1,219
	16 - 21		\$750	\$1,745	\$1,580	\$1,475	\$1,392
	22 - 30		\$750	\$1,865	\$1,689	\$1,575	\$1,487
	31 - 37		\$750	\$1,985	\$1,799	\$1,674	\$1,581
	38 - 45		\$750	\$2,104	\$1,908	\$1,774	\$1,676
46 - 50		\$750	\$2,244	\$2,036	\$1,890	\$1,787	

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
15	4 - 10	Premium	\$750	\$1,437	\$1,297	\$1,218	\$1,148
	11 - 20		\$750	\$1,745	\$1,580	\$1,475	\$1,392
	21 - 30		\$750	\$1,865	\$1,689	\$1,575	\$1,487
	31 - 40		\$750	\$2,104	\$1,908	\$1,774	\$1,676
	41 - 50		\$750	\$2,244	\$2,036	\$1,890	\$1,787
20	4 - 8	Basic	\$750	\$1,662	\$1,499	\$1,410	\$1,328
	9 - 15		\$750	\$1,751	\$1,581	\$1,484	\$1,399
	16 - 21		\$750	\$1,970	\$1,782	\$1,667	\$1,572
	22 - 30		\$750	\$2,090	\$1,891	\$1,767	\$1,667
	31 - 37		\$750	\$2,210	\$2,001	\$1,866	\$1,761
	38 - 45		\$750	\$2,329	\$2,110	\$1,966	\$1,856
	46 - 50		\$750	\$2,469	\$2,238	\$2,082	\$1,967

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
20	4 - 10	Premium	\$750	\$1,662	\$1,499	\$1,410	\$1,328
			\$750	\$1,970	\$1,782	\$1,667	\$1,572
	21 - 30		\$750	\$2,090	\$1,891	\$1,767	\$1,667
	31 - 40		\$750	\$2,329	\$2,110	\$1,966	\$1,856
	41 - 50		\$750	\$2,469	\$2,238	\$2,082	\$1,967
25	4 - 8	Basic	\$750	\$1,882	\$1,697	\$1,597	\$1,504
			\$750	\$1,971	\$1,779	\$1,671	\$1,575
	9 - 15		\$750	\$2,190	\$1,980	\$1,854	\$1,748
	16 - 21		\$750	\$2,310	\$2,089	\$1,954	\$1,843
	22 - 30		\$750	\$2,430	\$2,199	\$2,053	\$1,937
25	4 - 10	Premium	\$750	\$1,882	\$1,697	\$1,597	\$1,504
			\$750	\$2,190	\$1,980	\$1,854	\$1,748
	11 - 20		\$750	\$2,310	\$2,089	\$1,954	\$1,843
	21 - 30		\$750	\$2,549	\$2,308	\$2,153	\$2,032
	31 - 40		\$750	\$2,689	\$2,436	\$2,269	\$2,143
30	4 - 8	Basic	\$750	\$2,107	\$1,900	\$1,788	\$1,684
			\$750	\$2,196	\$1,982	\$1,862	\$1,755
	9 - 15		\$750	\$2,415	\$2,183	\$2,045	\$1,928
	16 - 21		\$750	\$2,535	\$2,292	\$2,145	\$2,023
	22 - 30		\$750	\$2,655	\$2,402	\$2,244	\$2,117
30	4 - 10	Premium	\$750	\$2,107	\$1,900	\$1,788	\$1,684
			\$750	\$2,415	\$2,183	\$2,045	\$1,928
	11 - 20		\$750	\$2,535	\$2,292	\$2,145	\$2,023
	21 - 30		\$750	\$2,774	\$2,511	\$2,344	\$2,212
	31 - 40		\$750	\$2,914	\$2,639	\$2,460	\$2,323
30	4 - 10	Premium	\$750	\$2,107	\$1,900	\$1,788	\$1,684
			\$750	\$2,415	\$2,183	\$2,045	\$1,928
	11 - 20		\$750	\$2,535	\$2,292	\$2,145	\$2,023
	21 - 30		\$750	\$2,774	\$2,511	\$2,344	\$2,212
	31 - 40		\$750	\$2,914	\$2,639	\$2,460	\$2,323

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
35	4 - 8	Basic	\$750	\$2,327	\$2,098	\$1,975	\$1,860
			\$750	\$2,416	\$2,180	\$2,049	\$1,931
	16 - 21		\$750	\$2,635	\$2,381	\$2,232	\$2,104
			\$750	\$2,755	\$2,490	\$2,332	\$2,199
	31 - 37		\$750	\$2,875	\$2,600	\$2,431	\$2,293
			\$750	\$2,994	\$2,709	\$2,531	\$2,388
	46 - 50		\$750	\$3,134	\$2,837	\$2,647	\$2,499
35	4 - 10	Premium	\$750	\$2,327	\$2,098	\$1,975	\$1,860
			\$750	\$2,635	\$2,381	\$2,232	\$2,104
	21 - 30		\$750	\$2,755	\$2,490	\$2,332	\$2,199
			\$750	\$2,994	\$2,709	\$2,531	\$2,388
	41 - 50		\$750	\$3,134	\$2,837	\$2,647	\$2,499
40	4 - 8	Basic	\$750	\$2,547	\$2,296	\$2,162	\$2,036
			\$750	\$2,636	\$2,378	\$2,236	\$2,107
	16 - 21		\$750	\$2,855	\$2,579	\$2,419	\$2,280
			\$750	\$2,975	\$2,688	\$2,519	\$2,375
	31 - 37		\$750	\$3,095	\$2,798	\$2,618	\$2,469
			\$750	\$3,214	\$2,907	\$2,718	\$2,564
	46 - 50		\$750	\$3,354	\$3,035	\$2,834	\$2,675

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
40	4 - 10	Premium	\$750	\$2,547	\$2,296	\$2,162	\$2,036
	11 - 20		\$750	\$2,855	\$2,579	\$2,419	\$2,280
	21 - 30		\$750	\$2,975	\$2,688	\$2,519	\$2,375
	31 - 40		\$750	\$3,214	\$2,907	\$2,718	\$2,564
	41 - 50		\$750	\$3,354	\$3,035	\$2,834	\$2,675
45	4 - 8	Basic	\$750	\$2,772	\$2,498	\$2,353	\$2,216
	9 - 15		\$750	\$2,861	\$2,580	\$2,427	\$2,287
	16 - 21		\$750	\$3,080	\$2,781	\$2,610	\$2,460
	22 - 30		\$750	\$3,200	\$2,890	\$2,710	\$2,555
	31 - 37		\$750	\$3,320	\$3,000	\$2,809	\$2,649
	38 - 45		\$750	\$3,439	\$3,109	\$2,909	\$2,744
	46 - 50		\$750	\$3,579	\$3,237	\$3,025	\$2,855

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

3. Converged Voice + VPN, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
45	4 - 10	Premium	\$750	\$2,772	\$2,498	\$2,353	\$2,216
	11 - 20		\$750	\$3,080	\$2,781	\$2,610	\$2,460
	21 - 30		\$750	\$3,200	\$2,890	\$2,710	\$2,555
	31 - 40		\$750	\$3,439	\$3,109	\$2,909	\$2,744
	41 - 50		\$750	\$3,579	\$3,237	\$3,025	\$2,855
50	4 - 8	Basic	\$750	\$2,992	\$2,696	\$2,540	\$2,392
	9 - 15		\$750	\$3,081	\$2,778	\$2,614	\$2,463
	16 - 21		\$750	\$3,300	\$2,979	\$2,797	\$2,636
	22 - 30		\$750	\$3,420	\$3,088	\$2,897	\$2,731
	31 - 37		\$750	\$3,540	\$3,198	\$2,996	\$2,825
50	38 - 45		\$750	\$3,659	\$3,307	\$3,096	\$2,920
	46 - 50		\$750	\$3,799	\$3,435	\$3,212	\$3,031
	4 - 10	Premium	\$750	\$2,992	\$2,696	\$2,540	\$2,392
	11 - 20		\$750	\$3,300	\$2,979	\$2,797	\$2,636
	21 - 30		\$750	\$3,420	\$3,088	\$2,897	\$2,731
50	31 - 40		\$750	\$3,659	\$3,307	\$3,096	\$2,920
	41 - 50		\$750	\$3,799	\$3,435	\$3,212	\$3,031

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Converged Voice + VPN + Secure Internet Access

All rates are applied per service location:

a. T1

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
1.5	4 - 8	Basic	\$500	\$658	\$595	\$556	\$525
	9 - 12		\$500	\$748	\$678	\$631	\$596
1.5	4 - 8	Premium	\$500	\$658	\$595	\$556	\$525
3	4 - 8	Basic	\$750	\$815	\$737	\$689	\$650
	9 - 12		\$750	\$905	\$819	\$764	\$721
	13 - 18		\$750	\$1,004	\$911	\$847	\$800
	19 - 24		\$750	\$1,124	\$1,020	\$947	\$895
3	4 - 8	Premium	\$750	\$815	\$737	\$689	\$650
	9 - 16		\$750	\$905	\$819	\$764	\$721
4.5	4 - 8	Basic	\$750	\$971	\$877	\$822	\$775
	9 - 12		\$750	\$1,061	\$960	\$897	\$846
	13 - 18		\$750	\$1,160	\$1,051	\$980	\$925
	19 - 24		\$750	\$1,280	\$1,161	\$1,079	\$1,020
	25 - 30		\$750	\$1,399	\$1,270	\$1,179	\$1,114
	31 - 36		\$750	\$1,519	\$1,380	\$1,278	\$1,209
4.5	4 - 8	Premium	\$750	\$971	\$877	\$822	\$775
	9 - 16		\$750	\$1,061	\$960	\$897	\$846
	17 - 24		\$750	\$1,280	\$1,161	\$1,079	\$1,020
	6*	4 - 8	Basic	\$750	\$1,127	\$1,018	\$955
6*	9 - 12		\$750	\$1,217	\$1,100	\$1,029	\$971
	13 - 18		\$750	\$1,316	\$1,191	\$1,112	\$1,050
	19 - 24		\$750	\$1,436	\$1,301	\$1,212	\$1,145
	25 - 30		\$750	\$1,555	\$1,410	\$1,312	\$1,239
	31 - 36		\$750	\$1,675	\$1,520	\$1,411	\$1,334
	37 - 42		\$750	\$1,794	\$1,630	\$1,511	\$1,428
	43 - 50		\$750	\$1,934	\$1,758	\$1,627	\$1,539
	6*	4 - 8	Premium	\$750	\$1,127	\$1,018	\$955
6*	9 - 16		\$750	\$1,217	\$1,100	\$1,029	\$971
	17 - 24		\$750	\$1,436	\$1,301	\$1,212	\$1,145
	25 - 32		\$750	\$1,555	\$1,410	\$1,312	\$1,239

* T1 provisioning of 6 Mbps only supports analog lines (PRI and digital trunks are not available)

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FL1102

LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

b. Ethernet

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
2	4 - 8	Basic	\$750	\$712	\$644	\$601	\$568
	9 - 15		\$750	\$801	\$726	\$676	\$639
2	4-10	Premium	\$750	\$712	\$644	\$601	\$568
4	4 - 8	Basic	\$750	\$919	\$831	\$777	\$733
	9 - 15		\$750	\$1,008	\$913	\$852	\$804
	16 - 21		\$750	\$1,227	\$1,114	\$1,034	\$978
4	22 - 30		\$750	\$1,347	\$1,223	\$1,134	\$1,072
	4 - 10	Premium	\$750	\$919	\$831	\$777	\$733
	11 - 20		\$750	\$1,227	\$1,114	\$1,034	\$978
6	4 - 8	Basic	\$750	\$1,127	\$1,018	\$955	\$900
	9 - 15		\$750	\$1,217	\$1,100	\$1,029	\$971
	16 - 21		\$750	\$1,436	\$1,301	\$1,212	\$1,145
	22 - 30		\$750	\$1,555	\$1,410	\$1,312	\$1,239
	31 - 37		\$750	\$1,675	\$1,520	\$1,411	\$1,334
6	38 - 45		\$750	\$1,794	\$1,630	\$1,511	\$1,428
	4 - 10	Premium	\$750	\$1,127	\$1,018	\$955	\$900
	11 - 20		\$750	\$1,436	\$1,301	\$1,212	\$1,145
6	21 - 30		\$750	\$1,555	\$1,410	\$1,312	\$1,239
	4 - 8	Basic	\$750	\$1,334	\$1,204	\$1,131	\$1,065
	9 - 15		\$750	\$1,423	\$1,286	\$1,205	\$1,136
8	16 - 21		\$750	\$1,643	\$1,487	\$1,388	\$1,310
	22 - 30		\$750	\$1,762	\$1,597	\$1,488	\$1,404
	31 - 37	Premium	\$750	\$1,882	\$1,706	\$1,587	\$1,499
8	38 - 45		\$750	\$2,001	\$1,816	\$1,687	\$1,594
	4 - 10		\$750	\$1,334	\$1,204	\$1,131	\$1,065
	11 - 20		\$750	\$1,643	\$1,487	\$1,388	\$1,310
	21 - 30		\$750	\$1,762	\$1,597	\$1,488	\$1,404
8	31 - 40		\$750	\$2,001	\$1,816	\$1,687	\$1,594

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
10	4 - 8	Basic	\$750	\$1,541	\$1,390	\$1,306	\$1,231
			\$750	\$1,630	\$1,472	\$1,381	\$1,302
	16 - 21		\$750	\$1,849	\$1,673	\$1,564	\$1,475
			\$750	\$1,969	\$1,783	\$1,663	\$1,570
	31 - 37		\$750	\$2,089	\$1,892	\$1,763	\$1,665
	38 - 45		\$750	\$2,208	\$2,002	\$1,862	\$1,759
	46 - 50		\$750	\$2,348	\$2,130	\$1,979	\$1,870
10	4 - 10	Premium	\$750	\$1,541	\$1,390	\$1,306	\$1,231
			\$750	\$1,849	\$1,673	\$1,564	\$1,475
	11 - 20		\$750	\$1,969	\$1,783	\$1,663	\$1,570
	21 - 30		\$750	\$2,208	\$2,002	\$1,862	\$1,759
	41 - 50		\$750	\$2,348	\$2,130	\$1,979	\$1,870
15	4 - 8	Basic	\$750	\$1,840	\$1,824(I)	\$1,808(I)	\$1,800(I)
			\$750	\$1,929	\$1,906(I)	\$1,883(I)	\$1,871(I)
	9 - 15		\$750	\$2,149	\$2,107(I)	\$2,065(I)	\$2,044(I)
	16 - 21		\$750	\$2,268	\$2,216(I)	\$2,165(I)	\$2,139(I)
	22 - 30		\$750	\$2,388	\$2,326(I)	\$2,264(I)	\$2,234(I)
	31 - 37		\$750	\$2,507	\$2,436(I)	\$2,364(I)	\$2,328(I)
38 - 45		\$750	\$2,647	\$2,564(I)	\$2,480(I)	\$2,439(I)	
46 - 50		\$750					

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
15	4 - 10	Premium	\$750	\$1,840	\$1,824(I)	\$1,808(I)	\$1,800(I)
	11 - 20		\$750	\$2,149	\$2,107(I)	\$2,065(I)	\$2,044(I)
	21 - 30		\$750	\$2,268	\$2,216(I)	\$2,165(I)	\$2,139(I)
	31 - 40		\$750	\$2,507	\$2,436(I)	\$2,364(I)	\$2,328(I)
	41 - 50		\$750	\$2,647	\$2,564(I)	\$2,480(I)	\$2,439(I)
20	4 - 8	Basic	\$750	\$2,142	\$1,931	\$1,818	\$1,712
	9 - 15		\$750	\$2,232	\$2,014	\$1,893	\$1,783
	16 - 21		\$750	\$2,451	\$2,215	\$2,076	\$1,957
	22 - 30		\$750	\$2,571	\$2,324	\$2,175	\$2,051
	31 - 37		\$750	\$2,690	\$2,434	\$2,275	\$2,146
	38 - 45		\$750	\$2,810	\$2,543	\$2,375	\$2,240
	46 - 50		\$750	\$2,949	\$2,671	\$2,491	\$2,351

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
20	4 - 10	Premium	\$750	\$2,142	\$1,931	\$1,818	\$1,712
			\$750	\$2,451	\$2,215	\$2,076	\$1,957
	21 - 30		\$750	\$2,571	\$2,324	\$2,175	\$2,051
	31 - 40		\$750	\$2,810	\$2,543	\$2,375	\$2,240
	41 - 50		\$750	\$2,949	\$2,671	\$2,491	\$2,351
25	4 - 8	Basic	\$750	\$2,442	\$2,201	\$2,073	\$1,952
			\$750	\$2,531	\$2,283	\$2,147	\$2,023
	16 - 21		\$750	\$2,750	\$2,484	\$2,330	\$2,196
	22 - 30		\$750	\$2,870	\$2,593	\$2,430	\$2,291
	31 - 37		\$750	\$2,990	\$2,703	\$2,529	\$2,385
25	4 - 10	Premium	\$750	\$2,442	\$2,201	\$2,073	\$1,952
			\$750	\$2,750	\$2,484	\$2,330	\$2,196
	21 - 30		\$750	\$2,870	\$2,593	\$2,430	\$2,291
	31 - 40		\$750	\$3,109	\$2,812	\$2,629	\$2,480
	41 - 50		\$750	\$3,249	\$2,940	\$2,745	\$2,591
30	4 - 8	Basic	\$750	\$2,746	\$2,475	\$2,331	\$2,195
			\$750	\$2,835	\$2,557	\$2,406	\$2,266
	16 - 21		\$750	\$3,055	\$2,758	\$2,588	\$2,439
	22 - 30		\$750	\$3,174	\$2,867	\$2,688	\$2,534
	31 - 37		\$750	\$3,294	\$2,977	\$2,787	\$2,629
30	4 - 10	Premium	\$750	\$2,746	\$2,475	\$2,331	\$2,195
			\$750	\$3,055	\$2,758	\$2,588	\$2,439
	21 - 30		\$750	\$3,174	\$2,867	\$2,688	\$2,534
	31 - 40		\$750	\$3,413	\$3,087	\$2,887	\$2,723
	41 - 50		\$750	\$3,553	\$3,215	\$3,003	\$2,834

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
35	4 - 8	Basic	\$750	\$3,043	\$2,742	\$2,584	\$2,433
			\$750	\$3,133	\$2,825	\$2,659	\$2,504
	9 - 15		\$750	\$3,352	\$3,026	\$2,841	\$2,677
	16 - 21		\$750	\$3,471	\$3,135	\$2,941	\$2,772
	22 - 30		\$750	\$3,591	\$3,245	\$3,040	\$2,867
	31 - 37		\$750	\$3,710	\$3,354	\$3,140	\$2,961
	38 - 45		\$750	\$3,850	\$3,482	\$3,256	\$3,072
35	4 - 10	Premium	\$750	\$3,043	\$2,742	\$2,584	\$2,433
			\$750	\$3,352	\$3,026	\$2,841	\$2,677
	11 - 20		\$750	\$3,471	\$3,135	\$2,941	\$2,772
	21 - 30		\$750	\$3,710	\$3,354	\$3,140	\$2,961
	31 - 40		\$750	\$3,850	\$3,482	\$3,256	\$3,072
40	4 - 8	Basic	\$750	\$3,342	\$3,012	\$2,838	\$2,672
			\$750	\$3,432	\$3,094	\$2,913	\$2,743
	9 - 15		\$750	\$3,651	\$3,295	\$3,095	\$2,917
	16 - 21		\$750	\$3,771	\$3,404	\$3,195	\$3,011
	22 - 30		\$750	\$3,890	\$3,514	\$3,295	\$3,106
	31 - 37		\$750	\$4,010	\$3,623	\$3,394	\$3,200
	38 - 45		\$750	\$4,149	\$3,751	\$3,511	\$3,311
40	4 - 10	Premium	\$750	\$3,342	\$3,012	\$2,838	\$2,672
			\$750	\$3,651	\$3,295	\$3,095	\$2,917
	11 - 20		\$750	\$3,771	\$3,404	\$3,195	\$3,011
	21 - 30		\$750	\$4,010	\$3,623	\$3,394	\$3,200
	31 - 40		\$750	\$4,149	\$3,751	\$3,511	\$3,311

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

4. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

b. Ethernet, (Cont'd.)

Bandwidth (Mbps)	Call Package (Number of Simultaneous Calls)		Nonrecurring Charge	Monthly Recurring Charge			
				12 Months	24 Months	36 Months	60 Months
45	4 - 8	Basic	\$750	\$3,645	\$3,284	\$3,095	\$2,914
			\$750	\$3,734	\$3,366	\$3,169	\$2,985
	16 - 21		\$750	\$3,954	\$3,567	\$3,352	\$3,159
			\$750	\$4,073	\$3,676	\$3,452	\$3,253
	31 - 37		\$750	\$4,193	\$3,786	\$3,551	\$3,348
			\$750	\$4,312	\$3,895	\$3,651	\$3,442
46 - 50		\$750	\$4,452	\$4,023	\$3,767	\$3,553	
		45	4 - 10	Premium	\$750	\$3,645	\$3,284
\$750	\$3,954				\$3,567	\$3,352	\$3,159
21 - 30			\$750	\$4,073	\$3,676	\$3,452	\$3,253
			\$750	\$4,312	\$3,895	\$3,651	\$3,442
41 - 50			\$750	\$4,452	\$4,023	\$3,767	\$3,553
			50	4 - 8	Basic	\$750	\$3,944
\$750	\$4,034	\$3,635				\$3,424	\$3,224
16 - 21		\$750		\$4,253	\$3,836	\$3,606	\$3,398
		\$750		\$4,372	\$3,945	\$3,706	\$3,492
31 - 37		\$750		\$4,492	\$4,055	\$3,805	\$3,587
		\$750		\$4,611	\$4,165	\$3,905	\$3,682
46 - 50		\$750	\$4,751	\$4,293	\$4,021	\$3,792	
		50	4 - 10	Premium	\$750	\$3,944	\$3,553
\$750	\$4,253				\$3,836	\$3,606	\$3,398
21 - 30			\$750	\$4,372	\$3,945	\$3,706	\$3,492
			\$750	\$4,611	\$4,165	\$3,905	\$3,682
31 - 40			\$750	\$4,611	\$4,165	\$3,905	\$3,682
			\$750	\$4,751	\$4,293	\$4,021	\$3,792

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LOCAL EXCHANGE SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 Service Descriptions, (Cont'd.)

7.2.21 Converged Voice Service, (Cont'd.)

B. Rates and Charges, (Cont'd.)

5. Converged Services Transport

All rates are applied per service location:

a. T1

Bandwidth (Mbps)	Nonrecurring Charge	Monthly Recurring Charge			
		12 Months	24 Months	36 Months	60 Months
1.5	\$0	\$85	\$77	\$72	\$68
3	\$0	\$170	\$154	\$144	\$136
4.5	\$0	\$255	\$231	\$216	\$204
6	\$0	\$340	\$308	\$288	\$272

b. Ethernet

Bandwidth (Mbps)	Nonrecurring Charge	Monthly Recurring Charge			
		12 Months	24 Months	36 Months	60 Months
2 - 50	\$0	\$325	\$293	\$276	\$260

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS

8.1 Special Promotions

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission, and will be included in the Company's Price List.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.2 Best Choice Promotion

One of the following two promotional options is available to new and existing Customers through March 30, 2002.

1. Customers who order VersiPak or Integrated Business Line Service and enter into a 24 month term agreement prior to March 30, 2002 will receive the service at the 36-month term rate.

Or
2. Customers who order Digital Trunk Service, ISDN PRI Two-Way Service or Basic Business Line Service prior to March 30, 2002 will receive the following discounted rate:
 - Sign a contract for a 12 month term and get pricing at the 24 month term rate;
 - Sign a contract for a 24 month term and get pricing at the 36 month term rate; or
 - Sign a contract for a 36 month term and get pricing at the 60 month term rate.

This promotion is valid through March 30, 2002.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.3 Satisfaction Guarantee Promotion

This promotion is available to new and existing Customers who enter into a new term agreement with the Company of not less than 36 months and where capabilities exist for any of the following services:

Integrated Business Line, VersiPak, ISDN PRI Two-Way, Digital Trunks, Dedicated Internet Access T1, Dedicated Web Hosting, InterLATA Private Line T1 (off-net specifically excluded) or IntraLATA Private Line T1.

If the Customer is not satisfied with the Company's service and notifies the Company in writing within 90 days of inception of the applicable service, the Customer may cancel that service without incurring termination charges. The Company will reimburse the Customer up to \$750 per T-1 for the nonrecurring and/or access charges and/or long distance PIC charges the Customer incurred or will incur upon switching to another provider. Termination liability charges will be applied for cancellation of service after the first ninety (90) days of service.

This promotion is available to Customers who entered into a new term agreement as described above from December 1, 2001 through March 30, 2002.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.4 "Mission Possible" Promotion

The following "Mission Possible" promotion packages are available to Customers who subscribe to the Company's Integrated Business Line or VersiPak service between April 4 and December 31, 2002. Service must be installed no later than January 31, 2003. Each package can include voice, Internet and toll service. The Customer may mix any combination of voice and Internet channels within each package. Voice channels can include business lines, trunks or any combination thereof. Customers must maintain the product channel minimums and maximums for their particular package throughout the contract term. Customers purchasing a Mission Possible promotion package will receive Combined Caller ID, Call Forwarding, Call Waiting and Hunting services at no extra charge. Additional charges may apply where service is provided on an Off-Net basis.

Flat Service Packages

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Max	36 Months	21 – 24	\$875
Mid	36 Months	16 – 20	\$775
Mini	36 Months	8 – 15	\$580

Measured Rate Service Packages

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Max	36 Months	21 – 24	\$820
Mid	36 Months	16 – 20	\$720
Mini	36 Months	8 – 15	\$520

Message Rate Service Packages

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Max	36 Months	21 – 24	\$820
Mid	36 Months	16 – 20	\$720
Mini	36 Months	8 – 15	\$520

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.5 "Free 4 Thirty"

Qualified new End-User, non-carrier Customers who purchase the Company's services pursuant to a 24-month term agreement will receive a voucher to be used for one month's service. The Customer who purchases services for a term of 36 months will receive a voucher for 1.5 months service. The Customer who purchases services for term of 60 months will receive a voucher for two months service. This offer is subject to the termination liability provisions specified in this tariff. In the event the contract is breached, the voucher is rendered null and void.

The following terms and conditions apply to this offer:

1. This offer is available only to new end-user Customers. Wholesale and carrier Customers are not eligible to participate.
2. This offer is available on a first-come, first-serve basis to the first 150 Customers. The Company reserves the right to limit the number of Customers to which this offer is extended.
3. Contracts must be executed before December 31, 2002.
4. The amount of the voucher will equal the regular monthly recurring charges for the services ordered at the time the contract is executed. Nonrecurring move/change/restore charges, connection charges, measured and/or message usage charges, toll charges, directory assistance charges, Customer-originated trace charges, off-net charges, taxes, surcharges and franchise fees are not included.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.5 "Free 4 Thirty," (Cont'd)

5. The Company will specify the month in which the voucher may be redeemed.
 - For the Customer signing a 24-month contract, the redemption period will be the first month of service.
 - For the Customer signing a 36-month contract, the first voucher must be redeemed and applied to the first month of service. The voucher for the remaining half-month of service must be redeemed and applied to the thirteenth month of the contract.
 - For the Customers signing a 60-month contract, the first voucher must be redeemed and applied to the first month of service. The second voucher must be redeemed and applied to the thirteenth month of service. The Company will specify the redemption dates upon execution of the contract.
6. Termination of the service contract will result in the assessment of term liability charges as specified in this tariff. Termination of the service contract during the redemption period will result in the cancellation of the Customer's voucher(s). To the extent a Customer has already redeemed its voucher(s), the redemption value will be added to the amount of the term liability.
7. The Customer must notify the Company immediately in the event of a lost or stolen voucher. Failure to notify the Company in a timely manner will result in the cancellation of the voucher. Vouchers not redeemed during the specified redemption period will be declared null and void.
8. This offer may not be used with any other Company promotion. (T)

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.6 "More Than Local "Promotion

The Company will offer 1+ and Toll Free 8XX toll services at a flat rate of \$0.049 per minute for Customers who sign a 12-, 24- or 36-month contract on or before December 31, 2002. The following terms apply:

1. Customers must purchase or currently subscribe to one or more of the following Company services: Digital Trunk; ISDN PRI; Business Line; Integrated Business Line; or VersiPak.
2. This offer is available to new Customers, existing Customers who do not currently subscribe to the Company's toll services and to existing Customers whose current toll services contract is up for renewal.
3. Contract must be executed by close of business December 31, 2002. Service must be installed by January 31, 2003.
4. Offer includes 1+ and Toll Free 8XX Intrastate, Interstate and IntraLATA domestic toll services. Calls from the mainland United States to Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, international locations (including Canada and Mexico) and Hawaii intra-island calling are excluded.
5. Offer does not apply to Switchless Long Distance, Calling Card or Operator Services/Directory Assistance usage.
6. Offer does not apply to additional Customer locations that are Remote/Switchless in nature.
7. No volume commitment is required.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.7 "Tee-It-Up"! Promotion

Customers may purchase a full T1 circuit of Voice Service and a full T1 circuit of Dedicated Internet Access for one package price. The Voice Service may consist of either 24 digital trunks (including the digital facility) or on IDSN PRI Standard product.

<u>Term</u>	<u>Service Type</u>	<u>Price</u>
24 Months	Flat	\$1,300.00
24 Months	Measured or Message	\$1,050.00
36 Months	Flat	\$1,200.00
36 Months	Measured or Message	\$ 950.00

The following rules apply to this promotion:

1. Customer must purchase one full T1 circuit of voice service and one full T1 circuit of Dedicated Internet Access to qualify for promotional package pricing.
2. Additional voice features (e.g., Disaster Routing, Individual Telephone Numbers, etc.) are not included in the promotion package pricing. Additional charges will apply.
3. Customers must sign a 24- or 36-month contract to qualify for this promotion. Termination liability (as described elsewhere in this price list) applies for cancellation of service prior to the expiration of the contract term.
4. This promotion is available only to business end-user customers. Internet Service Providers and telecommunications carriers are ineligible.
5. The promotion package pricing does not apply to products not included in the promotion. This promotion is not valid in conjunction with any other tw telecom product promotions.
6. Usage fees (i.e., measured/message rate and toll charges) are not included in the promotion package pricing and will be charged in addition to the promotional rate.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.7 "Tee-It-Up,"! Promotion (Cont'd.)

7. Non-standard voice applications (i.e., termination-only minutes of usage that originate at the customer location and terminate through the Company's switch to the public switched telephone network, applications involving more than 200,000 total local minutes of inbound and outbound use and calling-card related applications) are not eligible for this promotion.
8. Customers may purchase more than one promotional package, and they may purchase additional Voice and/or Internet T1 circuits at the promotional rate. Customers who purchase multiple packages and/or additional T1 circuits pursuant to this promotion must have the same local usage service type (flat, measured or message rated) for all voice T1 circuits.
9. This promotion applies only to new orders executed during the promotional period and subsequent augments requested by same customers during the promotional period. Customers within three (3) months of expiration of a term agreement may renew such term agreements at the promotional rates.
10. Standard price list rates apply to all service augmentations requested after the promotional period.
11. Applicable taxes and surcharges will be billed at standard rates. Federal Subscriber Line Charges are included in the package price.
12. All monthly recurring charges for promotional packages will be billed in advance of service.
13. Promotion expires March 31, 2003. Service must be installed by May 9, 2003.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.8 Grow Your Own Business With Voice Services

8.8.1 Promotion Description

This promotion allows Customers to choose among three bundled service options:

- Option 1 Voice Facility and Long Distance
- Option 2 Voice Facility with Business Expansion Service and/or
Expanded Exchange Service
- Option 3 Voice Facility with Long Distance and Business Expansion
Service and/or Expanded Exchange Service

8.8.2 Promotional Product Requirements

A. Integrated Business Line/VersiPak

- 1. Minimum of 16 channels; Customer can purchase either 16-20 channels or 21 – 24 channels.
- 2. Channels can be any combination of voice or data as long as existing product minimums are met.
- 3. Voice channels can include lines, analog trunks or digital trunk; IPRI excluded.
- 4. Federal Subscriber Line Charges will be assessed in addition to promotional rate.
- 5. Nonrecurring connection charge of \$500 applies for all On-Net connections; additional charges may apply for Off-Net connections.

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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.8 Grow Your Own Business With Voice Services, (Cont'd.)

8.8.2 Promotional Product Requirements, (Cont'd.)

B. ISDN PRI and Digital Trunks

1. Federal Subscriber Line Charges will be assessed in addition to promotional rate.
2. Digital Trunks must be sold as a full T-1.
3. Additional charges may apply for Off-Net connections.

C. Business Expansion Service/Expanded Exchange Service

Service is available where equipment and facilities permit.

D. Long Distance

Promotional rate applies only to domestic traffic. Offshore calling and traffic terminating to Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands are not included.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.8 Grow Your Own Business With Voice Services, (Cont'd.)

8.8.3 Rates and Charges

A. Digital Trunks

1. Digital Trunks – Flat Rated Service

12 Month Term	\$575.00
24 Month Term	\$475.00
36 Month Term	\$375.00

2. Digital Trunks – Message and Measured Rated Service

12 Month Term	\$325.00
24 Month Term	\$300.00
36 Month Term	\$275.00

B. ISDN PRI Standard

1. ISDN PRI Standard – Flat Rated Service

12 Month Term	\$700.00
24 Month Term	\$600.00
36 Month Term	\$500.00

2. ISDN PRI Standard – Message and Measured Rated Service

12 Month Term	\$400.00
24 Month Term	\$375.00
36 Month Term	\$350.00

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.8 Grow Your Own Business With Voice Services, (Cont'd.)

8.8.3 Rates and Charges, (Cont'd.)

C. Integrated Business Line/VersiPak Facility

1. 16-20 Channels - Flat Rated Service

12 Month Term	\$750.00
24 Month Term	\$600.00
36 Month Term	\$500.00

2. 16-20 Channels – Message and Measured Rated Service

12 Month Term	\$700.00
24 Month Term	\$550.00
36 Month Term	\$450.00

3. 21-24 Channels – Flat Rated Service

12 Month Term	\$800.00
24 Month Term	\$650.00
36 Month Term	\$550.00

4. 21-24 Channels – Message and Measured Rated Service

12 Month Term	\$750.00
24 Month Term	\$600.00
36 Month Term	\$500.00

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8.8 Grow Your Own Business With Voice Services, (Cont'd.)

8.8.3 Rates and Charges, (Cont'd.)

D. Business Expansion Service

Per Rate Center

Daytona Beach	\$125.00
Orlando	\$125.00
Tampa	\$125.00

E. Expanded Exchange Service

Per Trunk/Channel

Daytona Beach	\$ 15.00
Orlando	\$ 10.00
Tampa	\$ 15.00

Per PRI

Daytona Beach	\$200.00
Orlando	\$150.00
Tampa	\$200.00

F. Long Distance

Per Minute Rate	\$0.047
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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.8 Grow Your Own Business With Voice Services, (Cont'd.)

8.8.4 Terms of Promotion

- A. This promotion is effective April 1 through June 30, 2003. Service must be installed no later than July 31, 2003.
- B. Customer must sign a 12-, 24- or 36-month contract to qualify.
- C. Customer must select one of the following voice service local facilities: ISDN PRI Standard; Digital Trunk; Individual Business Line; or VersiPak.
- D. Supplemental voice features are not included in the promotional price and are available for an additional charge as service and facilities permit.
- E. Local usage fees for measured and message rated service are not included in the promotional price.
- F. Non-standard voice applications including terminating-only minutes of usage (those applications originating from the Customer and terminating through the Company's switch to the public switched telephone network), applications involving more than 200,000 total local minutes of usage (inbound and outbound) and Calling Card related applications are eligible for this promotion.
- G. Customers may purchase more than one promotional package.
- H. This promotion applies only to new service orders signed by Customers during the promotion period and to subsequent service augments requested by the same Customer during the promotional period. Customers within three months of expiration of an existing term agreement for service may renew the term agreement at the promotional rate.

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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.8 Grow Your Own Business With Voice Services, (Cont'd.)

8.8.4 Terms of Promotion, (Cont'd.)

- I. Applicable taxes and surcharges, including Federal Subscriber Line Charge, will be billed at standard rates.
- J. All monthly recurring charges will be billed in advance of service.
- K. Termination liability as described elsewhere in this tariff applies to early termination.
- L. Promotional pricing does not apply to products not included in the promotion. This promotion is not valid in conjunction with any other tw telecom product promotion. (T)

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8.9 Grand Slam Promotion

Qualified new End-User, non-carrier, non-ISP Customers who purchase the Company's services pursuant to a 24-month term agreement will receive an invoice credit for one month's service. Customers who purchase services for a term of 36 months will receive an invoice credit for two months service. Customers who purchase services for a term of 60 months will receive an invoice credit for three months service. This offer is subject to the termination liability provisions specified in this tariff. In the event the contract is breached, this offer is rendered null and void.

The following terms and conditions apply to this offer:

- 8.9.1 This offer is available only to new end-user customers. Wholesale and carrier customers and Internet Service Providers are not eligible to participate.
- 8.9.2 This offer is available on a first-come, first-serve basis to the first 200 customers nationwide. The Company reserves the right to limit the number of Customers to which this offer is extended.
- 8.9.3 This promotion is effective July 1 through September 30, 2003. Contracts must be executed before September 30, 2003.
- 8.9.4 The amount of the credit will equal the regular monthly recurring charges for the services ordered at the time the contract is executed. Nonrecurring move/change/restore charges, connection charges, measured and/or message usage charges, toll charges, directory assistance charges, customer originated trace charges, off-net charges, taxes, surcharges and franchise fees are not included.

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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.9 Grand Slam Promotion, (Cont'd.)

8.9.5 The Company will specify the month in which the credit will be issued.

- For customers signing a 24-month contract, the credit will be issued in the second month (after payment of the first invoice).
- For customers signing a 36-month contract, the first credit will be issued in the second month (after payment of the first invoice). The second credit will be issued in the 13th month of the service term.
- For customers signing a 60-month contract, first credit will be issued in the second month (after payment of the first invoice). The second credit will be issued in the 13th month of the service term. The third credit will be issued in the 25th month of the service term.

8.9.6 Termination of the service contract will result in the assessment of term liability charges as specified in this tariff. Termination of the service contract during the redemption period will result in the cancellation of the Customer's credit(s). To the extent a Customer has already received its credit(s), the amount of the credit(s) issued will be added to the amount of the term liability.

8.9.7 This offer may not be used with any other tw telecom promotion.

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8.10 tw telecom 4th Quarter 2003 Promotion (T)

8.10.1 Description

The tw telecom 4th Quarter 2003 Promotion allows Customers to combine VersiPak and IBL local voice and Internet services with toll service. Customers may select the exact number of voice and Internet channels needed to best suit their individual service needs. All packages include the Internet, local voice channels (Business Lines, Digital Trunks or Analog Trunks) and the Company's LD Split toll service. Rates and charges for the Company's LD Split service are Company's Toll Services tariff. Customers who select Business Lines for voice channels may also select four (4) business line features at no additional charge. Customer may mix and max their voice and Internet channels, subject to the following limitations: (T)

	Minimum Number of <u>Channels</u>	Maximum Number of <u>Channels</u>
Voice	6	22
Internet	128K	1024K

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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.10 tw telecom 4th Quarter 2003 Promotion, (Cont'd.) (T)

8.10.2 Rates and Charges

A. Flat Rate Service

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Advantage	24	16-20	\$620.00
Advantage	36	16-20	\$581.25
Premier	24	21-24	\$656.25
Premier	36	21-24	\$612.50

B. Measured Rate Service

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Advantage	24	16-20	\$576.00
Advantage	36	16-20	\$540.00
Premier	24	21-24	\$615.00
Premier	36	21-24	\$574.00

C. Message Rate Service

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Advantage	24	16-20	\$576.00
Advantage	36	16-20	\$540.00
Premier	24	21-24	\$615.00
Premier	36	21-24	\$574.00

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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.10 tw telecom 4th Quarter 2003 Promotion, (Cont'd.) (T)

8.10.3 Terms and Conditions of Promotion

- A. Promotional pricing is effective October 1, 2003 through January 30, 2004.
- B. This promotion is available only to new, end-user Customers. New Customers who subscribe to the Company's service during the promotional period may augment their service with additional promotional channels during the promotional period. Internet Service Providers are not eligible for this promotion.
- C. Customer must sign a 24 or 36 month contract (36 months only for VersiPak IPRI customers) to qualify for promotional rates.
- D. Customers who purchase message or measured service packages will be assessed the message/measured monthly recurring charge specified herein, plus usage charges on all voice channels.
- E. Promotional pricing applies only to the specific products mentioned herein.
- F. Termination liability charges apply to early termination of the service contract. Order Modification and/or Expedite Fees apply as specified in this tariff.
- G. Applicable taxes and surcharges, including Federal Subscriber Line Charge, will be billed at standard rates.
- H. This promotion is not valid in conjunction with any other tw telecom product promotion. (T)

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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.11 PRI Powerflex Promotion

8.11.1 Description

The Company is offering the following promotional rates for the PRI services listed below in the Daytona Beach and Orlando markets only. The following terms and conditions apply to this offer:

- A. This offer is available only to new and existing End User and Internet Service Provider Customers. ISP Customers are eligible for discounted pricing only on PRI IMPS product. Wholesale and Carrier Customers are not eligible to participate.
- B. Discounted pricing is offered on a first-come, first-serve basis until September 30, 2004 or as long as facilities are available, whichever occurs first. Discounted rates may not be available in all markets. The Company reserves the right to limit the number of Customers to which this offer is extended.
- C. Contracts must be executed by September 30, 2004. Service must be activated no later than November 12, 2004.
- D. Discounted pricing applies only to monthly recurring charges for the service purchased. It does not apply to PRI features, nor does it apply to outbound-only flat rated service or to PRIs with estimated monthly usage exceeding 200,000 minutes. Nonrecurring charges including, but not limited to, installation, move, change and restore charges will apply at the rates specified in this tariff.
- E. All applicable taxes, surcharges and Federal Subscriber Line Charge will be assessed as appropriate and will not be discounted as part of this promotion.
- F. Termination of the service contract will result in the assessment of term liability charges as specified in this tariff.
- G. This offer cannot be combined with any other promotion aside from the FlexCall Free Long Distance Bundle Promotion, which is being offered in select regions.

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SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.11 PRI Powerflex Promotion, (Cont'd.)

8.11.2 Rates

A. Daytona Beach

1. ISDN PRI Data Service

	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Group 1	\$448.00	\$384.00	\$384.00
Group 2	\$480.00	\$416.00	\$416.00
Group 3	\$448.00	\$384.00	\$384.00

2. ISDN PRI Inbound Modem Pool Service

	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Group 1	\$448.00	\$384.00	\$384.00
Group 2	\$480.00	\$416.00	\$416.00
Group 3	\$448.00	\$384.00	\$384.00

3. ISDN PRI Standard Service

	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Group 1	\$704.00	\$640.00	\$640.00
Group 2	\$736.00	\$672.00	\$672.00
Group 3	\$704.00	\$640.00	\$640.00

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8.11 PRI Powerflex Promotion, (Cont'd.)

8.11.2 Rates, (Cont'd.)

B. Orlando

1. ISDN PRI Data Service

	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Group 1	\$448.00	\$384.00	\$384.00
Group 2	\$480.00	\$416.00	\$416.00
Group 3	\$448.00	\$384.00	\$384.00

2. ISDN PRI Inbound Modem Pool Service

	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Group 1	\$448.00	\$384.00	\$384.00
Group 2	\$480.00	\$416.00	\$416.00
Group 3	\$448.00	\$384.00	\$384.00

3. ISDN PRI Standard Service

	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Group 1	\$576.00	\$512.00	\$448.00
Group 2	\$576.00	\$512.00	\$448.00
Group 3	\$576.00	\$512.00	\$448.00

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8.12 Jazz Up Your Network Promotion

Description

Customers who purchase VersiPak Mach2 or VersiPak Mach3 Service between February 16 and April 16, 2004, will receive an Apple mini iPOD (approximate retail value \$250). The following rules apply to this promotion:

- A. Promotion is available only to new and current end-user Customers. Wholesale customers and carriers are not eligible.
- B. All contracts must be executed by April 16, 2004.
- C. Termination liability (as described elsewhere in this tariff) applies for cancellation of service prior to the expiration of the contract term.
- D. Promotional offer is not available upon purchase of products not included in the promotion. This promotion is not valid in conjunction with any other tw telecom product promotions.
- E. Standard tariff rates apply to all service augmentations requested after the promotional period.
- F. Applicable taxes and surcharges will be billed at standard rates.

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8.13 FlexCall Long Distance Promotion

Customers who purchase a qualifying local voice service for a 12, 24 or 36 month term will receive 2,000 minutes of free Long Distance at no additional charge. Qualifying local voice services are: ISDN PRI Standard Service; Digital Trunk Service (full T-1); VersiPak; VersiPak Mach2; and VersiPak Mach3.

Long Distance usage in excess of 2,000 minutes are listed below:

<u>12 Months</u>		<u>24 Months</u>		<u>36 Months</u>	
<u>Intrastate</u>	<u>Interstate</u>	<u>Intrastate</u>	<u>Interstate</u>	<u>Intrastate</u>	<u>Interstate</u>
\$0.058	\$0.035	\$0.054	\$0.034	\$0.053	\$0.033

The 2,000 minutes of free Long Distance usage maybe used for both 1+ and 8XX toll free calls. It does not include traffic to Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, Canada, Mexico or other international locations. It does not include Switchless long distance or calling card services. It does not include directory assistance or operator services.

Customers order flat rated PRIs or Digital Trunks used for outbound-only directionality are not eligible for this promotion.

Customers with applications exceeding 200,000 Minutes of Use (MOU) per PRI or Digital Trunk facility are not eligible for this promotion.

This promotion cannot be shared across multiple locations.

This promotion is effective until September 7, 2004. Service must be activated no later than November 5, 2004.

This promotion is available for new and end user Customers and existing Customers at new service locations. Carrier and Internet Service Provider Customers are not eligible.

Termination liability applies for all early terminations of service as specified elsewhere in this tariff.

This promotion can not be combined with any other promotional offers.

All applicable taxes, surcharges and Federal Subscriber Line Charge ("FLC") will apply as specified elsewhere in this tariff and will not be discounted as part of the promotion.

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8.14 Go For the Gold Promotion

The VersiPak® Go for the Gold promotion consists of three packages combining voice channels, Internet bandwidth, Long Distance, unlimited local calling, Federal Subscriber Line Charge ("FSLC"), and several features – all for one low monthly fee with no installation charge. This promotion is available to new Customers and to existing Customers at a new service location. Wholesale, carrier and ISP Customers are not eligible for this promotion.

8.14.1 Promotional Package Description

Three promotional packages are available:

<u>Package</u>	<u>Description</u>
6-Pak	6 Voice channels*, 256K Internet (up to 4 data channels), 2000-2500 LD minutes, Unlimited Local Calling, Features
12-Pak	12 Voice channels*, 512K Internet (up to 8 data channels), 4000-4500 LD minutes, Unlimited Local Calling, Features
24-Pak	24 Voice channels*, 1.5M Internet (up to 24 data channels), 5000-5500 LD minutes, Unlimited Local Calling, Features

*Voice channels can include Business Lines, Terminals, Analog or Digital Trunks, or ISDN Primary Rate Interface (IPRI).

8.14.2 Rates and Charges

<u>Package</u>	<u>Term</u>	<u>Total Channels</u>	<u>MOU Long Distance Included</u>	<u>MRC</u>
6-Pak	24 mo	10	2000	\$546.00
	36 mo	10	2500	\$495.00
12-Pak	24 mo	20	4000	\$775.00
	36 mo	20	4500	\$700.00
24-Pak	24 mo	48	5000	\$1,056.00
	36 mo	48	5500	\$960.00

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8.14 Go For the Gold Promotion, (Cont'd.)

8.14.3 Rules Applicable to Local Voice Services

- A. Customers purchasing the 12-Pak and 24-Pak packages may mix and match Lines, Trunks, IPRI and Terminals. All voice channels in the 6-Pak package must be of the same type.
- B. For 6-Pak and 12-Pak packages, the IPRI Facility is not counted as one of the 6 or 12 voice channels. It will be considered as one of the 24 voice channels of the 24-Pak package.
- C. The Long Distance Minutes of Usage (MOU) will not be applicable to any Local Usage, Local Directory Assistance, or Local Operator Services.
- D. The following features and services are included in the promotional price:
 - Call Blocking per Line
 - Call Hold
 - Last Call Return
 - Caller ID per Line
 - Calling Name
 - Automatic Redial
 - Call Waiting
 - Three-Way Calling
 - Up to 100 Individual Telephone Numbers per Digital Trunk or IPRI
 - One Hunt Group per Digital Trunk or IPRI
 - One Directory Listing
 - Federal Subscriber Line Charge
 - Unlimited Local Directory Assistance (excludes foreign 411, 1+411 or 555-1212)
 - Extended Area Calling (where available)
 - Unlimited LATA-wide Calling

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8.14 Go For the Gold Promotion, (Cont'd.)

8.14.4 Rules Applicable to the Long Distance Services

- A. If the Customer does not use the entire amount of packaged free minutes, the unused minutes will NOT carry over to the next month.
- B. The long distance minutes will be applicable to both 1+ and 8xx toll free Long Distance calls. Traffic not eligible for the long distance minutes includes: local traffic; traffic to Alaska, Hawaii (excludes customers located in Hawaii), Puerto Rico, U.S. Virgin Islands, Guam, Canada, Mexico and international destinations; Long Distance Directory Assistance and Operator Services; Switchless Long Distance Services; and Calling Card Services.
- C. This promotion cannot be shared across multiple locations. A package can be shared across TWTC dial tone services at the same location. Multiple packages may not be combined together.
- D. Any long distance minutes that exceed the allotted amount will be charged at the standard tariffed rate.
- E. IntraLATA toll usage will be counted against allotment of long distance minutes.

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8.14 Go For the Gold Promotion, (Cont'd.)

8.14.5 General Rules

- A. This promotion is effective July 7, 2004 through October 29, 2004. Service agreement must be executed by close of business on October 29, 2004. Service must be activated no later than December 1, 2004.
- B. This promotion can not be combined with any other promotional offers.
- C. All applicable taxes and surcharges will be applied as appropriate and will not be discounted as part of the promotion.
- D. Standard rates for Move, Add, Change and Restore charges apply under this promotion.
- E. Promotional pricing is for On-Net connection. Additional charges may apply for Off-Net connection.
- F. Termination Liability as specified elsewhere in this tariff applies to early termination of service.
- G. There is no limit to the number of Local Voice Service facilities a Customer may purchase at the promotional rate.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.15 On-Net Promotion

8.15.1 Promotion Description

This promotion offers a one-month service credit to eligible Customers located in existing On-Net buildings who purchase any service with a monthly recurring charge and a service term of at least 24 months.

8.15.2 Terms and Conditions

- A. Internet Service Providers and carrier Customers are not eligible to receive this promotion.
- B. Customers in Off-Net buildings or areas not currently On-Net are not eligible for this promotion.
- C. The promotional service credit will be applied against the monthly recurring charge for the purchased service.
- D. This promotion is effective through June 30, 2007. Service must be installed no later than two months after the date of the service order.
- E. Local usage fees for measured and message rated service are not included in the promotional price.
- F. Applicable taxes and surcharges, including Federal Subscriber Line Charge, will be billed at standard rates.
- G. All monthly recurring charges will be billed in advance of service.
- H. Termination liability as described elsewhere in this tariff applies to early termination.
- I. This promotion may not be combined with any other promotional offer except the On-Net Satisfaction Guarantee.
- J. If combined with the On-Net Satisfaction Guarantee, the Customer's promotional service credit may not exceed the total amount billed for the applicable Service.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)**8.16 On-Net Satisfaction Guarantee****8.16.1 Promotion Description**

This promotion allows eligible new Customers in existing On-Net buildings to disconnect any service for any reason within the first 30 days of service without incurring termination liability.

8.16.2 Terms and Conditions

- A. This offer is available only to new eligible Customers and existing eligible Customers purchasing new services in existing On-Net buildings.
- B. Internet Service Providers and carrier Customers are not eligible to receive this promotion.
- C. Customers in Off-Net buildings or areas not currently On-Net are not eligible for this promotion.
- D. Customers who wish to invoke the On-Net Satisfaction Guarantee must notify the Company of their desire to terminate service in writing within 30 days of service installation. The Customer is responsible for all service charges incurred up to the date of disconnection.
- E. This promotion is effective through June 30, 2007. Service must be installed no later than two months after the date of the service order.
- F. All monthly recurring charges will be billed in advance of service.
- G. Termination liability as described elsewhere in this tariff applies to early termination, after the first 30 days of service.
- H. This promotion may not be combined with any other promotional offer other than the "On-Net Promotion".

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.17 CCS Renewal Promotion

8.17.1 Promotion Description

This promotion allows existing eligible Customers to receive up to a two-month service credit upon renewing any service except Local Loop.

8.17.2 Terms and Conditions

- A. This offer is available only to existing eligible Customers who renew a qualified service within the Company's standard renewal window on a term commitment contract.
- B. The eligible Customer who orders service for a 24 month term will receive a credit equal to one month's monthly recurring charge for the service ordered. The eligible Customer who orders service for a 36 month term (or longer) will receive a credit equal to two months' monthly recurring charges for the service ordered.
- C. Internet Service Providers and carrier Customers are not eligible to receive this promotion.
- D. Local usage fees for measured and message rated service, directory assistance, taxes, surcharges and other items that do not have a monthly recurring charge are not eligible for the promotion.
- E. This promotion is effective through December 31, 2006. Service must be installed no later than two months after the date of the service order.
- F. All monthly recurring charges will be billed in advance of service.
- G. Termination liability as described elsewhere in this tariff applies to early termination.
- H. This promotion may not be combined with any other promotional offer.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.18 Up-Sell Free Month Promotion

8.18.1 Promotion Description

This promotion offers a one- or two-month service credit to renewing Customers who purchase services in a new Company product category (i.e., a product category in which Customer currently has no Company services). Customers who purchase additional services with a contract term of 24 months are eligible to receive a credit equal to one month's recurring charges for the new services. Customers who purchase additional services with a contract term of 36 months or longer are eligible to receive a credit equal to two months' recurring charges for the new services.

8.18.2 Terms and Conditions

- A. The Company's product categories are as follows: Voice; Integrated Services; Internet; and Data/Transport.
- B. Internet Service Providers and carrier customers are not eligible to receive this promotion.
- C. Credit will be applied at the beginning of the contract term. Only products with a monthly recurring charge are eligible for the credit. Usage, taxes and surcharges are no eligible for credit.
- D. This promotion is effective through March 31, 2007. Service must be installed no later than two months after the date of the service order.
- E. Applicable taxes and surcharges, including Federal Subscriber Line Charge, will be billed at standard rates.
- F. All monthly recurring charges will be billed in advance of service.
- G. Termination liability as described elsewhere in this tariff applies to early termination.
- H. This promotion may not be combined with any other promotional offer.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.19 2007 CCS Renewal Promotion

8.19.1 Promotion Description

This promotion allows existing eligible Customers to receive up to a two-month service credit upon renewing any service except Local Loop.

8.19.2 Terms and Conditions

- A. This offer is available only to existing eligible Customers who renew a qualified service within the Company's standard renewal window on a term commitment contract.
- B. The eligible Customer who orders service for a 24 month term will receive a credit equal to one month's monthly recurring charge for the service ordered. The eligible Customer who orders service for a 36 month term (or longer) will receive a credit equal to two months' monthly recurring charges for the service ordered.
- C. Internet Service Providers and carrier Customers are not eligible to receive this promotion.
- D. Local usage fees for measured and message rated service, directory assistance, taxes, surcharges and other items that do not have a monthly recurring charge are not eligible for the promotion.
- E. This promotion is effective through March 31, 2007. Service must be installed no later than two months after the date of the service order.
- F. All monthly recurring charges will be billed in advance of service.
- G. Termination liability as described elsewhere in this tariff applies to early termination.
- H. This promotion may not be combined with any other promotional offer.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.20 2007 Up-Sell Free Month Promotion

8.20.1 Promotion Description

This promotion offers a one- or two-month service credit to renewing Customers who purchase services in a new Company product category (i.e., a product category in which Customer currently has no Company services). Customers who purchase additional services with a contract term of 24 months are eligible to receive a credit equal to one month's recurring charges for the new services. Customers who purchase additional services with a contract term of 36 months or longer are eligible to receive a credit equal to two months' recurring charges for the new services.

8.20.2 Terms and Conditions

- A. The Company's product categories are as follows: Voice; Integrated Services; Internet; and Data/Transport.
- B. Internet Service Providers and carrier customers are not eligible to receive this promotion.
- C. Credit will be applied at the beginning of the contract term. Only products with a monthly recurring charge are eligible for the credit. Usage, taxes and surcharges are no eligible for credit.
- D. This promotion is effective through March 31, 2007. Service must be installed no later than two months after the date of the service order.
- E. Applicable taxes and surcharges, including Federal Subscriber Line Charge, will be billed at standard rates.
- F. All monthly recurring charges will be billed in advance of service.
- G. Termination liability as described elsewhere in this tariff applies to early termination.
- H. This promotion may not be combined with any other promotional offer.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.21 Channel 12 and Complete Dynamic Service Upgrade Promotion

The Channel 12 and Complete Dynamic Service Upgrade Promotion is offered to current Customers with existing Complete Access contracts that are within 30 days of expiration.

The Channel 12 and Complete Dynamic Service Upgrade Promotion is also offered to current Customers with Channel 12 Service or Complete Dynamic Service contracts that are within 30 days of expiration or whose contracts are out of term.

- The eligible Complete Access Service Customer who upgrades to Channel 12 Service or Complete Dynamic Service with a new contract term of 24 months or longer will receive a discount of up to 10% off the current tariff rate.
- The eligible Channel 12 Service or Complete Dynamic Service Customer who upgrades existing service to the new configuration of Channel 12 Service or Complete Dynamic Service with a new contract term of 24 months or longer will receive a discount of up to 10% off the current tariff rate.

The discount does not apply to any other product or service purchased with the renewal.

This promotion expires on December 31, 2007. A signed contract must be received by the Company by the close of business on January 31, 2008 to qualify. The Customer due date for service installation must be set for no later than March 31, 2008.

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LOCAL EXCHANGE SERVICES

SECTION 8 – PROMOTIONAL OFFERINGS, (CONT'D.)

8.22 Customer Renewal and Term Flex Incentive

The Customer Renewal and Term Flex Incentive is offered to existing end user business Customers (excludes ISP and Carrier Customers) who currently bill \$500.00 or more in monthly recurring charges and who renew an existing contract for an eligible service without reconfiguration. The eligible Customer's off net cost must be less than or equal to 35% of the new monthly recurring charge(s). The eligible Customer must maintain the current level of service with the contract renewal.

- The eligible Customer who renews an existing contract with their current services will be allowed to retain the current product monthly recurring charge(s) when purchasing any of the following products under the terms of this promotion.
 - Voice T1 Service
 - Any service offering from the VersiPak® suite of products
 - Channel 12 Service
 - Complete Dynamic Service
- The eligible Customer may also receive additional discounts of up to 5% for a 24-month renewal, 10% for a 36-month renewal, or 15% for a 60-month renewal under the conditions noted below. In addition, the eligible Customer who renews VersiPak® Service (excluding VersiPak® Flex T and Power T products) may be eligible to receive up to a 50% discount off the standard tariff rate when renewing with a contract of 24 months or longer.
 - Additional discounts will be made available to similarly-situated Customers on a nondiscriminatory basis. The Company will consider the following factors when establishing special pricing arrangements:
 1. The LATA in which the Customer is located;
 2. The horizontal and vertical distance from the central office to the Customer's premises;
 3. The availability and location of the network facilities;
 4. The type of service;
 5. The price of the service;
 6. The number of lines (circuits) being used; and
 7. The length of the contract term.
- Any additional discount described above does not apply to any other product or service purchased with the renewal or to any separately billed recurring off net charges.
- This offer may not be used in conjunction with any other offers or promotions.
- This promotion expires on June 30, 2008. A signed contract must be received by the Company by the close of business on July 31, 2008 to qualify. Orders must be received by August 31, 2008.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES

Services 9.1 through 9.10 listed in this Section are grandfathered to existing Customers of record at existing locations without modifications as of July 2, 2007. (T)

9.1 Service Areas

9.1.1 Exchange Access Service Areas

Exchange Access Service Areas (EASA) are provided (pursuant to Section 9.1.1) in limited geographic areas. Exchange Access Services bearing the following designations are provided in the following areas:

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES

9.1 Service Areas, (Cont'd.)

MARKET SERVING AREA	CALLING AREA
<p>Florida Switch Serving Centers are: DRBHFLMARS0, FTLDFTLADC0, MIAMFLDADSA, ADFLGG2KD, OJUSFTL9MD, PMBHFLDRDS0, TLDFLCR56E, FTLDFLCYDS0, FTLDFLMRDS0, FTLDFLDADS0, TLDFLOVDS0, FTLDFLPLDS0, FTLDFLSU74E, FTLDFTLADC0, FTLDFLTNRS0, HLWDFLMADS0, MIAMFLDADSA, DADFLGG2KD, OJUSFTL7MD, OJUSFTL9MD, PMBHFLDRDS0, FTLDFLTA2MD, MIAMFLACCMD, MIAMFLAEDS0, MIAMFLAERS0, MIAMFLAL63E, MIAMFLAPDS0, MIAMFLBA85E, MIAMFLBCDS0, MIAMFLBRDS0, MIAMFLDADS0, MIAMFLFLDS0, MIAMFLGRDS0, MIAMFLGRDS1, MIAMFLIC86E, MIAMFLKEDS0, MIAMFLME32E, MIAMFLMERS0, MIAMFLNMDS0, MIAMFLNSDS0, MIAMFLOL68E, MIAMFLPB88E, MIAMFLRRDS0, MIAMFLSH75E, MIAMFLWM26E, MIANFLPVDS0, MIANFLPVDS0, MIANFLWKDS0, NDADFLGG1KD, OJUSFTL8MD, OJUSFTLDS2, FTLDFTLADC0, MIAMFLDADSA, NDADFLAARS0, NDADFLAC94E, NDADFLBRDS0, NDADFLGG2KD, NDADFLGGDS0, NDADFLOLDS0, OJUSFTL7MD, PMBHFLDRDS0, FTLDFTLADC0, MIAMFLDADSA, NDADFLGG2KD, OJUSFTL7MD, PMBHFLDRDS0, PMBHFLMADS0, PMBHFLMARS1, PMBHFLTADS0, BARTFLXA53H, TAMPFLKODC0, BRBAFLXA75H, BRTNFLXX74H, BRTNFLXXRS1, TAMPFLKODC0, CLWRFLXA44H, CLWRFLXADS0, CNSDFLXA79H, DNDNFLXA73H, INRKFLXX59H, LRGOFLLXA58H,</p>	<p>Local calling area includes: 266, 879, 261, 277, 321, 251, 284, 529, 845, 555, 202, 210, 218, 232, 279, 281, 296, 306, 308, 313, 332, 340, 346, 348, 350, 353, 354, 355, 356, 357, 358, 359, 361, 366, 367, 378, 381, 384, 387, 388, 389, 390, 391, 393, 396, 398, 399, 417, 419, 443, 448, 459, 499, 502, 515, 518, 541, 542, 549, 555, 558, 564, 565, 573, 606, 617, 630, 632, 633, 634, 635, 636, 641, 642, 645, 646, 655, 693, 695, 696, 699, 703, 704, 705, 707, 708, 713, 714, 720, 721, 723, 724, 725, 726, 727, 730, 731, 732, 733, 737, 739, 741, 743, 744, 745, 750, 751, 757, 764, 765, 766, 768, 771, 772, 777, 778, 779, 781, 783, 786, 790, 791, 798, 805, 818, 828, 855, 858, 868, 889, 905, 908, 918, 919, 920, 924, 928, 945, 952, 954, 955, 967, 981, 988, 996, 998, 220, 221, 223, 241, 242, 246, 247, 249, 270, 953, 992, 533, 782, 259, 289, 282, 291, 213, 215, 264, 269, 272, 276, 278, 312, 325, 328, 329, 972, 273, 280, 285, 431, 275, 964, 966, 225, 460, 461, 471, 540, 794, 797, 808, 810, 823, 824, 825, 826, 829</p>

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SECTION 9 – GRANDFATHERED SERVICES

9.1 Service Areas, (Cont'd.)

MARKET SERVING AREA	CALLING AREA
LRGOFLXA58H, PNLSFLXA53H, PNLSFLXADS0, PNLSFLXADS0, STGRFLXA78H, TAMPFLCODS0, TAMPFLKODC0, HDSNFLXA86H, MNLKFLXA85H, TAMPFLKODC0, HGLDFLXA64H, LKLDLFLXA68H, LKLDLFLXE66H, LKLDLFLXN85H, TAMPFLKODC0, BRJTFLXARSA, MLBYFLXARSA, NPRCFLXA84H, SNSPFLXA37H, TAMPFLKODC0, PLMTFLXA72H, PRSHFLXARSA, TAMPFLKODC0, PKCYFLXARSA, PNCRFLXA73J, PTCYFLXA75H, TAMPFLKODC0, NRSDFLXA35H, SPRGFLXA37H, SRSTFLXA95H, SRSTFLXA95H, SRSTFLXA95H, SRSTFLXA95H, SRSTFLXA95H, SRSTFLXA95H, SRSTFLXADS0, SRSTFLXARS0, SSDSFLXA92H, SSDSFLXA92H, SSDSFLXA92H, SSDSFLXA92H, SSDSFLXA92H, SSDSFLXA92H, TAMPFLCODS0, TAMPFLKODC0, BAYUFLXA54H, FHSDFLXA57H, FHSDFLXARS0, GNDYFLXA57H, LLMNFLXADS0, NGBHFLXA39H, PSDNFLXA34H, SGBEFLXA36H, SKWYFLXADS0, SPBGFLXA89H, SPBGFLXADS0, SPBGFLXARS7, SPBGFLXS86H, TAMPFLCODS0, TAMPFLKODC0, ALFAFLXA67H, BHPKFLXA28H, BRNDFLXA68H, BYSHFLXA84H, CRWDFLXA96H, HYPKFLXADS0, KYSTFLXA92H, LNLKFLXA99H, LUTZFLXA94H, OLDSFLXA85H, RSKNFLXA64H, SLSPFLXA93H, SMNLFLXA23H, SWTHFLXA88H, SWTHFLXADS0, TAMPFLCO8MD, TAMPFLCO9MD, TAMPFLCODS0, TAMPFLKODC0, TAMPFLUTDS0, TAMPFLXA6CD, TAMPFLXEDS0, TAMPFLXX22H, TAMPFLXX27H, TAMQFLSZDS0, TMTRFLXADS0, UNVRFLXA97H, WIMMFLXA63H, WLCHFLXA97H, WLCRFLXA83H, WSSDFLXA87H, WSSDFLXADS0, YBCTFLXA24H, TAMPFLKODC0, TRSPFLXA93H, OSPRFLXA96H, TAMPFLKODC0, VENCFLXA48H, VENCFLXSDS0, ABDLFLXA96H, CYGRFLXA32H, LKALFLXA95H, TAMPFLKODC0, WNHNFLXC29H, TAMPFLKODC0, ZPHYFLXA78H	
Non Optional Flat Rate Service	Non Optional Flat Rate Service
Flat Rate Exchange Calling Area from Jacksonville Exchange	Flat Rate Exchange Calling Area from Jacksonville Exchange

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service

9.2.1 General

Exchange Access Service provides a Customer with a telephonic connection to, and a unique telephone number address on the public switched telecommunications network. Each Exchange Access Service enables users to:

- A. receive calls from other stations on the public switched telecommunications network;
- B. access other services offered by the Company as set forth in this price list;
- C. access certain interstate and international calling services provided by the Company;
- D. access (at no additional charge) the Company's operators and business office for service related assistance;
- E. access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
- F. access services provided by other common carriers that purchase the Company's Switched Access services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

Each Exchange Access Service is available on a "Full" service basis, whereby service is delivered to a demarcation/connection block at the customer's premises.

The following Exchange Access Services are offered:

- Basic Local Exchange
- Basic Exchange Analog Trunk Service
- Basic Exchange Digital Trunk Service
- DID Trunk Service

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.2 Basic Exchange Line Service

Basic Line Service provides a Customer with a single, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Lines are provided for connection of Customer-provided single station sets or facsimile machines to the public switched telecommunications network. Each Basic Line may be configured into a hunt group with other Company-provided Basic Lines. Each Basic Line is provided with the following standard features which can be deleted at the Customer's option:

Touch Tone

Basic Exchange Line Service is also available with various calling features and options. Customers wishing to purchase single calling features may order those desired from Section 9.2.7 below. Nonrecurring and monthly recurring rates per Basic Line apply as follows:

	<u>Nonrecurring</u>	<u>Recurring</u>
<u>Basic Business Local</u>		
Exchange Service ^{††}		
Jacksonville		
first line	\$50.00	\$25.00
each additional line	\$10.75	\$25.00
Miami, Fort Lauderdale, West Palm Beach		
first line	\$50.00	\$26.00
each additional line	\$10.75	\$26.00
Tampa/St. Petersburg, Clearwater		
each line	\$ 0.00	\$26.75
<u>Basic Business Line</u>		
Outbound Only ^{††}		
Miami, Fort Lauderdale, West Palm Beach		
first line	\$50.00	\$26.00
each additional line	\$10.75	\$26.00

^{††} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.3 Basic Exchange Trunk Service

Basic Exchange Trunk Service provides a Customer with a single, voice-grade, analog telephonic communications channel that can be used to place or receive one call at a time. Basic Exchange Analog Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Trunk is provided with touch tone signaling and may be configured into a hunt group with other Company-provided Trunks.

Basic Local

Exchange Analog Trunk Service ^{††} -Per Trunk	<u>Nonrecurring</u>	<u>Recurring</u>
Tampa/St. Petersburg, Clearwater	\$62.00	\$46.75
[Sub voice Grade Local Channel (OPX service)]	\$0.00	\$19.00
[Central Office to Customer]	\$0.00	\$1.35
[Customer to Customer]	\$0.00	\$23.25
Jacksonville	\$50.00	\$42.75
Miami, Fort Lauderdale, West Palm Beach	\$84.00	\$44.50

9.2.4 Basic Exchange Digital Trunk Service

Basic Exchange Digital Trunk Service provides a Customer with a digital connection operating at 1.544 Mbps that is time division multiplexed into 24 individual voice-grade telephonic communications channels, each of which can be used to place or receive one call at a time. Digital Trunks are provided for connection of compatible Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Digital Trunk is provided with dual tone multi-frequency (DTMF) or multi-frequency (MF) signaling, as specified by the Customer. Digital Trunks may be configured into hunt groups with other Company-provided Digital Trunks. The terminal interface for each Digital Trunk Service is a DSX-1 panel.

^{††} - Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.5 Basic Exchange Digital Trunk Service

Basic Trunks may be equipped with Direct Inward Dial (DID) capability and DID number blocks for additional charges, as set forth in Section 9.2.6. The price shown below is based on the number of channels activated on the digital transport facility and upon the distance of the transport facility. The price shown below is based on the number of channels ordered and includes the price of transport, voice feature activation, Network Access Register charges and similar charges tariffed separately in other tariffs.

Jacksonville, Miami, Fort Lauderdale, West Palm Beach

	Nonrecurring Charge	Recurring Charge
<u>Digital PBX Trunk Pricing</u> ^{††}		
Digital PBX Charge (per T1)	\$200.00	\$190.00
Digital PBX Trunk Charge (per channel)	n/c	\$15.50
Voice Activation Channel Charge (per channel)	\$6.50	\$4.50
Digital PBX Transport: first 1/2 mile (per T1)	\$315.00	\$87.00
Digital PBX Transport: additional 1/2 mile (per T1)	n/c	\$39.00
Pulsing (per channel)	\$0.00	\$6.00

Tampa/St. Petersburg, Clearwater

	Nonrecurring Charges	Monthly Recurring Charges
<u>Digital PBX Trunk Pricing</u> ^{††}		
DCS Charge (per DS1)	\$522.00	\$243.00
Channel Charge (per charge)	\$30.50	\$27.95

^{††} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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9.2 Exchange Access Service, (Cont'd.)

9.2.6 DID Trunk Service

DID service is an optional feature which can be purchased in conjunction with Company-provided Basic Trunks or Digital Trunks. DID service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for Basic Trunks or Digital Trunks in Sections 9.2.2 and 9.2.3, respectively.

One DID Additive charge applies for each DID-equipped Basic Trunk or DID-equipped channel on a Digital Trunk. The Customer is required to purchase at least one DID number block for each DID-equipped trunk or trunk group, or DID-equipped channel or channel group

Nonrecurring and monthly recurring rates per DID Trunk, apply as follows:

Jacksonville

	Nonrecurring <u>Charge</u>	Recurring <u>Charge</u>
<u>DID Trunk Service</u>		
Each block of 20 DID numbers (per block)	\$0.00	\$3.50
Each block of 100 DID numbers	\$0.00	\$0.45
DID trunk termination (inward/combo)	\$81.00	\$14.00

Miami, Fort Lauderdale, West Palm Beach

	Nonrecurring <u>Charge</u>	Recurring <u>Charge</u>
<u>DID Trunk Service</u>		
DID trunk termination (inward/combo) per trunk	\$81.00	\$19.50
Block of 20 DID number (per block)	\$13.50	\$3.50
Block of 100 DID numbers (Metro service providers only)	\$0.00	\$0.45

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.6 DID Trunk Service, (Cont'd.)

Tampa/St. Petersburg, Clearwater

	Nonrecurring Charge	Recurring Charge
<u>DID Trunk Service</u>		
<u>DID 80 numbers or less</u>		
1 st block of 20 DID	\$495.00	\$90.00
Each additional block of 20 DID	\$18.00	\$90.00
<u>DID - 200 numbers or less</u>		
1 st block of 100 DID	\$495.00	\$396.00
Each additional block of 100 DID	\$396.00	\$321.00
1 st block of 20 DID	\$396.00	\$72.00
Each additional block of 20 DID	\$18.00	\$72.00
<u>200 numbers or more</u>		
Each block of 100 DID	\$49.50	\$39.50

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.6 Hunt/Grouping Service

Hunting Service is a combination of two or more trunks or individual lines connected to the central office so that incoming calls overflow to the next available trunk or line if that trunk or line is busy. The charge for Hunting Service on trunks and lines is in addition to the regular trunk or line rate and charged on a per-line/trunk basis.

Hunting:

	<u>Jacksonville</u>	<u>Miami, West Palm Beach, Fort Lauderdale</u>	<u>Tampa/ St. Petersburg, Clearwater</u>
Nonrecurring	\$33.00	\$33.00	\$33.00
Recurring (monthly)	\$8.25	\$8.75	\$9.75

Analog PBX Trunk Service with Hunting:

	<u>Jacksonville</u>	<u>Miami, West Palm Beach, Fort Lauderdale</u>	<u>Tampa/ St. Petersburg, Clearwater</u>
Nonrecurring	\$33.00	\$34.00	\$62.00
Recurring (monthly)	\$8.25	\$8.75	\$9.75

Digital PBX Trunk Service with Hunting:

	<u>Jacksonville</u>	<u>Miami, West Palm Beach, Fort Lauderdale</u>	<u>Tampa/ St. Petersburg, Clearwater</u>
Nonrecurring	\$0.00	\$0.00	\$0.00
Recurring (monthly)	\$0.00	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.7 CLASS (Custom Local Area Signaling Service) Features

CLASS features are available to subscribers of Basic Business Exchange Line on an “a la carte” basis.

Automatic Callback - allows customer to automatically return the last incoming call (whether the call was answered or missed. If the number being called back is busy Automatic Callback will alert customer with a special ring when the line becomes clear.

Automatic Recall - automatically redials the telephone number of the last outgoing call. If the number being called back is busy Automatic Recall will alert customer with a special ring when the line becomes clear.

Call Block - provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

Call Selector - provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.7 CLASS (Custom Local Area Signaling Service) Features, (Cont'd.)

Call Tracing - enables the customer to initiate an automatic trace of the last call received.

Call Transfer - customer presses the flash hook, receives second dialtone and dials number N existing call is to be transferred to. Customer may hang-up immediately or introduce call and then hang-up.

Caller ID Name Delivery - displays the name and number of the calling party on a special display telephone or display unit.

Caller ID Number Delivery - displays the number of the calling party on a special display telephone or display unit.

Directory Number Privacy - allows customer to prevent their name and number from appearing on the called party's Caller ID telephone or display unit. Privacy feature must be activated by customer on a call by call basis.

Preferred Call Forwarding - allows the customer to transfer up to six selected numbers to another telephone number.

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9.2 Exchange Access Service, (Cont'd.)

9.2.7 CLASS (Custom Local Area Signaling Service) Features, (Cont'd.)

Pricing:

Nonrecurring

For each CLASS Feature-except

Directory Number Privacy, Automatic Recall Blocking, Automatic Call Back
 Blocking, Caller ID Block

(Jacksonville, Miami, Tampa/St. Petersburg, Clearwater,
 Fort Lauderdale, West Palm Beach)

\$33.00

Recurring

	Jacksonville	Miami, Fort Lauderdale, West Palm Beach	Tampa/ St. Petersburg, Clearwater
Automatic Call Back	\$4.00	\$4.85	\$5.40
Automatic Recall	\$4.00	\$4.85	\$5.40
Call Block	\$4.00	\$3.60	\$5.40
Automatic Recall Blocking	N/A	\$0.00	N/A
Caller ID Name Delivery	\$9.00	\$9.25	\$10.35
Caller ID Number Delivery	\$6.75	\$8.10	\$9.00
Directory Number Privacy	No Charge	No Charge	No Charge
Preferred Call Forwarding	\$4.00	\$4.85	\$3.15
Automatic Call Back Blocking	N/A	\$0.00	N/A
Call Selector	\$4.00	\$4.50	N/A
Call Tracing	\$4.00	\$4.50	N/A
Caller ID Block (per Line)	N/A	\$0.00	N/A

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.8 Business Custom Services (BCS)

Description:

Customers can choose from following custom services as additional features which can be added to Basic Business Line Exchange service on an “a la carte” basis.

Call Forwarding Variable - allows subscribers to redirect all incoming calls to another telephone number. This service uses a courtesy call so the customer can notify the party at the “forward to number” that calls are going to be redirected to their number.

Call Forwarding Busy Line - automatically redirects incoming calls to a pre-designated telephone number or to a voice mail (FirstLine) service when the customers line is busy.

Call Forwarding Don't Answer - automatically redirects incoming calls to a pre-designated telephone number or to a voice mail (FirstLine) service when the customer's telephone is not answered within a specified amount of time.

Remote Activation of Call Forwarding - allows the customer to activate or deactivate Call Forwarding Variable from a telephone other than the one to which the service is assigned.

Remote Call Forwarding - automatically redirects all incoming calls to a customer's number to a pre-designated number.

Call Waiting Terminating - alerts the customer to an incoming call while the line is in use. The service signals the customer with two separate tones or tone patterns. The customer is able to place the first party on hold while he/she takes the second call. The customer can switch back and forth between the two parties by flashing the switch hook.

Cancel Call Waiting - allows the customer to cancel the Call waiting feature on a call by call basis. This can be done before the customer places a call or during a conversation (if the customer also subscribes to Three Way Calling).

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9.2 Exchange Access Service, (Cont'd.)

9.2.8 Business Custom Services (BCS)

Three Way Conference Calling - allows customers to have a conference call with two other parties at different numbers. With this service the customer can initiate calls to both parties or add another party to an established call.

Speed Calling 30 - allows the subscriber to assign 1 or 2 digit dial codes for telephone numbers and/or access codes. Up to 30 codes can be assigned.

Anonymous Call Rejection - Enables a customer to reject call attempts for up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

IndentiRing - Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at his/her location when calls are received from callers' telephone numbers on that list.

Call Forwarding Multi-Path - Enables multiple calls to be forwarded to another number simultaneously.

Calling Number Delivery Blocking - Enables the customer to block the transmission of the customer's name and or number on all outgoing calls.

Selective Class of Call Screening - Enables a customer to secure central office blocking of 1+, 101XXXX 1+, 10XXX 1+, 976, 900, and screening information to prevent operator assisted calls from being billed to the subscriber's line. All local calls and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the establishment. Selective Class of Call Screening is available only from central offices which have been arranged to provide these services. This service is provided subject to the availability of facilities. This service is furnished in connection with local business and residence line service and PBX Trunk Service. Subscribing to this service does not relieve the subscriber of responsibility for calls, other than intraLATA calls carried by the Company, which originate from his number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the subscriber's number.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.8 Business Custom Services (BCS)^{††}, (Cont'd.)

Pricing:

Nonrecurring

Each BCS Feature - except for Anonymous
Call Rejection, Call Forwarding Multipath,
Selective Class of Call Screening
(Jacksonville, Miami, Tampa/St. Petersburg,
Clearwater, Fort Lauderdale, West Palm Beach)

\$33.00

	<u>Jacksonville</u>	<u>Recurring</u> <u>Miami,</u> <u>West Palm Beach</u> <u>Fort Lauderdale</u>	<u>Tampa/</u> <u>St. Petersburg,</u> <u>Clearwater</u>
Call Forwarding Variable	\$3.20	\$3.00	\$3.60
Call Forwarding Busy Line	\$2.90	\$1.10	\$1.10
Call Forwarding No Answer	\$2.90	\$1.10	\$1.10
Remote Activation of CFV	\$6.50	\$7.00	\$7.00
Remote Call Forwarding	\$18.50	\$10.80	\$14.00
Call Waiting Terminating	\$5.20	\$3.00	\$4.50
Three Way Conference Calling	\$3.35	\$3.20	\$3.60
Speed Calling 30	\$4.50	\$4.85	\$5.00
IndentiRing	\$9.00	\$5.00	\$8.10
Anonymous Call Rejection	\$3.15	\$3.15	N/A
Three-way Calling	N/A	\$5.00	N/A
Call Transfer	N/A	\$4.50	N/A
Call Forwarding Multipath	N/A	\$3.00	N/A
Selective Class of Call Screening	\$1.35	\$1.35	N/A

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.9 ISDN/PRI

A. Description of Service

ISDN PRI service provides a method of access to the telephone network called Primary Rate Interface (PRI). Primary Rate Interface is an ISDN based, DSI access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The basic channel structure for PRI is twenty three (23) 64 Kbps bearer channels (B channels) and one (1) 64 Kbps data channel (D channel). These B channels may be used to connect the customer's CPE to the Public Circuit Switched Network (e.g. outward, inward and two-way trunks, and WATS/800 Service access lines).

ISDN PRI service is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service. Customer Premise Equipment (CPE) that is compatible with the ISDN PRI service interface is the responsibility of the user for provisioning. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of ISDN PRI 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. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user. Suspension of service is not allowed. Individual Case Basis pricing will be available for on-network customers or for customers agreeing to term plans. Busy line verification and Emergency Interrupt service is not available for ISDN PRI services.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)**9.2 Exchange Access Service, (Cont'd.)****9.2.9 ISDN/PRI, (Cont'd.)****A. Description of Service, (Cont'd.)**

Telephone numbers transmitted via the Incoming Call Identification feature are intended solely for the use of the ISDN PRI service subscriber. Resale of this information is prohibited by this Price list except the callers' numbers may be provided to the subscriber's client for those calls sponsored or provided by that client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.

Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DSI's over a single D channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN PRI service arrangement with 23 B channels and 1 D channel. Additional ISDN PRI service arrangements are ordered with 24 B channels. The D channel activated on the initial arrangement serves the additional ISDN PRI service arrangements. Up to nineteen ISDN PRI configured at 24B + 0D may be ordered in conjunction with one 23B + D ISDN PRI. If the customer desires, he/she may also request a back-up D channel with the NFAS option. It is recommended that additional D channels be provisioned in separate DSI arrangements.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)**9.2 Exchange Access Service, (Cont'd.)****9.2.9 ISDN/PRI, (Cont'd.)****A. Description of Service, (Cont'd.)****1. Application of Rates**

ISDN PRI service lines furnished between a Serving Wire Center and the customer's premises will be charged at rates based on the first 2 miles and each additional 2 mile for the airline distance measured between the customer's premises and the customer's Serving Wire Center. ISDN PRI service rates under any Term Payment Plan are exempt from Company initiated changes for the payment period selected. Rates in effect at the time service is installed and/or of the service order application date, will be applicable until the contract expires. At the expiration date of the customer's payment period option, the customer may select a new payment period at current rates or revert to current rates on a month-to-month basis. ISDN features are priced at a per channel rate unless otherwise specified.

2. Service Components

The customer may choose any number of channels, up to twenty-three per Primary Rate Interface, to be active with a corresponding number of services (e.g. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

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9.2 Exchange Access Service, (Cont'd.)

9.2.9 ISDN/PRI, (Cont'd.)

A. Description of Service, (Cont'd.)

2. Service Components, (Cont'd.)

The required components of ISDN PRI service will be as follows:

- Digital Loop Channels
- Primary Rate Interface
- Primary Rate B Channels
- Call-by-Call / Integrated Service Access Feature Capability
- Network Access and Usage Charges where applicable

Digital Loop Channels - Provides a four-wire access loop from the customer premises to the serving wire center. The transmission characteristics of this loop support Clear Channel Capability and Extended Superframe Format (ESF).

Interoffice Channels - Provides for the transmission facilities between the Company's servicing wire centers with a LATA.

Primary Rate Interface - Provides multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one D channel also at 64 Kbps. When Non-facility Associated Signaling (NFAS) is ordered, the PRI service can provide up to twenty-four (24) B channels at 64 Kbps.

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9.2 Exchange Access Service, (Cont'd.)

9.2.9 ISDN/PRI, (Cont'd.)

A. Description of Service, (Cont'd.)

2. Service Components, (Cont'd.)

Primary Rate B Channels - Provides circuit switched service that will allow either voice or data transmission at up to 64 Kbps. Monthly rates for Primary Rate B Channels will be flat rate billing for all use of local exchange network. Voice calls may be completed to both ISDN and non-ISDN lines. Data transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated at 56 Kbps.

Call-by-Call / Integrated Service Access Feature Capability - Allows the customers to dynamically allocate the channels of the ISDN PRI service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may choose to subscribe to more services than channels and dynamically change the services in use.

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9.2 Exchange Access Service, (Cont'd.)

9.2.9 ISDN/PRI, (Cont'd.)

<u>Element</u>	<u>Install</u>	<u>Recurring</u>
ISDN/PRI (per DS1)		
Tampa/St. Petersburg, Clearwater	\$0.00	\$495.00
ISDN Access line (per DS1)		
Miami	\$787.00	\$126.00
Fort Lauderdale	\$787.00	\$126.00
Jacksonville	\$787.00	\$126.00
West Palm Beach	\$787.00	\$126.00
Primary Rate Interface		
PRI subscriber line (per DS1)		
Tampa/St. Petersburg, Clearwater	\$623.00	\$225.00
Each additional PRI subscriber line (per DS1)		
Tampa/St. Petersburg, Clearwater	\$492.00	\$138.00
Call by Call Service (per DS1)		
Jacksonville	\$0.00	\$18.00
ISDN B Channels (per Channel) -		
Voice		
Miami	\$4.50	\$43.50
Fort Lauderdale	\$4.50	\$43.50
Jacksonville	\$4.50	\$43.50
West Palm Beach	\$4.50	\$43.50
Tampa/St. Petersburg, Clearwater	\$0.00	\$22.00
Digital Data Only		
Miami, Fort Lauderdale, Jacksonville		
West Palm Beach	\$4.50	\$22.05
Tampa/St. Petersburg, Clearwater	\$45.00	\$36.75
Inward Data Only		
Miami, Fort Lauderdale, Jacksonville		
West Palm Beach	\$4.50	\$26.10
Tampa/St. Petersburg, Clearwater	\$45.00	\$27.75
ISDN Interface		
Voice		
Jacksonville	\$99.00	\$360.00
Miami	\$99.00	\$360.00
Fort Lauderdale	\$99.00	\$360.00
West Palm Beach	\$99.00	\$360.00

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9.2 Exchange Access Service, (Cont'd.)

9.2.9 ISDN/PRI, (Cont'd.)

Pricing, (Cont'd.)

<u>Elements</u>	<u>Nonrecurring</u>	<u>Recurring</u>
Digital Data Only		
Jacksonville	\$99.00	\$360.00
Miami	\$99.00	\$360.00
Fort Lauderdale	\$99.00	\$360.00
West Palm Beach	\$99.00	\$360.00
Inward Data Only		
Jacksonville, Miami, Fort Lauderdale		
West Palm Beach	\$99.00	\$360.00
Network Access Register (per channel)		
Jacksonville, Ft. Lauderdale,		
Miami and West Palm Beach	\$0.00	\$14.25
Caller ID (per channel)		
Jacksonville, Ft. Lauderdale,		
Miami and West Palm Beach	\$0.00	\$18.00
Pulsing (per channel) Jacksonville, Ft. Lauderdale,		
Miami and West Palm Beach	\$0.00	\$6.00
Digital Transport		
per mile (per DS1)		
Tampa/St. Petersburg, Clearwater	\$0.00	\$13.50
first ½ mile (per DS1)		
Jacksonville, Ft. Lauderdale, Miami and		
West Palm Beach	\$315.00	\$87.00
each additional ½ mile (per DS1)		
Jacksonville, Ft. Lauderdale, Miami and		
West Palm Beach	\$0.00	\$39.00

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9.2 Exchange Access Service, (Cont'd.)

9.2.9 ISDN/PRI, (Cont'd.)

Pricing, (Cont'd.) <u>Elements</u>	<u>Nonrecurring</u>	<u>Recurring</u>
Direct Inward Dial Service		
DID channel Termination (per channel)		
Miami	\$81.00	\$19.50
Fort Lauderdale	\$81.00	\$19.50
Jacksonville, West Palm Beach	\$81.00	\$19.50
Block of 20 DID numbers		
Miami, Ft. Lauderdale, Jacksonville and West Palm Beach (per block)	\$13.50	\$3.50
Block of 100 DID numbers	\$0.00	\$0.45
Tampa/St. Petersburg, Clearwater		
DID - 80 numbers or less		
1 st block of 20 DID numbers	\$495.00	\$90.00
Each Additional block of 20 DID	\$18.00	\$90.00
DID - 200 numbers or less		
1 st block of 100 DID	\$495.00	\$396.00
Each additional block of 100 DID	\$396.00	\$321.00
1 st block of 20 DID	\$396.00	\$72.00
Each additional block of 20 DID	\$18.00	\$72.00
200 numbers or more		
Each block of 100 DID	\$49.50	\$39.50

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.9 ISDN/PRI, (Cont'd.)

C. Termination Liability

A Termination Liability charge is applicable at the date of termination. The applicable charge is dependent on the contract period subscribed to and will be equal to the number months remaining in the contract times the monthly rate provided under the contract. All end-user federal, state and local taxes and surcharges will be levied at existing tariff rates.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone

A. Description of Service

1. Product Definition - Access line service for Payphone Service Providers (PSPs) is an exchange line service provided at the request of a subscriber for telecommunications use by the general public.
 - (a) This access line service is provided on a flat rate basis.
 - (b) This access line service is provided for use with customer-provided noncoin-operated public telephones or customer-provided coin-operated public telephones.
 - (c) Completion of local message is provided by the Company.
 - (d) The subscriber shall be responsible for installation, maintenance and operation of customer-provided public telephones used in connection with this service.
 - (e) Customer-provided public telephones must be connected to the Company network in compliance with Part 68 of the F.C.C. Rules and Regulations.
 - (f) The service is furnished pursuant to and on the condition that the PSP will adhere to all applicable regulations.
 - (g) The service is provided for use by the subscriber but may be used by others when so authorized by the subscriber, provided that all such usage is subject to provisions of this tariff.
 - (h) This service is not subject to concessions.
 - (i) This service may not be suspended at a reduced rate.
 - (j) Access line service for customer-provided public telephones can not be included on accounts containing other classes of service. A separate account is required for this offering at each location.
 - (k) The access lines may include an optional screening feature to prevent the operator from allowing toll charges against the subscriber's line. The operator cannot perform coin collecting functions.
 - (l) The Company is not responsible for refunds of coins deposited in customer-provided coin-operated public telephones.
 - (m) Customer-provided public telephones may not be attached to other types of access lines, absent express approval of the Company.
 - (n) The subscriber to this service will be responsible for any and all toll charges billed to the subscriber's account.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

A. Description of Service, (Cont'd.)

1. (Cont'd.)

(o) The following public service considerations are applicable to Customer-Provided Public Telephones:

- I. All customer-owned instruments must be registered under Part 68 of the F.C.C. Regulation Program to be connected to the Exchange Network.
- II. The instruments must be able to accommodate the hearing impaired and handicapped persons.
- III. The instruments must be installed in compliance with the National Electrical Safety Code.
- IV. There shall be no charge to the end user for Directory Assistance calls dialed (1+411 and 1+555-1212) from a customer-provided public telephone.
- V. Non-chargeable Operator, 911 and 800/888 numbers, must be able to be made without a coin deposit, and with no time limitation.
- VI. Emergency numbers, (Operator Assistance and 911) must be clearly posted at each instrument location
- VII. Procedures for obtaining a refund from the owner must be clearly posted at each instrument location.
- VIII. The instrument must have any and all operating instructions posted thereon.
- IX. Coins must be returned by the instruments for any incomplete calls.
- X. All repairs shall be performed on the instruments, with a reasonable amount of time, the responsibility of which is place upon the owner of the telephone.
- XI. A subscriber must order a separate public access line for each instrument installed and will be billed the tariffed rate for each such access line.
- XII. In order to protect the public access line user's right to privacy, the customer-provided instrument must be capable of disabling any extension telephone also on the line during the time the public telephone is in use.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

A. Description of Service, (Cont'd.)

1. (Cont'd.)

- (p) For customers subscribing to Caller ID, if the incoming call originates from a customer-provided public telephone, the name information transmitted will always be "Pay Phone".
- (q) The instrument must display information on the name, address and telephone number of the person or entity responsible for the payphone where callers can obtain assistance when problems occur with pay telephone service. PSPs shall provide and post on or near the payphone;
 - I. The name and phone number of the owner of the instrument
 - II. A cost free method for reporting complaints and obtaining refunds.
- (r) Access lines to this service must be dedicated with one line for each station and shall not be connected behind a PBX or other line concentration device.
- (s) PSPs that provide access to long-distance services shall:
 - I. Allow access to all certified long-distance carriers through 1-700, 1-800, 1-888, 1-950, 10XXX, or 101XXXX dialing. Access to the services of long distance carriers shall not be blocked or intercepted by PSP or traffic aggregators. Such calls shall be routed to the network as dialed by the end user.
 - II. Allow access to Company operators. All "0-" calls and "0+" local calls shall be directed to the incumbent local exchange company.. Such calls shall be routed to the network as dialed by the end user.
 - III. Not accept calling cards for billing purposes if they are unable to validate the call.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

A. Description of Service, (Cont'd.)

2. Rates and Charges

- (a) The Business Flat Rate service monthly rate for the exchange is applicable to PSP access exchange lines.
- (b) The subscriber is responsible for Directory Assistance service charges.
- (c) Directory Listings are not available for public telephone access lines.
- (d) Non-sent paid local calls will be charged to the end users plus the appropriate operator surcharges.
- (e) Non-sent paid calls into the Expanded Local Calling area (intraLATA) will be charged to the end user plus the appropriate operator surcharges.

3. Special Arrangements

Special Arrangements are available with the approval of the Company

4. Local Calling Area

The local calling area (LCA) is the area in which an end user can make calls and not pay for intraLATA or interLATA charges.

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9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

A. Description of Service, (Cont'd.)

5. Billing

- (a) The Company will invoice the customer for one Basic Line Charge, one FCC EUCL charge, one Telecom Relay charge, one E911 charge, and any other applicable taxes and surcharges for each Basic PSP line.
- (b) The Company will invoice for all optional features and all IntraLATA toll usage, where appropriate.
- (c) Optional Billing Output (currently in testing phase): The Company can provide a customer's invoice on CD-ROM. Customer will be charged a one time setup fee and a monthly recurring charge. Customer may also be charged for any requested development changes to the CD-ROM format.

6. Sales

- (a) Market Serving Area - The market serving area (MSA) will remain the same for both resale and retail. No sales of payphones which are outside the current MSA will be supported.
- (b) Dispute Resolution - Account Executives and General Managers will perform account management function and acts as direct interface with the PSP. The Company's Customer Care will not provide specialized support of PSPs.

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9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

B. Select Calling Plans (Tampa)

1. Public telephone access service with extended calling service charges – Hillsboro (Tampa, Brandon, Lutz).
2. Public telephone access service with extended calling service charges – Pinellas Count (Clearwater, St. Petersburg).
3. Public telephone access service with extended calling service charges – Zephyrhills (Pasco).
4. Public telephone access service with extended calling service charges – New Port Richey (Port Richey, Pasco).

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

C. Central Office Blocking Features (Tampa)

1. Option 1 – Two-Way Service. Provides central office blocking of “011+1DDD”, “1+900” and “1+976” calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
2. Option 2 – Outward Only Service. Provides central office blocking of “011+1DDD”, “1+900” and “1+976” calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
3. Option 3 – Two-Way Service. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
4. Option 4 – Two-Way Service. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
5. Option 5 – Option 1 Two-way Service. Provides central office blocking of “1+DDD”, “011+1DDD”, “10XXX 1+”, “1+900”, “1+270” and “1+976” calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
6. Option 6 – Outward Only Service. Provides central office blocking of “011+DDD”, “1+DDD”, “10XXX011+”, “101XXXX011+”, “1+270”, “1+900” and “1+976” calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

C. Central Office Blocking Features (Tampa), (Cont'd.)

- 7. Option 7 – Two-Way Service. Provides central office blocking of “011+1DDD” and “01+” calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billing to the line.
- 8. Option 8 – Outward Only Service. Provides central office blocking of “011+1DDD”, and “01+” calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
- 9. Option 9 - Two-Way Service. Provides central office blocking of “1+DDD”, “011+1DDD”, “10XXX ”, “1+900”, “1+270” and “1+976” calls. Provides screening information to the operator to prevent operator assisted, sent-paid, credit card or third number calls from being billed to the line.
- 10. Option 10 – Outward Only Service. Provides central office blocking of “1+DDD”, “011+1DDD”, “10XXX”, “1+270”, “1+976”, and “1+900” calls. Provides screening information to the operator to prevent operator assisted, sent-paid, credit card or third number calls from being billed to the line.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

D. Pay Phone Pricing
 (Fort Lauderdale, Jacksonville, Miami)

	<u>Nonrecurring</u>	<u>Monthly Recurring</u>
<ul style="list-style-type: none"> • Two-Way Provides screening information to the operator to prevent operator assisted sent paid calls from being billed to the line, provides central office blocking of 011+calls. 011+blocking provides central office blocking of calls to numbers outside the North American Numbering Plan. 976 blocking is mandatory and the access line feature options which do not offer central office blocking of 900 calls, this feature is available at the request of the subscriber. Excluding services w/ Local Calling Plus and Extended Calling Areas or 	\$50.00	\$25.00
<ul style="list-style-type: none"> • Two-Way Provides central office blocking of 1+DDD, 1+900 and 011+calls, provides screening information to the operator to prevent operator assisted sent paid calls from being billed to the line. 011+ blocking provides central office blocking of calls to numbers outside the North American Numbering Plan Excluding services w/ Local Calling Plus and Extended Calling Areas or 	\$50.00	\$25.00
<ul style="list-style-type: none"> • Outward Only Provides central office blocking of 1+DDD, 1+900 and 011+calls, provides screening information to the operator to prevent operator assisted sent paid calls from being billed to the line. 011+ blocking provides central office blocking of calls to numbers outside the North American Numbering Plan. 976 blocking is mandatory. This option is only provided for placement in correctional institutions, schools, hospitals and other locations which the Public Service Commission may grant a specific exemption or 	\$50.00	\$25.00

††- Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

D. Pay Phone Pricing, (Cont'd.)
 (Fort Lauderdale, Jacksonville, Miami)

	<u>Nonrecurring</u>	<u>Monthly Recurring</u>
<ul style="list-style-type: none"> • Outward Only Provides screening information to the operator to prevent operator assisted sent paid calls from being billed to the line, provides central office blocking of 011+calls. 011+blocking provides central office blocking of calls to numbers outside the North American Numbering Plan. 976 blocking is mandatory and the access line feature options which do not offer central office blocking of 900 calls, this feature is available at the request of the subscriber. This option is only provided for placement in correctional institutions, schools, hospitals and other locations for which the Public Service Commission may grant a specific exemption. Excluding services with Local Calling Plus and Extended Calling Services or 	\$50.00	\$25.00
<ul style="list-style-type: none"> • Two-Way Provides central office blocking of 7 digit local, 1+DDD, 1+900, and 011+ calls, provides screening information to the operator to prevent operator assisted sent paid calls from being billed to the line. 011+ blocking provides central office blocking to numbers outside the N. American Numbering Plan 976 blocking is mandatory. Excluding services w/ Local Calling Plus and Extended Calling Areas or 	\$50.00	\$25.00
<ul style="list-style-type: none"> • Outward Only Provides central office blocking of 7 digit local, 1+DDD, 1+900, and 011+ calls, provides screening information to the operator to prevent operator assisted sent paid calls from being billed to the line. 011+ blocking provides central office blocking of calls to numbers outside the North American Numbering Plan. 976 blocking is mandatory. This option is only provided for placement in correctional institutions, schools, hospitals and other locations for which the Public Service Commission may grant a specific exemption. Excluding services with Local Calling Plus and Extended Calling Areas. 	\$50.00	\$25.00

††- Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.2 Exchange Access Service, (Cont'd.)

9.2.10 Payphone, (Cont'd.)

D. Pay Phone Pricing
 (Tampa)

	<u>Nonrecurring</u>	<u>Monthly Recurring</u>
Required: Pay Phone Flat Rate		
Newport or	\$31.50	\$25.09
Pinellas or	\$31.50	\$27.10
Zephyrhill or	\$31.50	\$24.10
Hillsboro or	\$31.50	\$27.10
All other counties	\$31.50	\$26.11
Pay Phone Flat Rate Service Extended Calling area		\$1.70
Optional Features: Pay Phone Central Office Blocking		
• Option 1		\$1.70
Option 2		\$1.70
Option 3		\$0.85
Option 4		\$0.85
Option 5		\$2.56
Option 6		\$2.56
Option 7		\$1.70
Option 8		\$1.70
Option 9		\$2.56
Option 10		\$2.56
• Pay Phone Number Screening		
Option A - no collect or third number billing		\$0.90
Option b - no third number billing		\$0.90
Option C - no collect number billing		\$0.90

†† Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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9.3 Exchange Access Optional Features

9.3.1 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number¹ in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings at the following rates:

Rates:	Nonrecurring		
	<u>Each Additional Listing</u>	<u>Non List</u>	<u>Non Publish</u>
Jacksonville	N/C	N/C	N/C
Miami, Fort Lauderdale	\$16.00	N/C	N/C
Tampa/St. Petersburg, Clearwater	N/C	N/C	N/C
	Recurring		
	<u>Each Additional Listing</u>	<u>Non List</u>	<u>Non Publish</u>
Jacksonville	\$5.00	\$0.80	\$1.75
Miami, Fort Lauderdale, West Palm Beach	\$5.00	\$0.80	\$1.75
Tampa/St. Petersburg, Clearwater	\$5.00	\$1.10	\$2.00

A. Directory Assistance
 (Call Allowance - 3 calls for all Cities)

	Recurring	
	<u>Each Additional over 3 per month</u>	<u>Call Completion</u>
Jacksonville	\$0.25	\$0.30
Miami, Fort Lauderdale, West Palm Beach	\$0.25	\$0.30
Tampa/St. Petersburg, Clearwater	\$0.40	\$0.45

¹ For Customers with multiple premises served by the Company, the Company will arrange for a listing of the main billing telephone number at each premise.

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9.3 Exchange Access Optional Features, (Cont'd.)

9.3.1 Directory Listings, (Cont'd.)

A. Directory Errors or Omissions

Consistent with Section 2.4, the Company's liability arising from any and all errors in, omissions or erroneous inclusions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the directory listing charges for such of the Customer's service as is affected during the period covered by the directory in which the error or omission occurs.

In the event of an error in or omission of a Customer directory listing from the Yellow Pages or White Pages, the Company shall, in addition to the refund, if any, and subject to the limitations provided herein, credit the Customer's basic business telephone charges during the service life of the directory in which the omission occurred.

Credit to Customer: \$1.00 per month

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.3 Exchange Access Optional Features, (Cont'd.)

9.3.2 Main Number Retention^{††}

Main Number Retention is an optional feature by which a new Customer, who was formally a customer of another certificated local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Access Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

Monthly recurring and Nonrecurring charges apply per retained number. Rates for retained numbers may vary from area to area.

<u>Rates</u>	<u>Nonrecurring</u>	<u>Recurring</u>
per retained number	No Charge	No Charge
per retained vanity number	\$14.50	\$3.50

^{††} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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9.3 Exchange Access Optional Features, (Cont'd.)

9.3.3 Authorization Codes

This option restricts calls from being made unless the correct authorization code is entered. Only customer specified codes will be accepted. The customer then may use these codes to track calling for cost analysis and bill-back purposes. Two options are available

Provisioning Considerations:

Option A: Local calling only/ no operated assisted calls/ No information services, restricts the following:

- Operator O +
- Operator 0 -
- DDD 1+
- 1+900
- 1+976
- 976
- IDDD 011+
- 1+555-1212
- 1+NPA-555-1212

Option B: No operated assisted calls and information services, restricts the following:

- Operator O +
- Operator 0 -
- 1+900
- 1+976
- 976
- 1+555-1212
- 1+NPA-555-1212

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9.3 Exchange Access Optional Features, (Cont'd.)

9.3.3 Authorization Codes^{††}, (Cont'd.)

Pricing:

Miami, Fort Lauderdale, Jacksonville, West Palm Beach:

	<u>Nonrecurring</u>	<u>Monthly Recurring</u>
<u>Authorization Codes</u>		
Option A Business Line, ea.	\$33.00	\$3.75
Option A PBX Trunk, ea.	\$33.00	\$3.75
Option B Business Line, ea.	\$33.00	\$3.75
Option B PBX Trunk, ea.	\$33.00	\$3.75
<u>Tampa/St. Petersburg, Clearwater</u>		
<u>Authorization Codes</u>		
Option A Business Line, ea.	\$10.00	\$1.00
Option A PBX Trunk, ea.	\$10.00	\$1.00
Option B Business Line, ea.	\$10.00	\$1.00
Option B PBX Trunk, ea.	\$10.00	\$1.00

^{††} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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9.3 Exchange Access Optional Features, (Cont'd.)

9.3.4 Vanity Number Service^{††}

Vanity Number Service is an optional feature by which a new Customer may request a specific or unique telephone number and fax number for use with the Company provided Exchange Access Services. This service provides for the assignment of a customer requested telephone number other than the next available number from the assignment control list.

Vanity Number Service is furnished subject to the availability of facilities and the requirements of Exchange Access Service as defined by the Company. The Company reserves all rights to the Vanity Numbers assigned to customers and may, therefore, change them if required.

Monthly recurring charges apply per Vanity number.

<u>Rates</u>	<u>Nonrecurring</u>	<u>Recurring</u>
Per Vanity Number	n/c	n/c

^{††} - Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service

9.4.1 Description

Resold Local Exchange Service is composed of the resale of services provided by other certificated Local Exchange Carriers. The services described in this price list will be provided on a resold basis where the Company's facilities-based service is not available.

Pricing for the Company's services will be identical whether provided on a resold or facilities-basis, unless otherwise specified, and is contained herein.

The Company reserves the right to determine whether service will be provided on a resold or facilities-basis.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.2 Basic Exchange Line Service^{††}

	<u>Nonrecurring</u>	<u>Recurring</u>
<u>Basic Business Local Exchange Service</u>		
<u>Jacksonville</u>		
first line	\$50.00	\$25.00
each additional line	\$10.75	\$25.00
<u>Miami, Fort Lauderdale, West Palm Beach</u>		
first line	\$50.00	\$26.00
each additional line	\$10.75	\$26.00
<u>Tampa/St. Petersburg, Clearwater</u>		
each line	\$68.90	\$29.90
 <u>Basic Business Line Outbound Only</u>		
<u>Miami, Fort Lauderdale, West Palm Beach</u>		
first line	\$50.00	\$26.00
each additional line	\$10.75	\$26.00

^{††} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.3 Basic Exchange Trunk Service

Basic Local

Exchange Analog Trunk Service Per Trunk	<u>Nonrecurring</u>	<u>Recurring</u>
Tampa/St. Petersburg, Clearwater	\$35.00	\$52.05
[Sub voice Grade Local Channel (OPX service)]	\$ 0.00	\$19.00
[Central Office to Customer]	\$ 0.00	\$ 1.35
[Customer to Customer]	\$ 0.00	\$23.25
Jacksonville	\$50.00	\$42.75
Miami, Fort Lauderdale, West Palm Beach	\$84.00	\$44.50

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.4 Basic Exchange Digital Trunk Service

Jacksonville, Miami, Fort Lauderdale, West Palm Beach

	Nonrecurring <u>Charge</u>	Recurring <u>Charge</u>
<u>Digital PBX Trunk Pricing</u>		
Digital PBX Charge (per T1)	\$200.00	\$190.00
Digital PBX Trunk Charge (per channel)	n/c	\$15.50
Voice Activation Channel Charge(per channel)	\$6.50	\$4.50
Digital PBX Transport: first 1/2 mile(per T1)	\$315.00	\$87.00
Digital PBX Transport: additional 1/2 mile(per T1)	n/c	\$39.00
Pulsing (per channel)	\$0.00	\$6.00

Tampa/St. Petersburg, Clearwater

	Nonrecurring <u>Charges</u>	Recurring <u>Charges</u>
<u>Digital PBX Trunk Pricing</u>		
DCS Charge (per DS1)	\$580.00	\$270.00
Channel Charge (per charge)	\$30.50	\$27.95
Digital PBX Charge	\$35.00	\$36.06

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.5 DID Trunk Service^{††}

Jacksonville

	Nonrecurring <u>Charge</u>	Recurring <u>Charge</u>
DID Trunk Service	\$0.00	\$3.50
Each block of 20 DID numbers (per block)	\$0.00	\$0.45
Each block of 100 DID numbers	\$81.00	\$14.00

Miami, Fort Lauderdale, West Palm Beach

	Nonrecurring <u>Charge</u>	Recurring <u>Charge</u>
<u>DID Trunk Service</u>	\$81.00	\$19.50
DID trunk termination (inward/combo) per trunk	\$13.50	\$3.50
Block of 20 DID number (per block)	\$0.00	\$0.45
Block of 100 DID numbers (Metro service providers only)		

Tampa/St. Petersburg, Clearwater

	Nonrecurring <u>Charge</u>	Recurring <u>Charge</u>
<u>DID Trunk Service</u>		
DID 80 numbers or less		
1 st block of 20 DID	\$550.00	\$100.00
Each additional block of 20 DID	\$20.00	\$100.00
DID - 200 numbers or less		
1 st block of 100 DID	\$550.00	\$440.00
Each additional block of 100 DID	\$396.00	\$321.00
1 st block of 20 DID	\$396.00	\$72.00
Each additional block of 20 DID	\$18.00	\$72.00
200 numbers or more		
Each block of 100 DID	\$49.50	\$39.50

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.6 CLASS (Custom Local Area Signaling Service) Features^{††}

Pricing: Nonrecurring
 For each CLASS Feature-except
 Directory Number Privacy, Automatic Recall Blocking,
 Automatic Call Back, Blocking, Caller ID Block
 (Jacksonville, Miami,
 Fort Lauderdale, West Palm Beach) \$33.00

	<u>Recurring</u>	
	Jacksonville	Miami, Fort Lauderdale, West Palm Beach
Automatic Call Back	\$4.00	\$4.85
Automatic Recall	\$4.00	\$4.85
Call Block	\$4.00	\$3.60
Automatic Recall Blocking	N/A	\$0.00
Caller ID Name Delivery	\$9.00	\$9.25
Caller ID Number Delivery	\$6.75	\$8.10
Directory Number Privacy	No Charge	No Charge
Preferred Call Forwarding	\$4.00	\$4.85
Automatic Call Back Blocking	N/A	\$0.00
Call Selector	\$4.00	\$4.50
Call Tracing	\$4.00	\$4.50
Caller ID Block (per Line)	N/A	\$0.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.6 CLASS (Custom Local Area Signaling Service) Features^{††}, (Cont'd.)

	<u>Nonrecurring</u>	<u>Recurring</u>
	<u>Charge</u>	<u>Charge</u>
<u>Tampa/ St. Petersburg, Clearwater</u>		
Automatic Call Back	\$33.00	\$5.40
Automatic Recall	\$33.00	\$5.40
Call Block	\$31.50	\$4.00
Automatic Recall Blocking	N/A	N/A
Caller ID Name Delivery	\$31.50	\$11.50
Caller ID Number Delivery	\$31.50	\$10.00
Directory Number Privacy	No Charge	No Charge
Preferred Call Forwarding	\$31.50	\$4.00
Automatic Call Back Blocking	N/A	N/A
Call Selector	N/A	N/A
Call Tracing	N/A	N/A
Caller ID Block (per Line)	N/A	N/A

^{††} - Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.7 Business Custom Services^{††} (BCS)

Pricing:

Nonrecurring

Each BCS Feature - except for Anonymous
 Call Rejection, Call Forwarding Multipath,
 Selective Class of Call Screening
 (Jacksonville, Miami, Fort Lauderdale, West Palm
 Beach)

\$33.00

Recurring

Miami, West Palm Beach

Jacksonville

Fort Lauderdale

Call Forwarding Variable	\$3.20	\$3.00
Call Forwarding Busy Line	\$2.90	\$1.10
Call Forwarding No Answer	\$2.90	\$1.10
Remote Activation of CFV	\$6.50	\$7.00
Remote Call Forwarding	\$18.50	\$10.80
Call Waiting Terminating	\$5.20	\$3.00
Three Way Conference Calling	\$3.35	\$3.20
Speed Calling 30	\$4.50	\$4.85
IndentiRing	\$9.00	\$5.00
Anonymous Call Rejection	\$3.15	\$3.15
Three-way Calling	N/A	\$5.00
Call Transfer	N/A	\$4.50
Call Forwarding Multipath	N/A	\$3.00
Selective Class of Call Screening	\$1.35	\$1.35

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9.4 Resold Local Exchange Service, (Cont'd.)

9.4.7 Business Custom Services^{††} (BCS), (Cont'd.)

<u>Tampa/ St. Petersburg, Clearwater</u>	<u>Nonrecurring</u>	<u>Recurring</u>
Call Forwarding Variable	\$31.50	\$4.00
Call Forwarding Busy Line	\$31.50	\$4.00
Call Forwarding No Answer	\$31.50	\$4.00
Remote Activation of CFV	\$33.00	\$7.00
Remote Call Forwarding	\$33.00	\$14.00
Call Waiting Terminating	\$31.50	\$5.00
Three Way Conference Calling	\$31.50	\$4.00
Speed Calling 30	\$31.50	\$2.50
IndentiRing	\$31.50	\$9.00
Anonymous Call Rejection	N/A	N/A
Three-way Calling	\$33.00	\$4.00
Call Transfer	N/A	N/A
Call Forwarding Multipath	N/A	N/A
Selective Class of Call Screening	N/A	N/A

^{††} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.8 ISDN/PRI^{††} Pricing

<u>Element</u>	<u>Install</u>	<u>Recurring</u>
ISDN/PRI (per DS1)		
Tampa/St. Petersburg, Clearwater	\$0.00	\$350.00
ISDN Access line (per DS1)		
Miami	\$787.00	\$126.00
Fort Lauderdale	\$787.00	\$126.00
Jacksonville	\$787.00	\$126.00
West Palm Beach	\$787.00	\$126.00
Primary Rate Interface		
PRI subscriber line (per DS1)		
Tampa/St. Petersburg, Clearwater	\$623.00	\$225.00
Each additional PRI subscriber line (per DS1)		
Tampa/St. Petersburg, Clearwater	\$492.00	\$138.00
Call by Call Service (per DS1)		
Jacksonville	\$0.00	\$18.00
ISDN B Channels (per Channel) - Voice		
Miami	\$4.50	\$43.50
Fort Lauderdale	\$4.50	\$43.50
Jacksonville	\$4.50	\$43.50
West Palm Beach	\$4.50	\$43.50
Tampa/St. Petersburg, Clearwater	\$0.00	\$24.56

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9.4 Resold Local Exchange Service, (Cont'd.)

9.4.8 ISDN/PRI^{††} Pricing, (Cont'd.)

<u>Element</u>	<u>Install</u>	<u>Recurring</u>
Digital Data Only		
Miami, Fort Lauderdale, Jacksonville		
West Palm Beach	\$4.50	\$22.05
Tampa/St. Petersburg, Clearwater	\$50.00	\$41.00
Inward Data Only		
Miami, Fort Lauderdale, Jacksonville		
West Palm Beach	\$4.50	\$26.10
Tampa/St. Petersburg, Clearwater	\$50.00	\$31.00
ISDN Interface		
Voice		
Jacksonville	\$99.00	\$360.00
Miami	\$99.00	\$360.00
Fort Lauderdale	\$99.00	\$360.00
West Palm Beach	\$99.00	\$360.00
Digital Data Only		
Jacksonville	\$99.00	\$360.00
Miami	\$99.00	\$360.00
Fort Lauderdale	\$99.00	\$360.00
West Palm Beach	\$99.00	\$360.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.8 ISDN/PRI^{††} Pricing, (Cont'd.)

<u>Elements</u>	<u>Nonrecurring</u>	<u>Recurring</u>
<u>Inward Data Only</u>		
Jacksonville, Miami, Fort Lauderdale West Palm Beach	\$99.00	\$360.00
<u>Network Access Register (per channel)</u>		
Jacksonville, Ft. Lauderdale, Miami and West Palm Beach	\$0.00	\$14.25
<u>Caller ID (per channel)</u>		
Jacksonville, Ft. Lauderdale, Miami and West Palm Beach	\$0.00	\$18.00
<u>Pulsing (per channel) Jacksonville, Ft. Lauderdale, Miami and West Palm Beach</u>	\$0.00	\$6.00
<u>Digital Transport</u>		
per mile (per DS1)		
Tampa/St. Petersburg, Clearwater	\$0.00	\$13.50
first ½ mile (per DS1)		
Jacksonville, Ft. Lauderdale, Miami and West Palm Beach	\$315.00	\$87.00
each additional ½ mile (per DS1)		
Jacksonville, Ft. Lauderdale, Miami and West Palm Beach	\$0.00	\$39.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.4 Resold Local Exchange Service, (Cont'd.)

9.4.8 ISDN/PRI^{††} Pricing, (Cont'd.)

<u>Elements</u>	<u>Nonrecurring</u>	<u>Recurring</u>
Direct Inward Dial Service		
DID channel Termination (per channel)		
Miami	\$81.00	\$19.50
Fort Lauderdale	\$81.00	\$19.50
Jacksonville, West Palm Beach	\$81.00	\$19.50
Block of 20 DID numbers		
Miami, Ft. Lauderdale, Jacksonville and West Palm Beach (per block)	\$13.50	\$3.50
Block of 100 DID numbers	\$0.00	\$0.45
Tampa/St. Petersburg, Clearwater		
DID - 80 numbers or less		
1 st block of 20 DID numbers	\$495.00	\$90.00
Each Additional block of 20 DID	\$18.00	\$90.00
DID - 200 numbers or less		
1 st block of 100 DID	\$495.00	\$396.00
Each additional block of 100 DID	\$396.00	\$321.00
1 st block of 20 DID	\$396.00	\$72.00
Each additional block of 20 DID	\$18.00	\$72.00
200 numbers or more		
Each block of 100 DID	\$49.50	\$39.50

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.5 Local Calling Service

9.5.1 Description

Local Calling Service provides a Customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network¹ bearing the designation of any central office exchanges, areas, and zones included in the Customer's local calling area.

- A. Basic Local Exchange Service - This calling service allows the Customer unlimited access to all other stations on the public switched telephone network within the customer's Basic Local Calling Area.² All calls to destinations outside the Basic Local Calling Area but within the same state and LATA will be charged the IntraLATA rates as specified in Section 9.6.3 following.

[Table appears on next page]

¹ Except calls to other telephone companies' caller paid information services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's centralized switching facility.

² As specified in Southern Bell Telephone and Telegraph Company-Florida, General Subscriber Service Tariff, Local Calling Area Exchanges, in effect and as amended from time-to-time.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.5 Local Calling Service, (Cont'd.)

MARKET SERVING AREA	CALLING AREA
<p>Jacksonville, FL includes:</p> <p>555, 202, 210, 218, 232, 279, 281, 296, 306, 308, 313, 332, 340, 346, 348, 350, 353, 354, 355, 356, 357, 358, 359, 361, 366, 367, 378, 381, 384, 387, 388, 389, 390, 391, 393, 396, 398, 399, 417, 419, 443, 448, 459, 499, 502, 515, 518, 541, 542, 549, 555, 558, 564, 565, 573, 606, 617, 630, 632, 633, 634, 635, 636, 641, 642, 645, 646, 655, 693, 695, 696, 699, 703, 704, 705, 707, 708, 713, 714, 720, 721, 723, 724, 725, 726, 727, 730, 731, 732, 733, 737, 739, 741, 743, 744, 745, 750, 751, 757, 764, 765, 766, 768, 771, 772, 777, 778, 779, 781, 783, 786, 790, 791, 798, 805, 818, 828, 855, 858, 868, 889, 905, 908, 918, 919, 920, 924, 928, 945, 952, 954, 955, 967, 981, 988, 996, 998</p>	<p>Local calling area includes:</p> <p>266, 879, 261, 277, 321, 251, 284, 529, 845, 555, 202, 210, 218, 232, 279, 281, 296, 306, 308, 313, 332, 340, 346, 348, 350, 353, 354, 355, 356, 357, 358, 359, 361, 366, 367, 378, 381, 384, 387, 388, 389, 390, 391, 393, 396, 398, 399, 417, 419, 443, 448, 459, 499, 502, 515, 518, 541, 542, 549, 555, 558, 564, 565, 573, 606, 617, 630, 632, 633, 634, 635, 636, 641, 642, 645, 646, 655, 693, 695, 696, 699, 703, 704, 705, 707, 708, 713, 714, 720, 721, 723, 724, 725, 726, 727, 730, 731, 732, 733, 737, 739, 741, 743, 744, 745, 750, 751, 757, 764, 765, 766, 768, 771, 772, 777, 778, 779, 781, 783, 786, 790, 791, 798, 805, 818, 828, 855, 858, 868, 889, 905, 908, 918, 919, 920, 924, 928, 945, 952, 954, 955, 967, 981, 988, 996, 998, 220, 221, 223, 241, 242, 246, 247, 249, 270, 953, 992, 533, 782, 259, 289, 282, 291, 213, 215, 264, 269, 272, 276, 278, 312, 325, 328, 329, 972, 273, 280, 285, 431, 275, 964, 966, 225, 460, 461, 471, 540, 794, 797, 808, 810, 823, 824, 825, 826, 829</p>
<p>Non Optional Flat Rate Service</p>	<p>Non Optional Flat Rate Service</p>
<p>Flat Rate Exchange Calling Area from Jacksonville Exchange</p>	<p>Flat Rate Exchange Calling Area from Jacksonville Exchange</p>

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.6 IntraLATA Calling Service

9.6.1 Description

IntraLATA calling service provides a Customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network¹ bearing the designation of any central office exchanges, areas, and zones outside of the Customer's Basic Calling Area but within the same state and LATA.

9.6.2 Time Periods

Day, Evening and Night/Weekend rate periods are shown below. On holidays, Evening rates will apply unless a lower rate will normally apply.

Discounts apply equally and automatically to total charges for all messages with fractional amounts rounded to the nearest higher cent. Discounts do not apply to Customer dialed calling card, other station or person charges. Additionally, time of day discount apply in the following manner:

Miami, Fort Lauderdale, Jacksonville, West Palm Beach

- Full Rate: Monday through Friday, 7:00 a.m.- 6:00 p.m.
- Discount Rate of 40% off Full Rate: Monday through Friday, 6:00 p.m.- 7:00 a.m.
Weekends and Holidays

Tampa/St. Petersburg, Clearwater

- Full Rate: Monday through Friday, 7:00 a.m.- 7:00 p.m.
- Discount Rate of 60% off Full Rate: Monday through Friday, 7:00 p.m.- 7:00 a.m.
Weekends and Holidays

Holidays include New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

¹ Except calls to other telephone companies' caller paid information services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's centralized switching facility

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.6 IntraLATA Calling Service, (Cont'd.)

9.6.3 Rates

(Miami, Fort Lauderdale, West Palm Beach)

<u>Rate Mileage</u>	<u>1st 30 Seconds</u>	Each Additional <u>1/10 Minute</u>
0 - 292+	\$0.0495	\$0.0099

(Jacksonville)

<u>Rate Mileage</u>	<u>1st 30 Seconds</u>	Each Additional <u>1/10 Minute</u>
0 - 292+	\$0.0495	\$0

(Tampa/St. Petersburg, Clearwater)

<u>RATE MILEAGE</u>	<u>Initial Minute</u>	Each Additional <u>1/10 Minute</u>
0 - 124+	\$0.0495	\$0.0099

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 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.6 IntraLATA Calling Service, (Cont'd.)

9.6.4 Local Measured Service

- A. Local Measured Service is an optional offering that provides local calling from the subscribers home wire center to all Company wire centers and participating Independent Company wire centers. The offering of this service is subject to availability as determined by the Company and the State Commission.
- B. This service is not available to Company-owned or customer-provided public telephone subscribers.
- C. Customers subscribing to Local Measured Service will be provided a monthly line as described following.
- D. The monthly line for Business service is provided at the following rate. All other services offering Local Measured Service are provided for in the appropriate sections of this Tariff.
- E. In addition to the monthly line, customers must choose a usage package from the following options. A combination of usage packages is not allowed on the same premises on the same account.
1. Option 1 - Local Measured Service
With this usage package, customers are billed for all local calls in accordance with the rates in F. following. Local usage charges will not exceed \$24.00 per Business line or trunk.
 2. Option 2 - Local Measured Service with Discount
This option includes a \$6.00 usage allowance on all calls. Local calls are billed in accordance with the usage charges described in F following at a 22 percent discount on the total usage charges, in addition to the off-peak discount described in J. following. Billed usage charges, above the allowance will not exceed \$24.00 per Business line or trunk. The following charge is in addition to the monthly line rate.

^{ff} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.6 IntraLATA Calling Service, (Cont'd.)

9.6.4 Local Measured Service, (Cont'd.)

F. The following usage rates are applicable for all local calls.

Business Exchange Lines

Monthly Recurring Charge:	\$18.80
Per Call Charge:	\$0.11
Usage Cap:	A usage cap of \$24.00.
Volume Discount:	22% volume discount will automatically be applied to all usage.

PBX Trunks

first Trunk (monthly)	\$19.25
each additional trunk (monthly)	\$9.65
per call	\$0.11

PBX Trunks - No Call allowance option

per line (monthly)	\$ 9.65
per call	\$ 0.11

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.6 IntraLATA Calling Service, (Cont'd.)

9.6.4 Local Measured Service, (Cont'd.)

Usage Cap: A usage cap of \$24.00.

Volume Discount: 22% volume discount will automatically be applied to all usage

G. Time/Day Discount - The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a 50 percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.

H. The following stipulations apply only when the monthly line from which the call originates subscribes to Local Measured Service. Calls completed with automated calling cards or operator assistance within the local calling area will be rated at the above usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such Calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances or caps.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.7 Miscellaneous Services

9.7.1 Operator Services

A. Description

Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services, and to Customers and Users of exchange access lines.

B. Definitions

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or nonproprietary calling card. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

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 request the operator to dial the called station.

Billed to Non-Proprietary Calling Card: Refers to calls that are dialed by the customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.7 Miscellaneous Services, (Cont'd.)

9.7.1 Operator Services, (Cont'd.)

C. Rates

Local exchange and IntraLATA calls may be placed on an Operator Assisted basis. Usage charges for Operator Assisted calls are the same as those set forth in Sections 9.5 and 9.6, preceding. For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the surcharges specified in Section 9.7.2.C and Section 9.3.1.A will apply in addition to any applicable Operator charges.

In addition to the usage charges identified above, the following operator-assisted charges will apply:

<u>Rates (per call):</u>	Jacksonville, Miami, Fort Lauderdale, <u>West Palm Beach</u>	Tampa/ St. Petersburg, <u>Clearwater</u>
Station to Station	\$0.75	\$1.50
Calling Card	\$1.00	\$0.75
3rd Number Billing	\$1.00	\$1.50
Collect Calls	\$1.00	\$1.50
Person to Person	\$2.50	\$3.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)**9.7 Miscellaneous Services, (Cont'd.)****9.7.1 Operator Services, (Cont'd.)****D. Emergency 911 Service**

Universal Emergency Number 911 Services provide the general public with the means of simple and direct telephone access to Public Safety Answering Points (PSAPs) engaged in assisting local governments in protecting the safety and property of the general public.

1. The Telephone Company will arrange to route telephone calls from telephones with specified area codes and central office codes to a PSAP specified by the responsible local governmental authority.
2. Application for 911 services must be executed by one or more appropriate local governmental authorities or their duly appointed agent. If execution is by an agent, satisfactory evidence of the appointment must be provided to the Telephone Company.
3. Applicants for 911 services must accept responsibility for serving the entire geographic area served by the central office through which 911 calls are routed to the PSAP, even though such central office serving areas and community boundaries may not coincide.
4. Credits for interruptions in 911 services are based on monthly recurring charges as allowed by the Commission.

The customer and the Telephone Company recognize that the addresses provided with the 911 Caller's Address Location System Arrangement are the same addresses that the Telephone Company maintains for its customer records, and that neither the customer nor the Telephone Company can guarantee the existence or accuracy of such addresses in emergency situations. Therefore, the customer recognizes that addresses should be requested from the calling party. When the customer becomes aware of any inaccuracies in the data associated with the 911 Caller's Address Location System Arrangement, the customer shall promptly notify the Telephone Company, and correct the data within a reasonable time under the circumstances.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.7 Miscellaneous Services, (Cont'd.)

9.7.2 Busy Line Verify and Line Interrupt Service

A. Description

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

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

B. Regulations

1. A charge will apply when:

- (a) The operator verifies that the line is busy with a call in progress.
- (b) The operator verifies that the line is available for incoming calls.
- (c) The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

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9.7 Miscellaneous Services, (Cont'd.)

9.7.2 Busy Line Verify and Line Interrupt Service, (Cont'd.)

B. Regulations, (Cont'd.)

2. No charge will apply:
 - (a) When the calling party advises that the call is to or from an official public emergency agency.
 - (b) Under conditions other than those specified in 9.7.2.B.2(a) preceding.
3. Business Verification and Interrupt Service is furnished where and to the extent that facilities permit.
4. The Customer shall identify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

C. Rates

	Miami, Fort Lauderdale, Jacksonville, <u>West Palm Beach</u>	Tampa/ St. Petersburg, <u>Clearwater</u>
Busy Line Verify Service (each request)	\$0.35	\$1.00
Busy Line Verify and Busy Line Emergency Interrupt Service (each request and in addition to verification request)	\$0.40	\$0.50

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.7 Miscellaneous Services, (Cont'd.)

9.7.3 Service Implementation^{††}

Nonrecurring
 \$22.00 per service order

9.7.4 Restoration of Service^{††}

A restoration charge applies to the re-establishment of service and facilities suspended because of nonpayment of bills and is payable at the time that the re-establishment of the service and facilities suspended is arranged for. The restoration charge does not apply when, after disconnection of service, service is later re-established.

	<u>Jacksonville</u>	<u>Ft. Lauderdale, Miami, West Palm Beach</u>	<u>Tampa/ St. Petersburg, Clearwater</u>
Nonrecurring per occasion	\$38.00	\$14.50	N/A
Charge per telephone number restored	n/c	\$38.00	\$18.00

9.7.5 Service Charges^{††} (Tampa/St. Petersburg, Clearwater)

	<u>Per Occurrence</u>
Network Access Establishment	\$33.00
Change	\$12.50
CO Line Connection	\$31.50
Premise Visit	\$31.50
Telephone Number Change	\$7.25

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.7 Miscellaneous Services, (Cont'd.)

9.7.6 Inside Wire MTC Plan^{††}

As a customer, you are responsible for maintaining that part of your telephone line between the network interface point (which is usually a gray box attached to the outside of your home or business) up to and including your telephone set. To help you maintain the wiring and jacks in this part of your line. The Company provides you an optional Inside Wire Maintenance Service Plan with these terms.

- A. Under this Plan, the Company will locate the source of your telephone service problems in the wiring and jacks Inside your home or business. If the problem is in the line between the network interface on through the jack(s), the Company will repair basic Inside telephone wire and modular jacks. If the problem is caused by a defect in the cord from the jack to the phone, the phone or other equipment (e.g., fax machine, answering machine, modem, etc.) that is attached to your line, the Company does not repair such defective phone cords, phones, or equipment.

You agree to pay monthly charges for this Plan. There is no additional charge for repairing or locating problems in the wiring or jacks inside your home or business. Because this Plan is optional, non-payment of charges for this Plan will not cause termination or denial of your regular telephone service. Non-payment would, however, result in cancellation of the Plan.

- B. This Plan does not cover (1) problems caused by willful damage to inside wire or jacks; (2) damage caused by Acts of God (such as fire, windstorm, flood, hurricane or other similar acts); (3) service problems in your inside wire or jacks that were obvious at the time you subscribed to the Plan; and (4) inside wire or jacks that do not meet industry standards for telecommunication.
- C. This Plan is provided on a month-to-month basis and can be canceled by either party giving oral or written notice to the other.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.7 Miscellaneous Services, (Cont'd.)

9.7.6 Inside Wire MTC Plan^{††}

- D. If you have a key telephone system, a Private Branch Exchange (PBX), or other non-basic telephone system, you are not eligible for this Plan.
- E. The Company's internet web site for "Tariffs and Notifications" should be utilized to obtain any changes in the monthly rate. This rate and other terms or conditions may be changed from time to time with 30 days notice. This notice, which may be provided in your monthly billing envelope on an insert, shall include the revised rate, terms or conditions and the effective data of the change. If the rate, terms or conditions are changed and you do not wish to continue as a subscriber to this Plan, you may cancel by calling your local office.
- F. THE COMPANY SHALL NOT BE LIABLE FOR DAMAGES, INCLUDING ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, THAT ARISE FROM (1) ANY DEFECTS IN MATERIALS USED TO MAINTAIN INSIDE WIRE OR JACKS; OR (2) DEFECTS IN WORKMANSHIP PROVIDED UNDER THE PLAN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY, OR WARRANTIES OF FITNESS FOR A SPECIFIC PURPOSE OFFERED WITH THIS PLAN. THE COMPANY'S LIABILITY FOR DEFECTIVE MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE MATERIAL AND/OR A CORRECTIVE SERVICE VISIT.

Monthly Recurring

Inside Wire MTC Plan
 (Miami, Fort Lauderdale,
 West Palm Beach)

\$3.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.7 Miscellaneous Services, (Cont'd.)

9.7.7 Surrogate Client Number^{††}

This feature provides for a telephone number in the subscriber's serving wire center from which calls will be forwarded on an intraoffice basis to the subscriber's exchange services. This feature is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities.

Rates

	<u>Monthly</u>
Surrogate Client Number Per Telephone Number (Fort Lauderdale, Jacksonville, Miami, West Palm Beach)	\$ 1.80

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9.7 Miscellaneous Services, (Cont'd.)

9.7.8 Access Recovery Charge

The Access Recovery Charge (ARC) is not a fixed monthly recurring charge. Rather, the ARC is a percentage of the customer bill based on the total amount spent on services, less any taxes, surcharges or other non-qualifying fees. This fee is used to offset increased the Company's expenses. Specifically, the charge will recover the costs related to recent increases in our costs of gaining access to incumbent networks, decreases to the access rates we can collect from long distance carriers, and the ongoing cost of maintaining local number portability. The Company has eliminated the Local Number Portability charge as a separate line item. This fee is not a tax or charge imposed by a government entity. The ARC is calculated by application of a percentage to each customer's total monthly recurring charges for all services (MRC). The ARC percentage to be applied will be determined by the customer's total MRCs on its monthly invoice, based on the schedule outlined below:

Access Recovery Charge

<u>Customer Account MRC Total</u>	<u>Monthly Recurring ARC Percentage</u>
\$1000 + Accounts	1.1%
\$500 to \$999.99	3.1%
\$300 to \$499.99	5.1%
Under \$300 MRC	7.1%

††- Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e:spire Local Service, e:spire Local Service Plus and e:spire Local ISDN services at the rate levels outlined under e:spire Local Service, e:spire Local Service Plus and e:spire Local ISDN or other applicable services.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements

9.8.1 Special Construction

A. Basis for Charges

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

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

B. Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the customer.

1. The termination liability period is the estimated service life of the facilities provided.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements, (Cont'd.)

9.8.1 Special Construction, (Cont'd.)

B. Termination Liability, (Cont'd.)

2. The amount of the maximum termination liability is equal to the estimated amounts for:
 - (a) Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:
 - I. equipment and materials provided or used,
 - II. engineering, labor and supervision,
 - III. transportation, and
 - IV. rights-of-way;
 - (b) license preparation, processing, and related fees;
 - (c) price list preparation, processing, and related fees;
 - (d) cost of removal and restoration, where appropriate; and
 - (e) any other identifiable costs related to the specially constructed or rearranged facilities.
3. The applicable termination liability method for calculating the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in Section 9.8.1.B.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in section 9.8.1.B.2 preceding shall be adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements, (Cont'd.)

9.8.2 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 price list. Rates quoted in response to such competitive requests may be different than those specified for such services in this price list. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements, (Cont'd.)

9.8.3 Temporary Promotional Programs

The Company may establish temporary promotional programs wherein it may waive or reduce Nonrecurring or recurring charges, to introduce present or potential Customers to a service not previously received by the Customers.

A. e-spire Local Service Plus Advantage

e-spire Local Service Plus Advantage is a promotional offer, which is available to new and existing customers receiving e-spire Local Service Plus and/or e-spire Local ISDN. This promotional offer was previously offered from June 3, 1999 until September 1, 1999. The Company will like to reintroduce e-spire Local Service Plus Advantage. The promotional offer is scheduled to run from November 22, 1999 through as January 31, 1999, as defined below.

e-spire Local Service Plus Advantage is designed to incent prospects and existing customers to purchase the Company's Long Distance, while receiving credits for Local Service*. The higher the long distance net revenue, the higher the monthly credits for Local Service*.

*Includes e.spire Local Service Plus, Local ISDN CEU (ONLY), base component, DID Trunk Termination and DID Blocks. Initial Install Waiver Program will be honored on NRC costs. Excludes all optional features, line coding, EUCL, additional service fees, surcharges and taxes.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements, (Cont'd.)

9.8.3 Temporary Promotional Programs, (Cont'd.)

A. e-spire Local Service Plus Advantage, (Cont'd.)

New and Existing Customer's will receive Local Service credits on up to 4 e.spire Local Service Plus / Local ISDN Commercial End User T-1's, DID Trunk Termination and DID Blocks. The Local Service credits are based on the sliding scale net Long Distance (Interstate, Intralata, Intrastate, International, Toll Free & Calling Card) usage per month, for the length of the Local Service Plus/Local ISDN Commercial End User Agreement.

<u>Net Monthly Long Distance Revenue</u>	<u>Maximum Local Services Charges Waived</u>
\$2,500.00 - \$4,999.99	1 Local Service Plus
\$5,000.00 - \$7,499.99	1 Local Service Plus and 50% off 1 additional Local Service Plus
\$7,500.00 - \$9,999.99	2 Local Service Plus, and 50% off 1 additional Local Service Plus
\$10,000.00 - \$12,499.99	3 Local Service Plus and 50% off 1 additional Local Service Plus
\$12,500.00 or more	4 Local Service Plus and 50% off 1 additional Local Service Plus

Existing e.spire Local Service Plus /Local ISDN CEU customers must renew at equal to or greater than the length of their existing contract with a Local Service Plus Advantage Addendum. Existing customers who increase or decrease the number of Local Service Plus's must have their account promotion updated.

All other terms and conditions, of the Company's existing e-spire Local Service Plus and e-spire Local ISDN agreements, not expressly modified by a e-spire Local Service Plus Advantage Addendum, remain unchanged and in full force and effect.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements, (Cont'd.)

9.8.3 Temporary Promotional Programs, (Cont'd.)

B. Xpresslink Voice Services Promotion

Xpresslink Voice Services Promotion is a promotional offer available to new customers signing term agreements for Local Service Plus and/or Local ISDN Commercial End User products. This promotional offer is available from November 15, 2000 until December 31, 2000, as defined below:

Customers signing a 1year Term Local Service Plus or Local ISDN Commercial End User agreement will receive one-month credit for its monthly recurring Term Plan charge not including taxes, surcharges/usage. This credit will be applied to the customer's 5th month invoice.

Customers signing a 2 year Term Local Service Plus and Local ISDN Commercial End User agreement will received one-month credit for its monthly recurring Term Plan charge not including taxes, surcharges/usage. This credit will be applied to the customer's 1st month invoice.

Customers signing a 3 year Term Local Service Plus and or Local ISDN Commercial End User agreement will receive two months credit for its monthly recurring Term Plan charge not including taxes, surcharges/usage. This credit will be applied to the customer's 1st month and 13th month invoices.

All other terms and conditions of the Company's existing e-spire Local Service Plus and e-spire Local ISDN Commercial End User agreement, not expressly modified in the Xpresslink Voice Services Promotion, remain unchanged and in full force and effect.

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9.8 Special Arrangements, (Cont'd.)

9.8.3 Temporary Promotional Programs, (Cont'd.)

C. Integrated Service Promotion

The Integrated Service Promotion is a promotional offer which is available to new and/or old Local Service Plus or Local ISDN CEU customers upgrading to integrated services with dedicated internet service transmitted with bandwidth equal to or less than 768 KBPS on the same facility. This promotional offer is available from October 13, 2000 until December 31, 2000, as defined below:

Customers must have the Company's long distance on all WTN's associated with the integrated access facility. Customers may purchase the router from the Company or provide their own router.

Customers that order integrated internet, with a minimum speed of 128 KBPS, will receive a fixed monthly recurring credit of \$395.00. This credit will be applied to the customer's monthly invoice. If a customer chooses to upgrade their access speed greater than 128 KBPS, they must pay the difference in price for the Internet Port. Additionally, a customer may chose to receive a Primary Domain Name Server (DNS) and incur no installation charge with an extra monthly credit of \$50.00. If DNS is not selected, the customer will only receive the \$395.00 credit.

Restrictions

- CPE Router rental is not available.
- The monthly credit will be terminated on all term plans if the customer's long distance converts away from the Company's long distance.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements, (Cont'd.)

9.8.3 Temporary Promotional Programs, (Cont'd.)

D. PBX T1 Card Upgrade Promotion

The PBX T1 Card Upgrade Promotion is a promotional offer which is available to new and/or old Local Service Plus customers that sign a new one, two or three year term agreement. This promotional offer is available from February 7, 2001 until March 31, 2001, as defined below:

The customer shall be responsible for selecting a PBX card vendor and arranging for the purchase and installation of the upgraded card. A copy of the PBX card purchase receipt must be submitted to the Company, prior to the third billing cycle, in order to receive the applicable one-time credit. Upon receipt, the applicable one-time credit will be applied to the customer's 1st month billing cycle as indicated below:

<u>Service</u>	<u>Card Type</u>	<u>1 Year Term Credit – One Time Credit</u>	<u>2 Year Term Credit – One Time Credit</u>	<u>3 Year Term Credit – One Time Credit</u>
Local Service Plus	T1	\$500	\$1500	\$3000

Customers who do not provide a bill of sale to the Company prior to the third billing cycle will not be eligible to receive the one-time credit and the PBX T1 Card Promotion will be removed from the customer's account in the third month.

The T1 card eliminates the need for a channel bank. The customer upgrading with the T1 card must possess telephone sets compatible with digital telephone systems. The customer shall be responsible for the maintenance of the PBX T1.

Customers that terminate their contract at any point during the term agreement will be required to reimburse the Company with the full credited amount provided under this promotion in addition to the contracted early termination penalties. All early termination penalties will be applied to the customer's final invoice.

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9.8 Special Arrangements, (Cont'd.)

9.8.3 Temporary Promotional Programs, (Cont'd.)

E. PBX PRI Card Upgrade Promotion

The PBX PRI Card Upgrade Promotion is a promotional offer which is available to new and/or old Local ISDN CEU customers in Jacksonville, West Palm Beach, Tampa/St. Petersburg, and Clearwater that sign a new one, two or three year term agreement. This promotional offer is available from February 7, 2001 until March 31, 2001, as defined below:

The customer shall be responsible for selecting a PBX card vendor and arranging for the purchase and installation of the upgraded card. A copy of the PBX card purchase receipt must be submitted to the Company, prior to the third billing cycle, in order to receive the applicable one-time credit. Upon receipt, the applicable one-time credit will be applied to the customer's 1st month billing cycle as indicated below:

<u>Service</u>	<u>Card Type</u>	<u>1 Year Term Credit – One Time Credit</u>	<u>2 Year Term Credit – One Time Credit</u>	<u>3 Year Term Credit – One Time Credit</u>
Local ISDN CEU	PRI	\$500	\$1500	\$3000

Customers who do not provide a bill of sale to the Company prior to the third billing cycle will not be eligible to receive the one-time credit and the PBX PRI Card Promotion will be removed from the customer's account in the third month.

The PRI card is only available for PBX equipment capable of ISDN functionality. The customer upgrading with the T1 card must possess telephone sets compatible with digital telephone systems. The customer shall be responsible for the maintenance of the PBX PRI card.

Customers that terminate their contract at any point during the term agreement will be required to reimburse the Company with the full credited amount provided under this promotion in addition to the contracted early termination penalties. All early termination penalties will be applied to the customer's final invoice.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.8 Special Arrangements, (Cont'd.)

9.8.4 Expedited Order

Expedite Charge: When placing an Order for service(s) for which a Standard Interval exists, a Customer may request a Service Commencement Date that is earlier than the Standard Interval Service Date, in which case an Expedite Charge will apply. The Company has the exclusive right to accept or deny the Expedite Order request. However if, upon reviewing availability of equipment and scheduled work load, the Company agrees to provide service on an expedited basis, an Expedite Charge will apply.

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

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

In the event that the Customer cancels an order subject to an expedited request, the Expedite Charge will be added to any applicable Cancellation Charge specified herein.

In the event that the Customer requests a Service Date Change after the Company has received the original expedite request, an additional Expedite Charge will still apply, unless waived at the Company's discretion.

An Expedite Charge will not be applied to orders expedited for Company reasons, unless agreed to by the Customer.

If costs other than additional administrative expenses are to be incurred when the Access Order is expedited, the regulations and charges for Special Construction as set forth in this Tariff will also apply. Additional charges imposed by the ILEC, above the listed tariff rate, will be charged to the Customer.

The Expedite Charge will apply on a per order, per occurrence basis, as specified in the rate section set forth below.

Rate Section	Per order,
	<u>Per occurrence</u>
Expedite Order Charge	\$800.00*

* - In the event the ILEC rates charged to the company are higher than the listed rate, the rate charged to the customer will be equal to the ILEC's rates imposed on the Company.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.9 Inbound Direct Local Exchange Service

9.9.1 Description

Inbound Direct Local Exchange Service (“Inbound Direct”) provides basic local exchange customers with a single, voice grade analog channel which can be used to receive one call at a time only. All outbound calls will be blocked at the switch level. Inbound Direct may not be used for outbound service or to serve as a customer’s primary service line. A minimum order of 10 lines must be purchased.

The Inbound Direct product will be configured provisioned and priced with the hunting feature included. The hunt feature automatically forwards incoming calls to available lines according to a preprogrammed sequence. With the Inbound Direct line, the lines will be placed in a circular hunt group so all lines will be hunted. Each line, including the last line, will include hunting.

Inbound Direct service applications may include remote database access, data transmission/reception, and inbound customer service. Basic exchange lines are provided with Inbound Direct to connect to customer provided modem or other data communication device for connection to the public switched telephone network.

Pricing

Inbound Direct ^{††} (Inbound only line + hunting)	Recurring per line, per month	Nonrecurring
Jacksonville	\$28.00	\$84.00
Miami, Ft. Lauderdale, West Palm Beach	\$28.00	\$84.00
Tampa/St. Petersburg, Clearwater	\$21.75	\$ 0.00

A. On-Network Pricing Discount

For customers with facilities residing on the Company’s network, except for R-1 and B-1 customers, discounts of 5% to 25% may be available, on an individual case basis.

^{††} Effective with this tariff filing, the above products have been grandfathered. Only customers currently receiving these products will continue to receive them. All new customers will receive the applicable products under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN services at the rate levels outlined under e-spire Local Service, e-spire Local Service Plus and e-spire Local ISDN or other applicable services.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services

9.10.1 Customer Term Agreement

A. Description

The Company's Customer Term Agreement (CTA) allows Customer to receive discounts on the company's products and services for local exchange or local toll (Local Services). These discounts will be applied to the following products and services:

- Business Exchange Service
- Analog PBX Trunk
 - DID
 - DOD
 - Combination
- Digital PBX Trunk
 - Digital Access Facility
 - DID
 - DOD
 - Combination
- ISDN
 - PRI Access Facility
 - ISDN B Channel

The published monthly recurring rates are set forth in Section 5 of this Tariff. Customers that sign up for service for a one (1) year term will receive a three percent (3%) discount from the published monthly recurring rates. Customers that sign up for service for a two (2) year term will receive a seven percent (7%) discount from the published monthly recurring rates. Customers that sign up for service for a three year term will receive a eleven percent (11%) discount from the published monthly recurring rates. The three preceding term options are subject to the termination liability charges set forth in Section 9.10.B.

B. Termination Fees

A termination liability charge will be applicable for service rate elements provided under a term payment plan, as described in Section 9.10.1.A of this Tariff, that are disconnected prior to the end of the chosen service period. The termination liability charge is equal to the difference between the Company's tariffed rates and the Term Plan rates. If at least six months remain under the Initial Term of the Term Plan, an additional cancellation fee of \$500.00 will be added to the early termination charges. The Customer shall be obligated to pay such fees within thirty (30) days of early termination of this Term Plan.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.2 e-spire Local Service Plus

e-spire Local Service Plus is offering a total package product offering of Local services with optional Long Distance, Toll Free and custom calling features. This product is only available to local end user service customers originating on the Company's facilities off its Jacksonville, Miami, and Tampa, Florida switches. e-spire Local Service Plus is available under One, Two or Three Year Term Agreements. Each commitment level is available at the Monthly Recurring and Nonrecurring rates as specified below.

e-spire Local Service Plus Pricing:

<u>Length of Contract</u>	<u>Monthly</u>	<u>Nonrecurring</u>
One Year	\$800.00	\$1,250.00
Two Year	\$775.00	\$1,000.00
Three Year	\$725.00	\$ 750.00

A. Line Component

e-spire Local Service Plus service monthly fee includes Business Exchange Lines, Analog PBX Trunks and Digital PBX Trunks. Customers may select a combination of the line components of up to 24 potential lines per T-1. Additionally, the following Standard Custom Calling Features are included in the monthly fee:

Hunting	Call Forwarding
Call Waiting	Call Forwarding Busy
3 Way Calling	Call Forwarding Busy No Answer
Speed Dial 8	Call Forwarding Variable

Additional charges will apply for the following components:

<u>DID Termination Charges:</u>	<u>Monthly</u>
DID Trunk Termination	\$10.00

<u>DID Number:</u>	<u>Monthly</u>
1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.2 e.spire Local Service Plus

A. Line Component, (Cont'd.)

<u>Optional Custom Calling Features:</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
Custom Calling Features		\$10.00
<u>Anonymous Call Rejection</u>	<u>\$2.50</u>	
Automatic Call Back	\$2.50	
Automatic Recall	\$2.50	
**Automatic Call Back (per Occurrence)	\$0.75	
**Automatic Recall (per Occurrence)	\$0.75	
Call Block	\$2.50	
Call Hold	\$2.50	
Call Pick Up	\$2.50	
Call Transfer	\$2.50	
Caller ID w/Name & Number	\$7.50	
Caller ID w/Number	\$5.00	
Code Restriction	\$2.50	
Distinctive Ringing	\$2.50	
Remote Activation of Call forward	\$2.50	
Remote Call Forwarding	\$15.00	
Remote Call Forwarding Additional path	\$15.00	
Speed Dialing 30	\$2.50	
Auto Attendant (per mailbox)	\$7.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$14.95	
Voice Mail (per mailbox)	\$6.95	
Voice Mail Pager Plus	\$9.95	

*Nonrecurring charges waived if features ordered upon initial installation of e.spire Local Service Plus.

** Per occurrence rate applies when customer opts not to purchase the monthly rate.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.2 e-spire Local Service Plus

A. Line Component, (Cont'd.)

Long Distance Service

Fixed Term Discounts apply to all Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida End-User Price List No. 1 Tariff, the Company's Florida Interexchange Services Tariff and the Company's FCC No. 1 Interstate Services Tariff.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

Toll Free Service

Fixed Term Discounts apply to all Tariff Dial One rates as noted in the Company's Florida Interexchange Services Tariff and the Company's FCC No. 1 Interstate Services Tariff.

One Year	9.19%
Two Year	14.14%
Three Year	19.29%

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.2 e-spire Local Service Plus

A. Line Component, (Cont'd.)

Ancillary Services

<u>Directory Listings, per listing</u>	<u>Monthly</u>
Single List - White page only	\$0.00
Non-listed	\$1.50
Non-published	\$3.00
Additional listing	\$5.00
Toll Free Directory Assistance listing	\$15.00

<u>Vanity Number</u>	<u>Monthly</u>
Vanity number, per number	\$10.00

<u>Operator Assisted Calling, per occurrence</u>	<u>Monthly</u> (Jacksonville, Miami)	<u>Monthly</u> (Tampa)
Station to Station	\$0.75	\$1.50
Calling Card	\$1.00	\$0.75
3 rd Number	\$1.00	\$1.50
Collect Call	\$1.00	\$1.50
Person to Person	\$2.50	\$3.50

<u>Directory Assistance</u>	<u>Per Call</u> (Jacksonville, Miami)	<u>Per Call</u> (Tampa)
Call Allowance	3 calls	3 calls
Each additional Directory Assistance call	\$0.25	\$0.40
Call Completion	\$0.30	\$0.45
Long Distance Directory Assistance	\$1.99	\$1.99
Long Distance Directory Assistance with call completion	\$0.50	\$0.50

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.2 e-spire Local Service Plus

A. Line Component, (Cont'd.)

Ancillary Services, (Cont'd.)

	<u>Per Request</u>	<u>Per Request</u>
	(Jacksonville, Miami)	(Tampa)
<u>Busy Line Verification</u>		
Verification Request	\$0.35	\$1.00
Emergency Interrupt Request (in addition to Verification Request)	\$0.40	\$0.50
Moves/Adds/Changes (MACS)	<u>One Time Nonrecurring</u>	
Add Additional Lines or Trunks, per order	\$50.00	
Add DID Trunk Termination, per order	\$50.00	
Change to CSR , record purpose, per order	\$20.00	
Add Additional Custom Calling Features, per order	\$10.00	
Add Auto Attendant	\$50.00 (9 or fewer mailboxes) \$95.00 (10 or more mailboxes)	
Move Service Location, per order	Installation Charges in Sections 9.7.3 and 9.7.5 apply	
PIC Change, per line	\$5.00	
Reconfiguration Charge, per order without customer premise visit.	\$50.00	
Reconfiguration Charge, per order with customer premise visit.	\$250.00	

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.2 e-spire Local Service Plus

B. Expiration of Term Agreement

The customer must notify the Company, in writing, at least 30 days prior to the expiration of services to express their desired services beyond the selected term agreement. In lieu of written notification, the customer services will renew under the existing term agreement, i.e. a two year agreement will renew to an additional two year agreement.

C. Termination Fees

A termination liability charge will be applicable for service rate elements provided under the e-spire Local Service Plus term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by twenty percent. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service

e.spire Local Service is a total package product offering consisting of Local, Long Distance and Toll Free services with optional custom calling features. This product is only available to local end users service customers originating on the Company's facilities off its Jacksonville, Ft. Lauderdale, Miami and Tampa, Florida switches. e-spire Local Service is available under Month to Month, One Year, Two Year or Three Year Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

Local Service Rates – Flat Rate Service Ft. Lauderdale and Miami, Fl

	Plan A	Plan B	
<u>Month to Month</u>	<u>Monthly</u>	<u>Monthly</u>	<u>Nonrecurring</u>
Business Exchange Lines 1 st line	\$31.50	\$34.00	\$50.00
Each additional line	\$31.50	\$34.00	\$15.00
PBX DOD Trunk	\$50.00	\$52.50	\$50.00
Each additional line	\$50.00	\$52.50	\$15.00
PBX DID Trunk	\$50.00	\$52.50	\$50.00
Each additional line	\$50.00	\$52.50	\$15.00
PBX Combination Trunk	\$50.00	\$52.50	\$50.00
Each additional line	\$50.00	\$52.50	\$15.00

Local Service Rates – Flat Rate Service Jacksonville, Fl

	Plan A	Plan B	
<u>Month to Month</u>	<u>Monthly</u>	<u>Monthly</u>	<u>Nonrecurring</u>
Business Exchange Lines 1 st line	\$31.00	\$33.50	\$50.00
Each additional line	\$31.00	\$33.50	\$15.00
PBX DOD Trunk	\$50.00	\$52.50	\$50.00
Each additional line	\$50.00	\$52.50	\$15.00
PBX DID Trunk	\$50.00	\$52.50	\$50.00
Each additional line	\$50.00	\$52.50	\$15.00
PBX Combination Trunk	\$50.00	\$52.50	\$50.00
Each additional line	\$50.00	\$52.50	\$15.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service

Local Service Rates – Flat Rate Service Tampa, Fl

	Plan A	Plan B	
<u>Month to Month</u>	<u>Monthly</u>	<u>Monthly</u>	<u>Nonrecurring</u>
Business Exchange Lines 1 st line	\$43.00	\$45.50	\$50.00
Each additional line	\$43.00	\$45.50	\$15.00
PBX DOD Trunk	\$54.00	\$56.50	\$50.00
Each additional line	\$54.00	\$56.50	\$15.00
PBX DID Trunk	\$54.00	\$56.50	\$50.00
Each additional line	\$54.00	\$56.50	\$15.00
PBX Combination Trunk	\$54.00	\$56.50	\$50.00
Each additional line	\$54.00	\$56.50	\$15.00

Jacksonville, Ft. Lauderdale and Miami, Florida

<u>DID Termination Charges:</u>	<u>Monthly</u>
DID Trunk Termination	\$15.00

Tampa, Fl

DID Termination Charges:	Monthly
DID Trunk Termination	\$5.00

Jacksonville, Ft. Lauderdale, Miami and Tampa, Florida

DID Number:	Monthly
1st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00

Jacksonville, Ft. Lauderdale, Miami and Tampa, Florida

<u>Hunting Service:</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
Hunting	\$5.00	\$0.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service, (Cont'd.)

A. Line Component

Customers receiving e-spire Local Service may select Exchange lines and/or Trunks in a combination of their choice. e-spire Local Service offers two discount plans off e-spire Local Service tariffed monthly recurring line/trunk fees. Additional discounts are available when the Customer subscribes to the Company's Long Distance services for all lines, as noted below.

Fixed Term Line/Trunk Discount

Plan A Discounts: Local switch service customers without the Company's Long Distance service.

<u>Term Length</u>	<u>Percentage</u>
One Year	4 %
Two Year	5 %
Three Year	7 %

Plan B Discounts: Local switch service customers with the Company's Long Distance service on all line/trunks.

<u>Term Length</u>	<u>Percentage</u>
One Year	8 %
Two Year	10 %
Three Year	12 %

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e:spire Local Service, (Cont'd.)

A. Line Component, (Cont'd.)

<u>Optional Custom Calling Features:</u> (Jacksonville, Ft. Lauderdale, Miami and Tampa)	<u>Monthly</u>	<u>Nonrecurring*</u>
Custom Calling Features		\$10.00
Anonymous Call Rejection	\$3.00	
Automatic Call Back	\$3.00	
Automatic Recall	\$3.00	
**Automatic Call Back (per Occurrence)	\$0.75	
**Automatic Recall (per Occurrence)	\$0.75	
Call Block	\$3.00	
Call Forwarding	\$3.00	
Call Forwarding Busy	\$3.00	
Call Forwarding No Answer	\$3.00	
Call Forwarding Variable	\$3.00	
Call Hold	\$3.00	
Call Pick Up	\$3.00	
Call Transfer	\$3.00	
Call Trace	\$3.00	
Call Waiting	\$3.00	
Caller ID w/Name & Number	\$7.50	
Caller ID w/Number	\$5.00	
Code Restriction	\$3.00	
Distinctive Ringing	\$3.00	
Remote Activation of Call forward	\$3.00	
Remote Call Forwarding	\$15.00	
Remote Call Forwarding Additional path	\$15.00	
Speed Dial 8	\$3.00	
Speed Dialing 30	\$3.00	
3 Way Calling	\$3.00	
Auto Attendant (per mailbox)	\$7.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$14.95	
Voice Mail (per mailbox)	\$6.95	
Voice Mail Pager Plus	\$9.95	

*Nonrecurring charges waived if features ordered upon initial installation of e:spire Local Service.

** Per occurrence rate applies when customer opts not to purchase the monthly rate.

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service, (Cont'd.)

A. Line Component, (Cont'd.)

Long Distance Service e. spire Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida End-User Services Price List, the Company's Florida Interexchange Services Tariff and the Company's FCC No. 1 Interstate Services Tariff.

One Year	12%
Two Year	15%
Three Year	20%

<u>Toll Free Service</u>	<u>Monthly</u>	<u>Nonrecurring</u>
Toll Free Number	\$ 5.00	\$ 0.00
Toll Free Directory Assistance Listing, per number	\$15.00	\$ 0.00

Fixed Term Discounts apply to all the Company's Tariff Dial One rates as noted in the Company's Florida Interexchange Services Tariff and the Company's FCC No. 1 Interstate Services Tariff.

One Year	12%
Two Year	15%
Three Year	20%

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service, (Cont'd.)

A. Line Component, (Cont'd.)

Ancillary Services

<u>Directory Listings, per listing</u>	<u>Monthly</u>
Single List - White page only	\$0.00
Non-listed	\$1.50
Non-published	\$3.00
Additional listing	\$5.00
Toll Free Directory Assistance listing	\$15.00

Jacksonville, Ft. Lauderdale, Miami and Tampa, Florida

<u>Vanity Number</u>	<u>Monthly</u>
Vanity number, per number	\$10.00

Operator Assisted Calling - Per Occurrence

	Ft. Lauderdale <u>Monthly</u>	Jacksonville <u>Monthly</u>	Miami <u>Monthly</u>	Tampa <u>Monthly</u>
Station to Station	\$1.50	\$1.35	\$0.90	\$1.30
Calling Card	\$1.50	\$1.35	\$0.35	\$0.40
3 rd Number	\$1.50	\$1.35	\$0.90	\$1.30
Collect Call	\$1.50	\$1.35	\$0.90	\$0.40
Person to Person	\$3.50	\$2.70	\$2.50	\$3.15

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service, (Cont'd.)

A. Line Component, (Cont'd.)

	Directory Assistance - Per Call			
	<u>Ft. Lauderdale</u>	<u>Jacksonville</u>	<u>Miami</u>	<u>Tampa</u>
Call Allowance	0 call per month	3 call per month	0 call per month	2 call per month
Each additional Directory Assistance call	\$0.60	\$0.30	\$0.25	\$0.30
Calling Operator instead of Dialing Direct	\$0.30	\$0.30	\$0.30	\$0.30
Long Distance Directory Assistance	\$1.99	\$1.99	\$1.99	\$1.99
Long Distance Directory Assistance with call completion	\$0.50	\$0.50	\$0.50	\$0.50
	Busy Line Verification – Per Request			
	<u>Ft. Lauderdale</u>	<u>Jacksonville</u>	<u>Miami</u>	<u>Tampa</u>
Verification Request	\$2.70	\$0.95	\$1.40	\$1.35
Emergency Interrupt Request (in addition to Verification Request)	\$5.40	\$0.45	\$2.15	\$2.20

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service, (Cont'd.)

A. Line Component, (Cont'd.)

Jacksonville, Ft. Lauderdale, Miami and Tampa, Florida

Moves/Adds/Changes (MACS)

One Time Nonrecurring

Add Additional Lines or Trunks, per order \$50.00

Add DID Trunk Termination, per order \$50.00

Change to CSR, record purpose, per order \$20.00

Add Additional Custom Calling Features, per order \$10.00

order

Add Auto Attendant \$50.00 (9 or fewer mailboxes)

\$95.00 (10 or more mailboxes)

Move Service Location, per order Installation Charges in the Florida End-User Services Price List apply

PIC Change, per line \$5.00

Reconfiguration Charge, per order without customer premise visit. \$50.00

Reconfiguration Charge, per order with customer premise visit. \$250.00

B. Expiration of Term Agreement

The customer must notify the Company, in writing, at least 30 days prior to the expiration of services to express their desired services beyond the selected term agreement. In lieu of written notification, the customer services will renew under the existing term agreement, i.e. a two year agreement will renew to an additional two year agreement.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.3 e-spire Local Service, (Cont'd.)

C. Termination Fees

A termination liability charge will be applicable for service rate elements provided under the Local Service term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to: 1) the difference the tariffed monthly rates and the billed e-spire Local Service discounted monthly rates multiplied by the number of expired months in the current term agreement, plus 2) the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by twenty (20) percent. The customer is obligated to pay such charges within thirty (30) days of termination.

D. Competitive Features Program

Competitive Feature Program is an additional Local Service Feature that allows for a credit of the monthly recurring charges for hunting. Competitive Feature Program will be billed as a monthly recurring line credit on the customer invoice. To qualify for the Competitive Features Program, the customer must meet one of the following criteria:

1. The customer presently has service from a carrier who is not currently charging for Hunting and wants to become an e-spire Local Service customer. or,
2. The customer has a written proposal for service from one or more competitors that are not going to charge hunting and this customer wants to become an e-spire Local Service customer.

Additionally, the customer must sign a 1, 2 or 3-year term plan. Standard termination penalties, as stated in Section 9.10.3.C, apply. The Company's Competitive Features Program is NOT available on e-spire Local Service Month-to-Month pricing.

The credits for the Company's Competitive Features Program – Free Hunting are as follows:

	<u>Monthly Credit</u>
Tampa	\$10.00
Miami	\$5.00
Jacksonville	\$5.00
Fort Lauderdale	\$5.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.4 e-spire Local ISDN

Local ISDN Rates – Ft. Lauderdale, Jacksonville, Miami and Tampa, FL

	All - Florida Nonrecurring	Jacksonville Tampa Monthly	Ft. Lauderdale & Miami Monthly
<u>Month to Month</u>			
ISDN PRI Access Facility, 23B+D Channels	\$1,250.00	\$950.00	\$850.00
<u>1 Year Term</u>			
ISDN PRI Access Facility, 23 B+D Channels	\$1,250.00	\$800.00	\$700.00
<u>2 Year Term</u>			
ISDN PRI Access Facility, 23 B+D Channels	\$1,000.00	\$650.00	\$550.00
<u>3 Year Term</u>			
ISDN PRI Access Facility, 23 B+D Channels	\$750.00	\$600.00	\$500.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.4 e-spire Local ISDN, (Cont'd.)

<u>DID Termination Charges:</u>		<u>Monthly</u>	
DID Trunk Termination, per Trunk Group		\$10.00	
 <u>DID Number:</u>		<u>Monthly</u>	
1 st Block of 20 DID numbers		\$ 5.00	
DID each additional block of 20 up to 500 numbers		\$ 2.50	
DID 500 + each additional block of 100 numbers		\$50.00	
 <u>Hunting Service:</u>		<u>Monthly</u>	<u>Nonrecurring</u>
Hunting		\$ 0.00	\$ 0.00
 <u>Optional Custom Calling Features:</u>		<u>Monthly</u>	<u>Nonrecurring</u>
Caller ID w/Name & Number		\$ 150.00	\$ 0.00
Caller ID w/Number Only		\$ 50.00	\$ 0.00
Call by call		\$ 50.00	\$ 0.00
Outbound Calling for Non-ISP's		\$100.00	\$ 0.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.4 e-spire Local ISDN, (Cont'd.)

A. Optional Product Components

Long Distance Service e. spire Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida End-User Services Price List, the Company's Florida Interexchange Services Tariff and the Company's FCC No. 1 Interstate Services Tariff.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

Toll Free Service

	<u>Monthly</u>	<u>Nonrecurring</u>
Toll Free Number	\$5.00	\$ 0.00
Toll Free Directory Assistance Listing, per number	\$10.00	\$ 0.00

Fixed Term Discounts apply to all Tariff Dial One rates as noted in the Company's Florida Interexchange Services Tariff and the Company's FCC No. 1 Interstate Services Tariff.

One Year	9.19%
Two Year	14.14%
Three Year	19.29%

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.4 e-spire Local ISDN, (Cont'd.)

A. Optional Product Components, (Cont'd.)

Ancillary Services

<u>Directory Listings, per listing</u>	<u>Monthly</u>
Single List - White page only	\$0.00
Non-listed	\$1.50
Non-published	\$3.00
Additional listing	\$5.00
Toll Free Directory Assistance listing	\$10.00

<u>Vanity Number</u>	<u>Monthly</u>
Vanity number, per number	\$10.00

<u>Operator Assisted Calling, per occurrence</u>	<u>Monthly</u>
Station to Station	\$1.50
Calling Card	\$1.50
3 rd Number	\$1.50
Collect Call	\$1.50
Person to Person	\$3.50

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.4 e-spire Local ISDN, (Cont'd.)

A. Optional Product Components, (Cont'd.)

<u>Directory Assistance</u>	<u>Per Call</u>
Call Allowance	0 calls
Each additional Directory Assistance call	\$0.60
Call Completion	\$0.30
Long Distance Directory Assistance	\$1.99
Long Distance Directory Assistance with call completion	\$0.50
 <u>Busy Line Verification</u>	 <u>Per Request</u>
Verification Request	\$1.25
Emergency Interrupt Request (in addition to Verification Request)	\$1.50
 <u>Moves/Adds/Changes (MACS)</u>	 <u>One Time Nonrecurring</u>
Add DID Trunk Termination, per order	\$50.00
Change to CSR, record purpose, per order	\$20.00
Add Additional Custom Calling Features, per order	\$10.00
Move Service Location, per order	Installation Charges in the Florida End-User Services Price List apply
 PIC Change, per line	\$5.00
Reconfiguration Charge, per order without customer premise visit.	\$50.00
Reconfiguration Charge, per order with customer premise visit.	\$250.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.4 e-spire Local ISDN, (Cont'd.)

B. Expiration of Term Agreement

C. Termination Fees

A termination liability charge will be applicable for service rate elements provided under the Local ISDN term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by twenty (20) percent. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.5 Incoming FX
 (Ft. Lauderdale, Jacksonville, Miami, Tampa)

Incoming FX is a foreign exchange service that provides a telephone number out of a foreign central office through the end users local central office. Incoming FX offers customers to receive incoming calls from customers within the LCA included in the foreign exchange's NPA/NXX.

Incoming FX is offered as an optional line coding. Incoming FX will only be made available on DID trunks, Combination trunks, and Combination trunks with DID. Since Incoming FX is not an outbound calling feature, it will not be available on DOD trunks. Incoming FX is available to customers receiving e-spire Local Service Plus or e-spire Local ISDN.

A. Rates

	<u>Nonrecurring</u>	<u>Monthly</u>
e-spire Local Service Plus	\$10.00	\$100.00
e-spire Local ISDN– Non ISP's	\$10.00	\$100.00
e-spire Local ISDN– ISP's	\$10.00	\$200.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.6 Local Advantage Service

Local Advantage Service Term Plan is available to new and existing customers receiving e-spire Local Service Plus and/or e-spire Local ISDN Commercial End User (CEU). Local Advantage Service was previously introduced as a promotional offer for e-spire Local Service Plus and e-spire Local ISDN CEU. Local Advantage Service Term Plan is designed to encourage prospects and existing customers to purchase Long Distance, The long distance usage will generate credits that will be applied to the customer's Local Service*. The higher the long distance net revenue, the higher the monthly credits for Local Service*.

New and Existing Customer's will receive Local Service monthly credits on up to 4 e.spire Local Service Plus/Local ISDN Commercial End User T-1's, DID Trunk Termination and DID Blocks. The Local Service monthly credits are based on the sliding scale net Long Distance (Interstate, Intralata, Intrastate, International, Toll Free & Calling Card) usage per month, for the length of the Local Service Plus/Local ISDN Commercial End User Agreement.

<u>Net Monthly Long Distance Revenue</u>	<u>Maximum Local Services Monthly Charges</u>
	<u>Waived</u>
\$2,500.00 - \$4,999.99	1 Local Service Plus
\$5,000.00 - \$7,499.99	1 Local Service Plus and 50% off 1 add'l Local Service Plus
\$7,500.00 - \$9,999.99	2 Local Service Plus and 50% off 1 add'l Local Service Plus
\$10,000.00 - \$12,499.99	3 Local Service Plus and 50% off 1 add'l Local Service Plus
\$12,500.00 or more	4 Local Service Plus and 50% off 1 add'l Local Service Plus

Existing e.spire Local Service Plus /Local ISDN CEU customers must renew at equal to or greater than the length of their existing contract with the attached Local Advantage Addendum. Existing customers who increase or decrease the number of Local Service Plus's must have their account updated.

* - Includes e.spire Local Service Plus, Local ISDN CEU (ONLY), base component, DID Trunk Termination and DID Blocks. Initial Install Waiver Program will be honored on NRC costs. Excludes all optional features, line coding, EUCL, additional service fees, surcharges and taxes.

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.6 Local Advantage Service, (Cont'd.)

All other terms and conditions, of the Company's existing e-spire Local Service Plus and e-spire Local ISDN CEU agreements, not expressly modified in the customer's Addendum remain unchanged and in full force and effect.

A. Termination Fees

A termination liability charge will be applicable for service rate elements provided under the Local Advantage Service term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the corresponding Term agreement. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e·spire Voice Internet Pack

e·spire Voice Internet Pack is a total package product offering consisting of Local, Long Distance and Toll Free services with optional custom calling features and Integrated 256kb Internet. Each pack will receive EZ LD minute of usage allowance. This product is only available to local end user service customers originating on the Company's facilities off its Jacksonville, Miami, and Tampa, Florida switches. e·spire Voice Internet Pack is available under One, Two or Three Year Term Agreements. Each commitment level is available at the Monthly Recurring and Nonrecurring rates as specified below.

e·spire Voice Internet Pack Pricing:

<u>Length of Contract</u>	<u>Term Discounts</u>	
	<u>Monthly %</u>	<u>NRC %</u>
One Year	0 %	0%
Two Year	10 %	100%
Three Year	15 %	100%

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

Jacksonville, Miami, and Ft. Lauderdale

<u>Voice Internet Pack</u>	<u>Monthly</u>	<u>Nonrecurring*</u>	<u>EZ LD Allowance</u>
VIP 4 through 44		\$250.00	
VIP 4	\$551.00		1000 MOU
VIP 5	\$580.00		1250 MOU
VIP 6	\$624.00		1500 MOU
VIP 7	\$660.00		1750 MOU
VIP 8	\$696.00		2000 MOU
VIP 9	\$743.00		2250 MOU
VIP 10	\$780.00		2500 MOU
VIP 11	\$802.00		2750 MOU
VIP 12	\$842.00		83000 MOU
VIP 13	\$871.00		3250 MOU
VIP 14	\$901.00		3500 MOU
VIP 15	\$941.00		3750 MOU
VIP 16	\$970.00		4000 MOU
VIP 17	\$1010.00		4250 MOU
VIP 18	\$1050.00		4500 MOU
VIP 19	\$1080.00		4750 MOU
VIP 20	\$1120.00		5000 MOU
VIP 21	\$1150.00		5250 MOU
VIP 22	\$1180.00		5500 MOU
VIP 23	\$1220.00		5750 MOU

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

Jacksonville, Miami, and Ft. Lauderdale, (Cont'd.)

<u>Voice Internet Pack</u>	<u>Monthly</u>	<u>EZ LD Allowance</u>
VIP 24	\$1250.00	6000 MOU
VIP 25	\$1280.00	6250 MOU
VIP 26	\$1320.00	6500 MOU
VIP 27	\$1350.00	6750 MOU
VIP 28	\$1380.00	7000 MOU
VIP 29	\$1420.00	7250 MOU
VIP 30	\$1450.00	7500 MOU
VIP 31	\$1495.00	7750 MOU
VIP 32	\$1535.00	8000 MOU
VIP 33	\$1566.00	8250 MOU
VIP 34	\$1596.00	8500 MOU
VIP 35	\$1636.00	8750 MOU
VIP 36	\$1667.00	9000 MOU
VIP 37	\$1697.00	9250 MOU
VIP 38	\$1737.00	9500 MOU
VIP 39	\$1768.00	9750 MOU
VIP 40	\$1826.00	10,000 MOU
VIP 41	\$1856.00	10,250 MOU
VIP 42	\$1906.00	10,500 MOU
VIP 43	\$1947.00	10,750 MOU
VIP 44	\$1997.00	11,000 MOU

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

Tampa

			EZ LD
<u>Voice Internet Pack</u>	<u>Monthly</u>	<u>Nonrecurring*</u>	<u>Allowance</u>
VIP 4	\$551.00	\$250.00	1000 MOU
VIP 5	\$580.00		1250 MOU
VIP 6	\$614.00		1500 MOU
VIP 7	\$660.00		1750 MOU
VIP 8	\$696.00		2000 MOU
VIP 9	\$733.00		2250 MOU
VIP 10	\$ 770.00		2500 MOU
VIP 11	\$ 792.00		2750 MOU
VIP 12	\$ 822.00		3000 MOU
VIP 13	\$ 851.00		3250 MOU
VIP 14	\$ 891.00		3500 MOU

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

Tampa, (Cont'd.)

<u>Voice Internet Pack</u>	<u>Monthly</u>	<u>EZ LD Allowance</u>
VIP 15	\$921.00	3750 MOU
VIP 16	\$950.00	4000 MOU
VIP 17	\$990.00	4250 MOU
VIP 18	\$1020.00	4500 MOU
VIP 19	\$1050.00	4750 MOU
VIP 20	\$1090.00	5000 MOU
VIP 21	\$1120.00	5250 MOU
VIP 22	\$1150.00	5500 MOU
VIP 23	\$1180.00	5750 MOU
VIP 24	\$1210.00	6000 MOU
VIP 25	\$1240.00	6250 MOU
VIP 26	\$1270.00	6500 MOU
VIP 27	\$1310.00	6750 MOU
VIP 28	\$1340.00	7000 MOU
VIP 29	\$1370.00	7250 MOU
VIP 30	\$1400.00	7500 MOU
VIP 31	\$1444.00	7750 MOU
VIP 32	\$1475.00	8000 MOU
VIP 33	\$1505.00	8250 MOU
VIP 34	\$1545.00	8500 MOU
VIP 35	\$1576.00	8750 MOU
VIP 36	\$1606.00	9000 MOU
VIP 37	\$1636.00	9250 MOU
VIP 38	\$1667.00	9500 MOU
VIP 39	\$1697.00	9750 MOU
VIP 40	\$1754.00	10,000 MOU
VIP 41	\$1785.00	10,250 MOU
VIP 42	\$1833.00	10,500 MOU
VIP 43	\$1864.00	10,750 MOU
VIP 44	\$1914.00	11,000 MOU

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

A. Line Components

e-spire Voice Internet Pack service monthly fee includes DS1 Access facility with Business Exchange Lines, and Digital PBX Trunks. The customers may select a combination of the line components of up to 24 potential lines per DS1 in accordance with the VIP plan. Additionally, the following Standard Custom Calling Features are included in the monthly fee:

- | | |
|---------------|---------------------------|
| Hunting | Call Forwarding |
| Call Waiting | Call Forwarding Busy |
| 3 Way Calling | Call Forwarding No Answer |
| Speed Dial 8 | |

e-spire Voice Internet Pack service monthly fee includes PRI Access facility with PRI Trunks. The customers may select a combination of the trunk components of up to 24 potential lines per PRI in accordance with the VIP plan. Additionally, the following Standard Custom Calling Feature are included in the monthly fee:

Hunting

Additional charges will apply for the following components:

<u>DID Termination Charges:</u>	<u>Monthly</u>
DID Trunk Termination, per pack	\$50.00
 <u>DID Number:</u>	 <u>Monthly</u>
1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e:spire Voice Internet Pack, (Cont'd.)

A. Line Components, (Cont'd.)

<u>DS1 Optional Custom Calling Features:</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
Custom Calling Features		\$10.00
Anonymous Call Rejection	\$2.50	
Automatic Call Back	\$2.50	
Automatic Recall	\$2.50	
Call Block	\$2.50	
Call Hold	\$2.50	
Call Transfer	\$2.50	
Caller ID w/Name & Number	\$7.50	
Caller ID w/Number	\$5.00	
Distinctive Ringing	\$2.50	
Remote Activation of Call forward	\$2.50	
Remote Call Forwarding	\$15.00	
Remote Call Forwarding Additional path	\$15.00	
Speed Dialing 30	\$2.50	
Toll Restriction	\$2.50	
Enhanced Voice Messaging (per mailbox)	\$7.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow		\$14.95
Voice Mail (per mailbox)	\$6.95	
Voice Mail Pager Plus		\$9.95
*Nonrecurring charges waived if features ordered upon initial installation of e:spire Voice Internet Pack.		
<u>PRI Optional Custom Calling Features:</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
Custom Calling Features		\$10.00
Call by Call, per pack	\$50.00	
Caller ID w/ Name & Number, pack	\$150.00	
Caller ID w/ Number, pack	\$50.00	

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

A. Line Components, (Cont'd.)

Additional charges will apply for the following components:

<u>Internet Optional Services:</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
		See MAC
Internet upgrade to 384 kbps	\$49.00	
Internet upgrade to 512 kbps	\$99.00	
Internet upgrade to 640 kbps	\$149.00	
Internet upgrade to 768 kbps	\$199.00	
News Feed	\$50.00	
Primary DNS	\$50.00	

B. Long Distance Service

e-spire Voice Internet Pack customers will receive the EZ LD rates for all Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

International rates will receive the following Fixed Term Discounts for all Tariff Dial One International rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

e-spire Voice Internet Pack customers will receive the EZ LD rates for all Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	12%
Two Year	15%
Three Year	20%

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

C. Ancillary Services

<u>Directory Listings, per listing</u>	<u>Monthly</u>
Single List - White page only	\$0.00
Non-listed	\$1.50
Non-published	\$3.00
Additional listing	\$5.00
Toll Free Directory Assistance listing	\$10.00

<u>Vanity Number</u>	<u>Monthly</u>
Vanity number, per number	\$10.00

<u>Operator Assisted Calling, per occurrence</u>	<u>Monthly</u>	<u>Monthly</u>
	(Jacksonville, Miami)	(Tampa)
Station to Station	\$0.75	\$1.50
Calling Card	\$1.00	\$0.75
3 rd Number	\$1.00	\$1.50
Collect Call	\$1.00	\$1.50
Person to Person	\$2.50	\$3.00
<u>Directory Assistance</u>	<u>Per Call</u>	<u>Per Call</u>
	(Jacksonville, Miami)	(Tampa)
Call Allowance	3 calls	3 calls
Each additional Directory Assistance call	\$0.25	\$0.40
Call Completion	\$0.30	\$0.45
Long Distance Directory Assistance	\$1.99	\$1.99
Long Distance Directory Assistance with call completion	\$0.50	\$0.50

	<u>Per Request</u>	<u>Per</u>
	(Jacksonville, Miami)	<u>Request</u>
<u>Busy Line Verification</u>		(Tampa)
Verification Request	\$0.35	\$1.00
Emergency Interrupt Request (in addition to Verification Request)	\$0.40	\$0.50

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.7 e-spire Voice Internet Pack, (Cont'd.)

D. Moves/Adds/Changes (MACS)

	<u>One Time Nonrecurring</u>
VIP Installation	\$250.00, per bundle
Change to Upgrade VIP, without premises visit	\$50.00, per bundle
Change to Upgrade VIP, with premises visit	\$250.00 per bundle
Change to Upgrade Internet Access speed	\$50.00,per ckt
Change to add DID Trunk Termination	\$50.00, per order
Change to add Voice feature	\$10.00, per order
Change to CSR	\$20.00 per order
Change to add PRI feature	\$10.00 per order
Change to add Newsfeed	\$10.00 per ckt
Change to add Primary DNS	\$25.00 per ckt
Change to add Optional Calling Plans (LATAwide, EAS, Corridor...)	\$10.00 per ckt
PIC change	\$5.00 per WTN
Voice Mail installation	\$10.00 per mailbox
Voice Mail Pager Plus installation	\$10.00 per mailbox
Fax Overflow installation	\$10.00 per mailbox
Enhanced Voice Messaging 9 or less mailboxes	\$50.00 per order
Enhanced Voice Messaging 10 or more mailboxes	\$95.00 per order

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.8 Voice Services Term Plan Program

e-spire Voice Services Term Plan Program provides additional savings for customers committing to a long-term relationship. This program offers credit for one-month of service at the tariffed rate to new Local Service Plus and Local ISDN-CEU end users when they contract for a one-year and two year term commitment. End users committing to three year term contracts will receive credit for two-month of service at the tariffed rate. This program is not exclusively limited to customers that commit to one-year term plans, but all term plan offerings. The table below identifies the amount of credit and distribution for each term plan commitment.

<u>Term Commitment</u>	<u>Credit</u>	<u>Credit Distribution*</u>
1 year term commitment	1 month credit	5 th month following install
2 year term commitment	1 month credit	1 st month following install
3 year term commitment	2 months credit	1 st & 13 th month following instal

* Credits issued for the first month may be split between the first and second months invoice dependent on the date of install.

- e-spire Voice Services Term Plan Program is available to new e-spire Local Service Plus and Local ISDN-CEU end users.
- The terms of this Program will not be applicable for end users that terminate their contracts during the first 90 days of service.
- End Users who terminate their contract at any point during the term plan will be required to reimburse the Company with the full credited amount under this program in addition to early termination penalties.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.9 EZ LD Service

The EZ LD service is available to new and existing Local Service, Local Service Plus or Local ISDN CEU customers. The EZ LD service allows customers to enjoy a single rate for certain long distance traffic, provided the customer meets certain usage requirements. New Local Service, Local Service Plus or Local ISDN CEU customers must sign a service agreement for at least a 12-month term. However, for current customers, the term commitment shall be no less than the remaining term of the current Required Product if the remaining term is greater than one (1) year.

The EZ LD product rate is based on 3 factors:

1. Usage pattern – Customer's intrastate traffic shall not exceed 30% of total EZ LD traffic to qualify for the rates specified below.
2. EZ LD Service term period (1,2, or 3 years)
3. Customer's prior usage level in which their intrastate traffic does not exceed 30% of total EZ LD traffic.

ez LD product rate guidelines

Term Period	Previous LD usage		
	<u>Up to \$100.00</u>	<u>\$101 - \$300</u>	<u>over \$301</u>
1 year	\$0.055	\$0.055	\$0.049
2 year	\$0.055	\$0.049	\$0.045
3 year	\$0.049	\$0.045	\$0.045

Under the following circumstances, an EZ LD rate can be provided to customers exceeding the 30% intrastate usage limitation:

-- Intrastate Usage between 30% and 50%. Customers with intrastate usage between 30% and 50% of total EZ LD usage may be offered an EZ LD rate of \$.055.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.9 EZ LD Service, (Cont'd.)

A. EZ LD Conditions for service

EZ LD customer's intrastate long distance traffic shall not exceed the percentage of their total EZ LD traffic, as specified above. In the event their traffic exceed the allowed intrastate usage in two billing months in any 12-month period, the Company reserves the right to re-rate those months intrastate minutes to \$.08 per intrastate minute or to charge \$0.08 per intrastate minute for the intrastate usage in any additional month, in which the customer's traffic exceed the 50% limit.

B. Early Termination Penalty

Withstanding anything to the contrary in article 4 of the Agreement, if the customer decide to terminate the EZ LD Service before the end of the term, the customer will be charged an early termination penalty equal to 4 months of average usage. The customer's average usage will be calculated based on the average of the last two full months of usage. In the event the EZ LD agreement is terminated before two full months of service, the average usage will be calculated based on the customer's actual usage to date.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access

Xspedius Complete Access is a total package product offering consisting of Local, Long Distance and Toll Free services with optional custom calling features and Integrated 512kb Internet. The service will receive EZ LD minute of usage allowance. This product is only available to local end user service customers originating on the Company's facilities off its Florida switches in the cities Fort Lauderdale, Jacksonville and Miami. Xspedius Complete Access is available under One, Two or Three Year Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

<u>Complete Access</u>	<u>Monthly Recurring</u>
Complete Access (w/ 512k Internet)	\$311.00
Base Line/Trunk Rate for DS1 and PRI Access Facility	\$22.50

<u>Length of Contract</u>	<u>Term Discounts</u>	<u>Monthly %</u>	<u>NRC %</u>
<u>One Year</u>		<u>0 %</u>	<u>0%</u>
<u>Two Year</u>		<u>10 %</u>	<u>100%</u>
<u>Three Year</u>		<u>15 %</u>	<u>100%</u>

A. Line Components

Xspedius Complete Access service monthly fee includes DS1 Access facility with Business Exchange Lines, and PBX Trunks. The customers may select a combination of the line/trunks components of up to 64 potential lines/trunks per DS1 in accordance with the service. Additionally, the following are included in the monthly fee as defined in the Basic Feature Plan:

- Call Block
- Call Forward Busy
- Call Forward No Answer
- Call Forward Variable
- Call Transfer
- Call Waiting
- Fax Overflow (1 box included)
- Hunting
- Three Way Calling
- Toll Restrictions (Options A-T each)
- Voice Mail (1 box included)

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 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan or Enhanced Feature Pack:

- Automated Call Back *69
- Automatic Call Rejection
- Automatic Recall (Redial)
- Call Block
- Call Forward Busy
- Call Forward No Answer
- Call Forward Variable
- Call Hold
- Call Transfer
- Call Waiting
- Caller ID Number Only
- Caller ID Name and Number
- DID Termination
- Distinctive Ringing
- Fax Overflow (1 box included)
- Hunting
- PBX Outbound Calling ID
- Speed Dial 8
- Speed Dial 30
- Three Way Calling
- Toll Restrictions (Options A-T each)
- Voice Mail (1 box included)

Xspedius Complete Access service monthly fee includes PRI Access facility with PRI Trunks. The customers may select a combination of the trunk components of up to 64 potential lines per PRI in accordance with the service. Additionally, the following is included in the monthly fee as defined in the Basic Feature Plan:

- Hunting
- DID Termination

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan or Enhanced Feature Pack:

- Caller ID w/Number, PRI
- Caller ID w/Name and Number, PRI
- DID Termination
- Hunting
- PBX Outbound Calling ID

B. Optional Features

Long Distance Service

Xspedius Complete Access customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

International rates will receive the following Fixed Term Discounts for all the Company's Tariff Dial One International rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

B. Optional Features, (Cont'd.)

Toll Free Service

Xspedius Complete Access customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	12%
Two Year	15%
Three Year	20%

<u>Service</u>	<u>Monthly</u>
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Additional charges will apply for the following components:

DID Termination Charges:

DID Trunk Termination, per line/trunk *	\$5.00
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* DID Trunk Termination, per line/trunk is included in the Enhanced Feature Plan at no charge.

DID Number:

1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00

Feature Plans:

Basic Feature Plan (included in base price)	\$0.00
Enhanced Feature Plan, per line/trunk	\$10.00
Enhanced Feature Pack, per order	\$180.00

Complete Access XLSO Program, off base line/trunk price	20% off
LD MOU Service Fee, additional to base line/trunk price	\$7.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

B. Optional Features, (Cont'd.)

	<u>Monthly</u>	<u>Nonrecurring*</u>
<u>DS1 Optional Custom Calling Features:</u>		
* Basic Feature Plan Custom Calling Features		\$10.00
Account Code – Non Validated	\$0.00	
Account Code – Validated	\$5.00	
Anonymous Call Rejection	\$1.00	
Automatic Call Back	\$0.50	
Automatic Recall	\$1.00	
Call Hold	\$1.00	
Call Forwarding Additional Path	\$15.00	
Caller ID w/Name & Number	\$5.00	
Caller ID w/Number	\$2.50	
Distinctive Ringing	\$1.00	
DNIS (Dialed Number Identification Service)	\$5.00	
Incoming FX	\$50.00	
Incoming FX ISP	\$50.00	
PBX Outbound Calling ID	\$5.00	
Remote Activation of Call forward	\$1.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Speed Dial 8	\$1.00	
Speed Dial 30	\$2.00	
Enhanced Voice Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$7.95	
Voice Mail (additional per mailbox)	\$5.00	
Voice Mail Pager Plus	\$7.00	
*Nonrecurring charges waived if features ordered upon initial installation of Xspedius Complete Access.		
<u>Modifications to Account Code Services</u>		<u>Per order</u>
Change to Add Additional Lines to Account Code Service		\$10.00
Change to Update Account Code Length		\$10.00
Change to Update Account Code Description		\$5.00
Change to Add/Delete Account Code(s) in Group		\$5.00
Change to Delete Account Code Service		\$5.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

B. Optional Features, (Cont'd.)

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>DS1 Optional Custom Calling Features:</u>		
* Enhanced Feature Plan or Pack Custom Calling Features		\$10.00
Account Code – Non Validated	\$0.00	
Account Code – Validated	\$5.00	
Call Forwarding Additional Path	\$15.00	
Distinctive Ringing	\$1.00	
DNIS (Dialed Number Identification Service)	\$5.00	
Incoming FX	\$50.00	
Incoming FX ISP	\$50.00	
Remote Activation of Call forward	\$1.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$7.95	
Voice Mail (additional per mailbox)	\$5.00	
Voice Mail Pager Plus	\$7.00	
*Nonrecurring charges waived if features ordered upon initial installation.		
<u>Modifications to Account Code Services</u>		<u>Per order</u>
Change to Add Additional Lines to Account Code Service (per line)		\$10.00
Change to Update Account Code Length		\$10.00
Change to Update Account Code Description		\$5.00
Change to Add/Delete Account Code(s) in Group		\$5.00
Change to Delete Account Code Service		\$5.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

B. Optional Features, (Cont'd.)

	<u>Monthly</u>
<u>PRI Optional Custom Calling Features:</u>	
Basic Feature Plan Custom Calling Features	
Call by Call, per PRI	\$50.00
Caller ID w/ Name & Number, PRI	\$50.00
Caller ID w/ Number, PRI	\$0.00
DID Termination	\$5.00
PBX Outbound Calling ID	\$5.00
Incoming FX	\$50.00
Incoming FX ISP	\$50.00
Redirecting Number on PRI	\$50.00
<u>Enhanced Feature Plan or Pack Custom Calling Features</u>	
Call by Call, per PRI	\$50.00
Incoming FX	\$50.00
Incoming FX ISP	\$50.00
Redirecting Number on PRI	\$50.00
<u>Internet Optional Services:</u>	
Internet downgrade to 256kbps	(\$50.00)
Internet downgrade to 384 kbps	(\$25.00)
Internet upgrade to 640 kbps	\$25.00
Internet upgrade to 768 kbps	\$50.00
Internet upgrade to 1024 kbps	\$150.00
Internet upgrade to 1.5 Mbps	\$300.00
News Feed	\$50.00
Primary DNS	\$20.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

C. Ancillary Services

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Directory Assistance</u>		
Non-Published	\$3.00	
Non-Listed	\$1.50	
Each additional Directory Assistance call	\$2.00	
Long Distance Directory Assistance	\$1.99	
Long Distance Directory Assistance with call completion	\$0.50	
800 Directory Assistance Listing, per 800 number	\$15.00	
<u>Vanity Number Service</u>		
Vanity Number, per number	\$10.00	\$25.00
<u>Toll Free Service</u>		
Toll Free Payphone Blocking, per number	\$200.00	\$250.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.10 Xspedius Complete Access, (Cont'd.)

C. Ancillary Services, (Cont'd.)

<u>Moves/Adds/Changes (MACS)</u>	<u>One Time Nonrecurring</u>
Complete Access Installation	\$250.00, per order
Change to Upgrade Complete Access, without premises visit	\$50.00, per order
Change to Upgrade Complete Access, with premises visit	\$250.00, per order
Change to Upgrade Internet Access speed	\$50.00, per ckt
Change to Downgrade Complete Access, without premises visit	\$50.00, per order
Change to Downgrade Complete Access, with premises visit	\$250.00, per order
Change to add DID Trunk Termination	\$50.00, per order
Change to add Voice feature	\$10.00, per order
Change to CSR	\$20.00 per order
Change to add PRI feature	\$10.00 per order
Change to add Newsfeed	\$10.00 per ckt
Change to add Primary DNS	\$25.00 per ckt
Change to add Optional Calling Plans (LATAwide, EAS, Corridor...)	\$10.00 per ckt
PIC change	\$5.00 per WTN
Voice Mail installation	\$10.00 per mailbox
Voice Mail Pager Plus installation	\$10.00 per mailbox
Fax Overflow installation	\$10.00 per mailbox
Enhanced Voice Messaging 9 or less mailboxes	\$50.00 per order
Enhanced Voice Messaging 10 or more mailboxes	\$95.00 per order

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks

Xspedius Complete Lines/Trunks is a total package product offering consisting of Local, Long Distance and Toll Free services with optional custom calling features. The service will receive EZ LD minute of usage allowance. This product is only available to local end user service customers originating on the Company's facilities off its Florida switches in the cities Fort Lauderdale, Jacksonville, Miami and Tampa. Xspedius Complete Lines/Trunks is available under Month to Month, One Year, Two Year or Three Year Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

	<u>Monthly Recurring</u>
Complete Line/Trunk/B Channel	\$37.50
Complete D Channel	110.00
Complete Lines/Trunks DSO	
Business Exchange Lines	
(Fort Lauderdale, Jacksonville, Miami)	\$33.00
(Tampa)	\$39.50
PBX DOD & Combination Trunks	
(Fort Lauderdale, Jacksonville, Miami)	\$33.00
(Tampa)	\$39.50
Utility Lines	
(Fort Lauderdale, Jacksonville, Miami)	\$24.00
(Tampa)	\$30.50

	Term Discounts	
<u>Length of Contract</u>	<u>Monthly %</u>	<u>NRC %</u>
<u>One Year</u>	0 %	0%
<u>Two Year</u>	10 %	100%
<u>Three Year</u>	15 %	100%

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

A. Line Components

Xspedius Complete Lines/Trunks service monthly fee includes DS1 Access facility with Business Exchange Lines, and PBX Trunks. The Complete Lines/Trunks DSO service monthly fee includes Business Exchange Lines, PBX DOD trunk, PBX Combination Trunk. The customers may select a combination of the line/trunks components per DS1 and/or DSO in accordance with the service. Additionally, the following are included in the monthly fee (excluding the Utility Line) as defined in the Basic Feature Plan:

- Call Block
- Hunting
- Toll Restrictions (Options A-T each)

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan:

- Automated Call Back *69
- Automatic Call Rejection
- Automatic Recall (Redial)
- Call Block
- Call Forward Busy
- Call Forward No Answer
- Call Forward Variable
- Call Hold
- Call Transfer
- Call Waiting
- Caller ID Number Only
- Caller ID Name and Number
- Distinctive Ringing
- DNIS (Dialed Number Identification Service)**
- Hunting
- PBX Outbound Calling ID
- Remote Activation Call Forwarding
- Speed Dial 8
- Speed Dial 30
- Three Way Calling
- Toll Restrictions (Options A-T each)

** Only available on the DS1 product

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

A. Line Components, (Cont'd.)

Xspedius Complete Lines/Trunks service monthly fee includes PRI Access facility with PRI Trunks. The customers may select a combination of the trunk components per PRI in accordance with the service. Additionally, the following is included in the monthly fee as defined in the Basic Feature Plan:

- Call Block 900/976
- Caller ID w/Number, PRI
- Hunting
- Toll Restrictions (Options A-T)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan.

- Call Block 900/976
- Call by Call, per PRI
- Caller ID w/Number, PRI
- Caller ID w/Name and Number, PRI
- Hunting

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

B. Optional Features

Long Distance Service

Xspedius Complete Lines/Trunks customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

International rates will receive the following Fixed Term Discounts for all the Company's Tariff Dial One International rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the International Long Distance Service Agreement.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

Toll Free Service

Xspedius Complete Lines/Trunks customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	12%
Two Year	15%
Three Year	20%

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

B. Optional Features, (Cont'd.)

<u>Service</u>	<u>Monthly</u>
Additional charges will apply for the following components:	
<u>DID Termination Charges</u> (Only available for DS1 & PRI)	
*Basic Feature Plan	
DID Trunk Termination, per line/trunk	\$5.00
*Enhanced Feature Plan	
DID Trunk Termination, per line/trunk	\$5.00
Enhanced DID Trunk Termination, per line/trunk	\$2.00
 <u>DID Number:</u> (Only available for DS1 & PRI)	
1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

C. Rates and Charges

<u>Service</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
<u>Feature Plans:</u>		
Basic Feature Plan (included in base price)	\$0.00	
Enhanced Feature Plan, per line/trunk	\$10.00	
DS1 Optional Custom Calling Features:		
* Basic Feature Plan Custom Calling Features		\$10.00
Account Code – Non Validated	\$0.00	
Account Code – Validated	\$5.00	
Anonymous Call Rejection	\$1.00	
Automatic Call Back	\$0.50	
Automatic Recall	\$1.00	
Call Hold	\$1.00	
Call Forward Busy	\$1.00	
Call Forward No Answer	\$1.00	
Call Forward Variable	\$1.00	
Call Forwarding Additional Path	\$15.00	
Call Transfer	\$2.00	
Call Waiting	\$2.00	
Caller ID w/Name & Number	\$7.50	
Caller ID w/Number	\$2.50	
Distinctive Ringing	\$1.00	
DNIS (Dialed Number Identification Service)**	\$5.00	
Incoming FX**	\$50.00	
PBX Outbound Calling ID	\$5.00	
Remote Activation of Call forward	\$1.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Speed Dial 8	\$1.00	
Speed Dial 30	\$2.00	
Three Way Calling	\$2.00	

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

C. Rates and Charges, (Cont'd.)

<u>Service</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
e.spire Enhanced Voice Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00

Fax Overflow \$7.95

Voice Mail (additional per mailbox) \$5.00

Voice Mail Pager Plus \$7.00

*Nonrecurring charges waived if features ordered upon initial installation.

**Not available on DSO

<u>Modifications to Account Code Services</u>	<u>Per order</u>
Change to Add Additional Lines to Account Code Service	\$10.00
Change to Update Account Code Length	\$10.00
Change to Update Account Code Description	\$5.00
Change to Add/Delete Account Code(s) in Group	\$5.00
Change to Delete Account Code Service	\$5.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

C. Rates and Charges, (Cont'd.)

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>DS1 Optional Custom Calling Features:</u>		
* Enhanced Feature Plan Custom Calling Features		\$10.00
Account Code – Non Validated	\$0.00	
Account Code – Validated	\$5.00	
Call Forwarding Additional Path	\$15.00	
Distinctive Ringing	\$1.00	
Incoming FX**	\$50.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$7.95	
Voice Mail (additional per mailbox)	\$5.00	
Voice Mail Pager Plus	\$7.00	
*Nonrecurring charges waived if features ordered upon initial installation.		
**Not available on DSO		
<u>PRI Optional Custom Calling Features:</u>		
Basic Feature Plan Custom Calling Features		
Call by Call, per PRI	\$50.00	
Caller ID w/ Name & Number, PRI	\$50.00	
Caller ID w/Number Only	\$0.00	
Incoming FX	\$50.00	
Redirecting Number on PRI	\$50.00	
Enhanced Feature Plan Custom Calling Features		
Incoming FX	\$50.00	
Redirecting Number on PRI	\$50.00	
<u>Modifications to Account Code Services</u>		
Change to Add Additional Lines to Account Code Service		<u>Per order</u> \$10.00
Change to Update Account Code Length		\$10.00
Change to Update Account Code Description		\$5.00
Change to Add/Delete Account Code(s) in Group		\$5.00
Change to Delete Account Code Service		\$5.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

C. Rates and Charges, (Cont'd.)

<u>Ancillary Services</u>	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Directory Assistance</u>		
Non-Published	\$3.00	
Non-Listed	\$1.50	
Each additional Directory Assistance call	\$2.00	
Long Distance Directory Assistance	\$1.99	
Long Distance Directory Assistance with call completion	\$0.50	
800 Directory Assistance Listing, per 800 number	\$15.00	
<u>Vanity Number Service</u>		
Vanity Number, per number	\$10.00	\$25.00
<u>Toll Free Service</u>		
Toll Free	\$2.00	
Toll Free Payphone Blocking, per number	\$200.00	\$250.00
Toll Free Blocking – NPA NXX, Per number	\$20.00	
 <u>Moves/Adds/Changes (MACS)</u>		
Complete Lines/Trunks Installation		<u>One Time Nonrecurring</u>
1 st line, trunk, B channel, Utility Line, D channel		\$50
each additional line, trunk, B channel		\$15
Change to Complete Lines/Trunks, without premises visit		\$50.00, per order
Change to Complete Lines/Trunks, with premises visit		\$250.00, per order
Change to add DID Trunk Termination		\$50.00, per order
Change to add Voice feature		\$10.00, per order
Change to CSR		\$20.00 per order
Change to add PRI feature		\$10.00 per order
Change to add Newsfeed		\$10.00 per order
Change to add Primary DNS		\$25.00 per order
Change to add Optional Calling Plans (LATAwide, EAS, Corridor...)		\$10.00 per order
PIC change		\$5.00 per WTN
Change to add Toll Free Blocking – NPA NXX, per number		\$10.00 per order

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.11 Xspedius Complete Lines/Trunks, (Cont'd.)

D. Expiration of Term Agreement

Upon expiration of the initial term, the term agreement will automatically renew on a month-to-month basis at the monthly rates.

E. Termination Fees

Consistent with the customer's agreement, a termination liability charge will be applicable for service rate elements provided under the Complete Lines/Trunks term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by one hundred (100) percent. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.12 Xspedius Complete Xpress

Complete Xpress is a suite of products consisting of lines, trunks and features that are delivered via Unbundled Network Elements Platform (UNEP) to the customer. UNEP-based services are provided in markets and ILEC central offices where the Company does not have facilities. The Complete Xpress bundles local dial tone with voice features, Voice Mail and long distance service. The service will receive EZ LD minute of usage allowance. The product is primarily directed toward businesses with the incumbent local exchange carrier BellSouth in the State of Florida. Xspedius Complete Xpress is available under One Year Term Agreements. The one year commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

<u>One Year Term Plan</u>	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Complete Xpress</u>		
Business Exchange Lines, PBX Combo Trunk, PBX DOD Trunk, PBX Incoming Trunk	\$42.00	\$25.00
PBX DID Trunk	\$62.00	\$25.00
Discounts	0%	100%

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.12 Xspedius Complete Xpress, (Cont'd.)

A. Line Components

Xspedius Complete Xpress service monthly fee includes with Business Exchange Lines and. or PBX Trunks. The customers may select a combination of the lines/trunks components with no limit on the potential number of lines/trunks in accordance with the service. Additionally, the following are custom calling features, which can be chosen a la carte at no additional cost:

- | | |
|----------------------------------|---|
| 900/976 Block | Caller ID Number Only |
| Toll Restriction | Caller ID Number/Name |
| Hunting | Caller ID Number/Name – Multi-Line |
| | Hunt Group |
| Automatic Call Back | Enhanced Caller ID with Call Management |
| | Speed Dial 8 |
| Anonymous Call Rejection | Speed Dial 30 |
| Automatic Recall | Voicemail Phantom Number |
| Call Waiting/Cancel Call Waiting | Message Waiting Indicator (A/V) |
| Three Way Calling/Call Transfer | Preferred Call Forwarding |
| Call Forward Busy | Remote Activation of Call Forwarding |
| Call Forward Don't Answer | Voice Mail Star Access |
| Call Forward Variable | Call Forward No Answer Ring Control |
| Call Forward No Answer | |
| Call Selector | |

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.12 Xspedius Complete Xpress, (Cont'd.)

B. Optional Features

Long Distance Service

Xspedius Complete Xpress customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Inter-exchange Services Tariff and the Interstate Long Distance Service Agreement.

International rates will receive the following Fixed Term Discounts for all the Company's Tariff Dial One International rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Inter-exchange Services Tariff and the International Service Agreement.

One Year 19.29%

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.12 Xspedius Complete Xpress, (Cont'd.)

B. Optional Features, (Cont'd.)

Toll Free Service

Xspedius Complete Xpress customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year 12%

Voice Mail Service

Xspedius Complete Xpress customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

- Voice Mail
- Voice Mail Pager Plus
- Voice Mail Extension
- Voice Mail Messaging Service
- Voice Mail Transfer Box

C. Rates and Charges

Service	<u>Monthly</u>
<u>DID Number:</u>	
1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.12 Xspedius Complete Xpress, (Cont'd.)

C. Rates and Charges, (Cont'd.)

Ancillary Services

<u>Description of change</u>	<u>Service</u>	<u>Per Occurrence MRC</u>
Single List/WP only *	Directory Listing	\$0.00
Non-published (No DA, no WP, no YP) *	Directory Listing	\$3.00
Non Listed *	Directory Listing	\$1.50
Additional Listing *	Directory Listing	\$5.00
800 Directory Assistance Listing, per 800 number *	Directory Listing	\$15.00
Vanity Number, per number *	Vanity Number Service	\$0.00
Toll Free Payphone Blocking, per number	Toll Free Service	\$200.00
Station to Station	Operator Services	\$2.25
Calling Card	Operator Services	\$0.80
3 rd Number	Operator Services	\$1.15
Collect Call	Operator Services	\$1.15
Person to Person	Operator Services	\$4.90
Call Allowance	Directory Assistance	2 calls
Call Completion	Directory Assistance	\$0.45
Long Distance DA *	Directory Assistance	\$1.99 per occurrence
Long Distance Call Completion surcharge *	Directory Assistance	\$0.50 per occurrence
Verification Request	Busy Line Verification	\$6.50
Emergency Interrupt Request (in addition to VR)	Busy Line Verification	\$6.50

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.12 Xspedius Complete Xpress, (Cont'd.)

C. Rates and Charges, (Cont'd.)

Moves / Adds / Changes Charges

<u>Description of change</u>	<u>Per Occurrence Fee</u>
Complete Xpress Lines/Trunks Installation	\$25.00
Change to add voice feature	\$10.00
Change to CSR	\$20.00 per order
Change to add Optional Calling Plans (LATAwide, EAS, Corridor...)	\$10.00 per ckt
PIC change	\$5.00 per WTN
Voice Mail installation	\$10.00 per mailbox
Voice Mail Pager Plus installation	\$10.00 per mailbox
Voice Mail Extension Installation	\$15.00 per mailbox
Voice Mail Messaging Service Installation	\$15.00 per mailbox
Voice Mail Transfer Box Installation	\$00.00 per box
Vanity Number	\$10.00
Toll Free Number	\$2.00
Toll Free Payphone Blocking	\$250.00 per number

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.12 Xspedius Complete Xpress, (Cont'd.)

D. Expiration of Term Agreement

Upon expiration of the initial term, the term agreement will automatically renew on a month-to-month basis at the monthly rates.

E. Termination Fees

Consistent with the customer's agreement, a termination liability charge will be applicable for service rate elements provided under the Complete Xpress term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by one hundred (100) percent. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T

Xspedius Complete T is a total package product offering consisting of Local, Long Distance and Toll Free services with optional custom calling features. This product is only available to local end user service customers originating on the Company's facilities off its Florida switches in the cities Ft. Lauderdale, Jacksonville, Miami and Tampa. Xspedius Complete T is available under One, Two or Three Year Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified.

(Ft. Lauderdale, Jacksonville, Miami, Tampa)

<u>Complete T</u>	<u>Monthly Recurring</u>
Complete T – DS1	\$600.00
Complete T – PRI	\$700.00

Term Discounts

<u>Length of Contract</u>	<u>Monthly %</u>	<u>NRC %</u>
One Year	0 %	0%
Two Year	10 %	100%
Three Year	15 %	100%

A. Line Components

Xspedius Complete T service monthly fee includes Business Exchange Lines, Analog PBX Trunks and PBX Trunks. The customers may select a combination of the line components of up to 24 potential lines per T-1. Additionally, the following Standard Custom Calling Features are included in the monthly fee:

- Call Block
- Hunting
- DID Termination
- Toll Restriction (Option A-T each)

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 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan:

- Automated Call Back *69
- Automatic Call Rejection
- Automatic Recall (Redial)
- Call Block
- Call Forward Busy
- Call Forward No Answer
- Call Forward Variable
- Call Hold
- Call Transfer
- Call Waiting
- Caller ID Number Only
- Caller ID Name and Number
- DID Termination
- Distinctive Ringing
- DNIS (Dialed Number Identification Service)
- Hunting
- PBX Outbound Calling ID
- Remote Activation Call Forwarding
- Speed Dial 8
- Speed Dial 30
- Three Way Calling
- Toll Restrictions (Options A-T each)

Xspedius Complete T service monthly fee includes PRI Access facility with PRI Trunks. The customers may select a combination of the trunk component per PRI in accordance with the service. Additionally, the following is included in the monthly fee as defined in the Basic Feature Plan:

- Call Block 900/976
- Caller ID w/Number, PRI
- DID Termination, per trunk
- Hunting
- Toll Restrictions (Options A-T)

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan.

- Call Block 900/976
- Caller ID w/Number, PRI
- Caller ID w/Name and Number, PRI
- DID Termination, per trunk
- Hunting
- Toll Restrictions (Options A-T)

B. Optional Features

Long Distance Service

Xspedius Complete T customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

International rates will receive the following Fixed Term Discounts for all the Company's Tariff Dial One International rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the International Service Agreement.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

B. Optional Features, (Cont'd.)

Toll Free Service

Xspedius Complete T customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	12%
Two Year	15%
Three Year	20%

C. Rates and Charges

Service	<u>Monthly</u>
Additional charges will apply for the following components:	
<u>DID Termination Charges:</u>	
*Basic Feature Plan	
DID Trunk Termination, per line/trunk	\$5.00
*Enhanced Feature Plan	
DID Trunk Termination, per line/trunk	\$5.00
Enhanced DID Trunk Termination, per line/trunk	\$2.00
<u>DID Number:</u>	
1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00
<u>Feature Plans:</u>	
Basic Feature Plan (included in base price)	\$0.00
Enhanced Feature Plan, per T1/PRI	\$75.00
<u>Option Plans:</u>	
Complete T Basic Pack, per T1/PRI	\$75.00
Complete T Bonus Pack, per T1/PRI	\$300.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

C. Rates and Charges, (Cont'd.)

<u>Service</u>	<u>Monthly</u>	<u>Nonrecurring*</u>
<u>DS1 Optional Custom Calling Features:</u>		
* Basic Feature Plan Custom Calling Features		
Account Code – Non Validated	\$0.00	
Account Code – Validated	\$5.00	
Anonymous Call Rejection	\$1.00	
Automatic Call Back	\$0.50	
Automatic Recall	\$1.00	
Call Hold	\$1.00	
Call Forward Busy	\$1.00	
Call Forward No Answer	\$1.00	
Call Forward Variable	\$1.00	
Call Forwarding Additional Path	\$15.00	
Call Transfer	\$2.00	
Call Waiting	\$2.00	
Caller ID w/Name & Number	\$5.00	
Caller ID w/Number	\$2.50	
Distinctive Ringing	\$1.00	
PBX Outbound Calling ID	\$5.00	
Remote Activation of Call Forwarding	\$5.00	
Remote Call Forwarding	\$1.00	
Remote Call Forwarding Additional path	\$10.00	
Speed Dial 8	\$15.00	
Speed Dial 30	\$1.00	
Three Way Calling	\$2.00	
Enhanced Voice Messaging (per mailbox)	\$2.00	
(9 or fewer mailboxes)	\$9.95	
(10 or more mailboxes)		\$50.00
Fax Overflow		\$95.00
Voice Mail (additional per mailbox)	\$7.95	
Voice Mail Pager Plus	\$5.00	
*Nonrecurring charges waived if features ordered upon initial installation	\$7.00	

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

C. Rates and Charges, (Cont'd.)

<u>Modifications to Account Code Services</u>	<u>Per order</u>
Change to Add Additional Lines to Account Code Service	\$10.00
Change to Update Account Code Length	\$10.00
Change to Update Account Code Description	\$5.00
Change to Add/Delete Account Code(s) in Group	\$5.00
Change to Delete Account Code Service	\$5.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

C. Rates and Charges, (Cont'd.)

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>DS1 Optional Custom Calling Features:</u>		
* Enhanced Feature Plan or Pack Custom Calling Features		
Account Code – Non Validated	\$0.00	
Account Code – Validated	\$5.00	
Call Forwarding Additional Path	\$15.00	
Incoming FX	\$50.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$7.95	
Voice Mail (additional per mailbox)	\$5.00	
Voice Mail Pager Plus	\$7.00	
*Nonrecurring charges waived if features ordered upon initial installation.		
<u>PRI Optional Custom Calling Features:</u>		
Basic Feature Plan Custom Calling Features		
Call by Call, per PRI	\$50.00	
Caller ID w/ Name & Number, PRI	\$50.00	
Incoming FX	\$50.00	
Redirecting Number on PRI	\$50.00	
Enhanced Feature Plan or Pack Custom Calling Features		
Call by Call, Per PRI	\$50.00	
Incoming FX	\$50.00	
Redirecting Number on PRI	\$50.00	
<u>Modifications to Account Code Services</u>		<u>Per order</u>
Change to Add Additional Lines to Account Code Service		\$10.00
Change to Update Account Code Length		\$10.00
Change to Update Account Code Description		\$5.00
Change to Add/Delete Account Code(s) in Group		\$5.00
Change to Delete Account Code Service		\$5.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

C. Rates and Charges, (Cont'd.)

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Directory Assistance</u>		
Non-Published	\$3.00	
Non-Listed	\$1.50	
Each additional Directory Assistance call	\$2.00	
Long Distance Directory Assistance	\$1.99	
Long Distance Directory Assistance with call completion	\$0.50	
800 Directory Assistance Listing, per 800 number	\$15.00	
<u>Vanity Number Service</u>		
Vanity Number, per number	\$10.00	\$25.00
<u>Toll Free Service</u>		
Toll Free Payphone Blocking, per number	\$200.00	\$250.00
<u>Moves/Adds/Changes (MACS)</u>		
Complete T Installation 1 year term		\$1250.00
Complete T Installation 2 year term		\$1000.00
Complete T Installation 3 year term		\$750.00
Change to Complete T, without premises visit	\$50.00, per order	
Change to Complete T, with premises visit	\$250.00, per order	
Change to add DID Trunk Termination	\$50.00, per order	
Change to add Voice feature	\$10.00, per order	
Change to CSR	\$20.00 per order	
Change to add PRI feature	\$10.00 per order	
Change to add Newsfeed	\$10.00 per ckt	
Change to add Primary DNS	\$25.00 per ckt	
Change to add Optional Calling Plans (LATAwide, EAS, Corridor...)	\$10.00 per ckt	
PIC change	\$5.00 per WTN	
Voice Mail installation	\$10.00 per mailbox	
Voice Mail Pager Plus installation	\$10.00 per mailbox	
Fax Overflow installation	\$10.00 per mailbox	
Enhanced Voice Messaging 9 or less mailboxes	\$50.00 per order	
Enhanced Voice Messaging 10 or more mailboxes	\$95.00 per order	

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.13 Xspedius Complete T, (Cont'd.)

D. Expiration of Term Agreement

Upon expiration of the initial term, the term agreement will automatically renew on a month-to-month basis at the monthly rates.

E. Termination Fees

Consistent with the customer's agreement, a termination liability charge will be applicable for service rate elements provided under the Complete T term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by one hundred (100) percent. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic

Xspedius Complete Dynamic is a total package product offering consisting of Local, Long Distance and Toll Free services with optional custom calling features and integrated Internet. The service will receive EZ LD minute of usage allowance. This product is only available to local end user service customers originating on the Company's facilities off its Ft. Lauderdale, Jacksonville, Miami and Tampa, Florida switches. Xspedius Complete Dynamic is available under One, Two or Three Year Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

<u>Complete Dynamic</u>	<u>Monthly Recurring</u>
Complete Dynamic Channels (12-72)	\$ 45.00 per line
Base Line/Trunk Rate for DS1 and PRI Access Facility	\$ 0.00
Business Exchange Line	
PBX DID Trunk	
PBX DOD Trunk	
PBX Combination Trunk	
PBX Combination Trunk w/DID	
D Channel	

<u>Length of Contract</u>	<u>Term Discounts</u> <u>Monthly %</u>	<u>NRC % (with Install Waiver Promo)</u>
One Year	0 %	0%
Two Year	10 %	100%
Three Year	15 %	100%

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)**9.10 Optional Local Exchange Services, (Cont'd.)****9.10.14 Xspedius Complete Dynamic, (Cont'd.)****A. Line Components**

Xspedius Complete Dynamic service monthly fee includes DS1 Access facility with Business Exchange Lines, and PBX Trunks. The customers may select a combination of the line/trunks components of up to 72 potential lines/trunks per DS1 in accordance with the service. Additionally, the following are included in the monthly fee as defined in the Basic Feature Plan:

- Call Block
- Call Forward Busy
- Call Forward No Answer
- Call Forward Variable
- Call Transfer
- Call Waiting
- Fax Overflow (1 box included)
- Hunting
- Three Way Calling
- Toll Restrictions (Options A-T each)
- Voice Mail (1 box included)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan

- Automated Call Back *69
- Automatic Call Rejection
- Automatic Recall (Redial)
- Call Block
- Call Forward Busy
- Call Forward No Answer
- Call Forward Variable
- Call Hold
- Call Transfer
- Call Waiting
- Caller ID Number Only
- Caller ID Name and Number
- DID Termination
- Distinctive Ringing
- Fax Overflow (1 box included)
- Hunting
- PBX Outbound Calling ID
- Speed Dial 8
- Speed Dial 30
- Three Way Calling
- Toll Restrictions (Options A-T each)
- Voice Mail (1 box included)

Xspedius Complete Dynamic service monthly fee includes PRI Access facility with PRI Trunks. The customers may select a combination of the trunk components of up to 72 potential lines per PRI in accordance with the service. Additionally, the following is included in the monthly fee as defined in the Basic Feature Plan:

- Hunting
- DID Termination

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Enhanced Feature Plan

- Caller ID w/Number, PRI
- Caller ID w/Name and Number, PRI
- DID Termination
- Hunting
- PBX Outbound Calling ID

B. Optional Features

Long Distance Service

Xspedius Complete Dynamic customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

International rates will receive the following Fixed Term Discounts for all the Company's Tariff Dial One International rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the International Service Agreement.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

B. Optional Features, (Cont'd.)

Toll Free Service

Xspedius Complete Dynamic customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	12%
Two Year	15%
Three Year	20%

Service	<u>Monthly</u>
Additional charges will apply for the following components:	
<u>DID Termination Charges:</u>	
DID Trunk Termination, per line/trunk *	\$5.00
* DID Trunk Termination, per line/trunk is included in the Enhanced Feature Plan at no charge.	
<u>DID Number:</u>	
1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00
<u>Feature Plans:</u>	
Basic Feature Plan (included in base price)	\$0.00
Enhanced Feature Plan, per line/trunk	\$10.00
LD MOU Service Fee, additional to base line/trunk price	\$7.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

B. Optional Features, (Cont'd.)

Service	<u>Monthly</u>	<u>Nonrecurring*</u>
<u>DS1 Optional Custom Calling Features:</u>		
Basic Feature Plan Custom Calling Features		\$10.00
Account Code – Non Validated	\$0.00	
Account Code – Validated (future)	\$5.00	
Anonymous Call Rejection	\$1.00	
Automatic Call Back	\$0.50	
Automatic Recall	\$1.00	
Call Hold	\$1.00	
Call Forwarding Additional Path	\$15.00	
Caller ID w/Name & Number	\$5.00	
Caller ID w/Number	\$2.50	
Distinctive Ringing	\$1.00	
DNIS (Dialed Number Identification Service)	\$5.00	
Extended Metro Service (Ft. Lauderdale)	\$10.00	
LATAwide Service (Ft. Lauderdale)	\$20.00	
Corridor Calling (Tampa)	\$35.00	
Extended Area Service (Jacksonville)	\$34.95	
Incoming FX	\$50.00	
Incoming FX ISP	\$50.00	
PBX Outbound Calling ID	\$5.00	
Remote Activation of Call forward	\$1.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Speed Dial 8	\$1.00	
Speed Dial 30	\$2.00	
Enhanced Voice Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$7.95	
Voice Mail (additional per mailbox)	\$5.00	
Voice Mail Pager Plus	\$7.00	

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

B. Optional Features, (Cont'd.)

<u>Modifications to Account Code Services</u>	<u>Per order</u>
Change to Add Additional Lines to Account Code Service	\$10.00
Change to Update Account Code Length	\$10.00
Change to Update Account Code Description	\$5.00
Change to Add/Delete Account Code(s) in Group	\$5.00
Change to Delete Account Code Service	\$5.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

B. Optional Features, (Cont'd.)

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>DS1 Optional Custom Calling Features:</u>		
* Enhanced Feature Plan Custom Calling Features		\$10.00
Account Code – Non Validated	\$0.00	
Account Code – Validated (future)	\$5.00	
Call Forwarding Additional Path	\$15.00	
Distinctive Ringing	\$1.00	
DNIS (Dialed Number Identification Service)	\$5.00	
Extended Metro Service (Ft. Lauderdale)	\$10.00	
LATAwide Service (Ft. Lauderdale)	\$20.00	
Corridor Calling (Tampa)	\$35.00	
Extended Area Service (Jacksonville)	\$34.95	
Incoming FX	\$50.00	
Incoming FX ISP	\$50.00	
Remote Activation of Call forward	\$1.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		\$50.00
(10 or more mailboxes)		\$95.00
Fax Overflow	\$7.95	
Voice Mail (additional per mailbox)	\$5.00	
Voice Mail Pager Plus	\$7.00	
 <u>Modifications to Account Code Services</u>		
Change to Add Additional Lines to Account Code Service		<u>Per order</u> \$10.00
Change to Update Account Code Length		\$10.00
Change to Update Account Code Description		\$5.00
Change to Add/Delete Account Code(s) in Group		\$5.00
Change to Delete Account Code Service		\$5.00

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

B. Optional Features, (Cont'd.)

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>PRI Optional Custom Calling Features:</u>		
Basic Feature Plan Custom Calling Features		
Call by Call, per PRI	\$50.00	
Caller ID w/ Name & Number, PRI	\$50.00	
Caller ID w/ Number, PRI	\$25.00	
DID Termination	\$5.00	
PBX Outbound Calling ID	\$5.00	
Incoming FX	\$50.00	
Incoming FX ISP	\$50.00	
Redirecting Number on PRI	\$50.00	
Enhanced Feature Plan Custom Calling Features		
Call by Call, per PRI	\$50.00	
Incoming FX	\$50.00	
Incoming FX ISP	\$50.00	
Redirecting Number on PRI	\$50.00	
<u>DS1/PRI Internet Features</u>		
Client to Server News Groups (1 st 25 users are included)	\$0	\$0
Additional Client to Server News Groups	\$5.00 per user	\$5.00 per order
Server to Server News Groups (per connection)	\$50.00	\$50.00 per order
Primary DNS (1 st one is included in base price)	\$0.00	
Additional Primary DNS	\$20.00	\$25.00 per order
Secondary DNS (1 st 20 are included in base price)	\$0.00	
Additional Secondary DNS	\$10.00 each	\$10.00 per order
Reverse Resolution	\$10.00	\$10.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

C. Ancillary Services

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Directory Listings</u>		
Non-Published	\$3.00	
Non-Listed	\$1.50	
Each additional Directory Listing call	\$2.00	
800 Directory Assistance Listing, per 800 number	\$10.00	
<u>Directory Assistance</u>		
Long Distance Directory Assistance	\$1.99	
Long Distance Directory Assistance call completion	\$0.50	
<u>Vanity Number Service</u>		
Vanity Number, per number	\$15.00	\$25.00
<u>Toll Free Service</u>		
Toll Free Number	\$2.00	\$250.00
Toll Free Payphone Blocking, per number	\$200.00	\$20.00
Toll Free Blocking- NPA NXX, per number	\$10.00	\$20.00

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

C. Ancillary Services, (Cont'd.)

	<u>Nonrecurring</u>
<u>Moves/Adds/Changes (MACS)</u>	
Complete Dynamic Installation	\$250.00, per order
Change to Upgrade Complete Dynamic, without premises visit	\$50.00, per order
Change to Upgrade Complete Dynamic, with premises visit	\$250.00, per order
Change to Upgrade Internet Access speed	\$50.00, per ckt
Change to Downgrade Complete Dynamic, without premises visit	\$50.00, per order
Change to Downgrade Complete Dynamic, with premises visit	\$250.00, per order
Change to add DID Trunk Termination	\$50.00, per order
Change to add Voice feature	\$10.00, per order
Change to CSR	\$20.00 per order
Change to add PRI feature	\$10.00 per order
Change to add Newsfeed	\$10.00 per order
Change to add Primary DNS	\$25.00 per order
Change to add Optional Calling Plans (LATAwide, EAS, Corridor...)	\$10.00 per order
PIC change	\$5.00 per WTN
Voice Mail installation	\$10.00 per mailbox
Voice Mail Pager Plus installation	\$10.00 per mailbox
Fax Overflow installation	\$10.00 per mailbox
Enhanced Voice Messaging 9 or less mailboxes	\$50.00 per order
Enhanced Voice Messaging 10 or more mailboxes	\$95.00 per order
Change to add Toll Free Blocking - NPA NXX, per number	\$10.00 per order

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.14 Xspedius Complete Dynamic, (Cont'd.)

D. Expiration of Term Agreement

Upon expiration of the initial term, the term agreement will automatically renew on a month-to-month basis at the monthly rates.

E. Termination Fees

Consistent with the customer's agreement, a termination liability charge will be applicable for service rate elements provided under the Xspedius Complete Dynamic term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by twenty (20) percent. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12

Xspedius Channel 12 is a total package product offering consisting of Local, Long Distance and Toll Free services with optional custom calling features and Integrated Internet. The service will receive EZ LD minute of usage allowance. This product is only available to local end user service customers originating on the Company's facilities off its Ft. Lauderdale, Jacksonville, Miami and Tampa Florida switches. Xspedius Channel 12 is available under One, Two or Three Year Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

		<u>Monthly</u> <u>Recurring</u>
Channel 12 Base Component		
(Ft. Lauderdale, Jacksonville, Miami)		\$510.59
(Tampa)		\$500.00
Each Additional Channel		
(Ft. Lauderdale, Jacksonville, Miami, Tampa)		\$25.00
	<u>Term Discounts</u>	
<u>Length of Contract</u>	<u>Monthly %</u>	<u>NRC %</u>
One Year	0 %	0%
Two Year	10 %	100%
Three Year	15 %	100%

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 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

A. Line Components

Xspedius Channel 12 service monthly fee includes DS1 Access facility with Business Exchange Lines, and PBX Trunks. The customers may select a combination of the line/trunks components of up to 64 potential lines/trunks per DS1 in accordance with the service. Additionally, the following are included in the monthly fee as defined in the Basic Feature Plan:

Call Block	Anonymous Call Rejection
Toll Restriction (Option A-T each)	Automatic Recall (redial)
Hunting	Caller ID number only (business exchange lines only)
Call Waiting	Call Hold
Three Way Calling	Distinctive Ringing
Call Forward Busy	Speed Dial 8
Call Forward No Answer	Speed Dial 30
Call Forward Variable	Account Code – Non Validated
Call Transfer	Fax Overflow - 1 mailbox included
Automated Call Back	Voice Mail - 1 mailbox included

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SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

A. Line Components, (Cont'd.)

Additionally, the following are included with customers in the monthly fee as defined in the Optional Calling Features:

- Caller ID name and number (business exchange lines only)
- DID Termination
- Call Forwarding Additional Path
- DNIS (Dialed Number Identification Service)
- PBX Outbound Calling ID
- Enhanced Voice Messaging (Auto Attendant)
- Incoming FX
- Incoming FX ISP
- Remote Activation Call Forwarding
- Remote Call Forwarding
- Remote Call Forwarding Additional Path
- Voice Mail Pager Plus

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9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

B. Optional Features

Long Distance Service

Xspedius Channel 12 customers will receive the EZ LD rate for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

International rates will receive the following Fixed Term Discounts for all the Company's Tariff Dial One International rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the International Service Agreement.

One Year	19.29%
Two Year	24.24%
Three Year	29.39%

Toll Free Service

Xspedius Channel 12 customers will receive the EZ LD rates for all the Company's Tariff Dial One IntraLATA, Intrastate and Interstate rates as noted respectively in the Company's Florida General Services Tariff, the Company's Florida Interexchange Services Tariff and the Interstate Long Distance Service Agreement.

One Year	12%
Two Year	15%
Three Year	20%

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

C. Rates and Charges

Service	<u>Monthly</u>
Additional charges will apply for the following components:	
<u>DID Termination Charges:</u>	
DID Trunk Termination, per line/trunk *	\$5.00
*DID Trunk Termination, per line/trunk is included in the Enhanced Feature Plan at no charge.	
<u>DID Number:</u>	
1 st Block of 20 DID numbers	\$5.00
DID each additional block of 20 up to 500 numbers	\$2.50
DID 500 + each additional block of 100 numbers	\$50.00
<u>Feature Plans:</u>	
Basic Feature Plan (included in base price)	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

C. Rates and Charges, (Cont'd.)

Service	<u>Monthly</u>	<u>Nonrecurring*</u>
<u>DS1 Optional Custom Calling Features:</u>		
* Basic Feature Plan Custom Calling Features		\$10.00
Account Code – Non Validated	\$0.00	
Account Code – Validated	\$5.00	
Anonymous Call Rejection	\$0.00	
Automatic Call Back	\$0.00	
Automatic Recall	\$0.00	
Call Block	\$0.00	
Call Hold	\$0.00	
Call Forwarding Additional Path	\$15.00	
Caller ID w/Name & Number	\$5.00	
Caller ID w/Number	\$0.00	
Distinctive Ringing	\$0.00	
DNIS (Dialed Number Identification Service)	\$5.00	
Incoming FX	\$50.00	
Incoming FX ISP	\$50.00	
PBX Outbound Calling ID	\$5.00	
Remote Activation of Call forward	\$1.00	
Remote Call Forwarding	\$10.00	
Remote Call Forwarding Additional path	\$15.00	
Speed Dial 8	\$0.00	
Speed Dial 30	\$0.00	
Toll Restrictions	\$0.00	
Enhanced Voice Enhanced Voice Messaging (per mailbox)	\$9.95	
(9 or fewer mailboxes)		
(10 or more mailboxes)		
Fax Overflow (1 free, additional per mailbox)	\$7.95	
Voice Mail (1 free, additional per mailbox)	\$5.00	
Voice Mail Pager Plus	\$7.00	
*Nonrecurring charges waived if features ordered upon initial installation.		

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

C. Rates and Charges, (Cont'd.)

<u>Modifications to Account Code Services</u>	<u>Per order</u>
Change to Add Additional Lines to Account Code Service	\$10.00
Change to Update Account Code Length	\$10.00
Change to Update Account Code Description	\$5.00
Change to Add/Delete Account Code(s) in Group	\$5.00
Change to Delete Account Code Service	\$5.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

C. Rates and Charges, (Cont'd.)

	<u>Monthly</u>
<u>Internet Optional Services:</u>	
News Feed	\$50.00
Primary DNS	\$20.00

D. Ancillary Services

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Directory Assistance</u>		
Non-Published	\$3.00	
Non-Listed	\$1.50	
Each additional Directory Assistance call	\$2.00	
Long Distance Directory Assistance	\$1.99	
Long Distance Directory Assistance with call completion	\$0.50	
800 Directory Assistance Listing, per 800 number	\$15.00	
<u>Vanity Number Service</u>		
Vanity Number, per number	\$10.00	\$25.00
<u>Toll Free Service</u>		
Toll Free Payphone Blocking, per number	\$200.00	\$250.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

D. Ancillary Services, (Cont'd.)

<u>Moves/Adds/Changes (MACS)</u>	<u>One Time Nonrecurring</u>
Channel 12 Installation	\$250.00, per order
Change to Upgrade Channel 12, without premises visit	\$50.00, per order
Change to Upgrade Channel 12, with premises visit	\$250.00, per order
Change to Upgrade Internet Access speed	\$50.00, per ckt
Change to Downgrade Channel 12, without premises visit	\$50.00, per order
Change to Downgrade Channel 12, with premises visit	\$250.00, per order
Change to add DID Trunk Termination	\$50.00, per order
Change to add Voice feature	\$10.00, per order
Change to CSR	\$20.00 per order
Change to add PRI feature	\$10.00 per order
Change to add Newsfeed	\$10.00 per ckt
Change to add Primary DNS	\$25.00 per ckt
Change to add Optional Calling Plans (LATAwide, EAS, Corridor...)	\$10.00 per ckt
PIC change	\$5.00 per WTN
Voice Mail installation	\$10.00 per mailbox
Voice Mail Pager Plus installation	\$10.00 per mailbox
Fax Overflow installation	\$10.00 per mailbox
Enhanced Voice Messaging 9 or less mailboxes	\$50.00 per order
Enhanced Voice Messaging 10 or more mailboxes	\$95.00 per order

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.10 Optional Local Exchange Services, (Cont'd.)

9.10.15 Xspedius Channel 12, (Cont'd.)

E. Expiration of Term Agreement

Upon expiration of the initial term, the term agreement will automatically renew on a month-to-month basis at the monthly rates..

F. Termination Fees

Consistent with the customer's agreement, a termination liability charge will be applicable for service rate elements provided under the Xspedius Channel 12 term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by twenty (20) percent. The customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the customer is responsible for all cost incurred for such early termination with our service provider.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.11 Business Features (These features are grandfathered on an a'la carte basis and are only available to existing Customers at existing locations without modification as of December 16, 2008.) (M, T)
(T)

9.11.1 General (M)

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

9.11.2 Description of Features

A. Three Way Calling - The Three Way Calling feature allows a Customer to add a third party to an existing two - way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in - progress call on hold by flashing the switch hook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

B. Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer - specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.11 Business Features, (Cont'd.)

(M)

9.11.2 Description of Features, (Cont'd.)

- C. Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- D. Distinctive Ringing - This feature enables a user to determine the source of an incoming call from a distinctive ring. The user may subscribe to a maximum of two additional telephone numbers.
- E. Speed Calling - This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.
- F. Call Transfer - Call Transfer allows a Customer to receive an incoming call, then transfer the calling party to any other number.
- G. Caller ID with Number Delivery - The Caller ID feature allows a Customer to see a caller's number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that are not answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.11 Business Features, (Cont'd.)

(M)

9.11.2 Description of Features, (Cont'd.)

H. Combined Caller ID - The Caller ID feature allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. The displayed name is the name associated with the calling party's number. The Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

I. Continuous Redial - The continuous redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer.

The Continuous Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. Continuous Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

J. Selective Call Forwarding - Selective Call Forwarding allows a Customer to specify a special list of a maximum of fifteen (15) telephone numbers. Incoming calls placed to the Customers from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.11 Business Features, (Cont'd.)

(M)

9.11.2 Description of Features, (Cont'd.)

K. Selective Call Rejection - Selective Call Rejection enables a Customer to reject call attempts from up to fifteen (15) numbers by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the Customer from these numbers will be prevented from terminating to the Customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A Customer may also reject future calls from the directory number of the most recent call received by dialing a code after completing the call.

L. Last Call Return - Last Call Return stores the most recent incoming call allowing the Customer to dial back any missed or unanswered telephone calls. If the number dialed is busy, the Last Call Return feature continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free, the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

M. Priority Call - Priority Call allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from numbers on the list.

(M)

O. Caller ID Blocking - This feature allows the caller to block display of its name and/or number on the called party's Caller ID equipment.

(T,M)
(M)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.11 Business Features, (Cont'd.)

(M)

9.11.3 Rates and Charges

A. Orlando

<u>Service</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>
Three-Way Calling	\$1.80	\$5.00
Call Forwarding	\$1.80	\$5.00
Call Waiting	\$1.80	\$5.00
Distinctive Ringing - 1st Number	\$1.80	\$5.00
Distinctive Ringing - 2nd Number	\$1.80	\$5.00
30 Number Speed Calling	\$1.80	\$5.00
8 Number Speed Calling	\$1.80	\$5.00
Call Transfer	\$1.80	\$5.00
Caller ID with Number Delivery	\$1.80	\$5.00
Combined Caller ID	\$1.80	\$5.00
Caller ID Blocking	\$0.00	\$0.00
Continuous Redial	\$1.80	\$5.00
Selective Call Forwarding	\$1.80	\$5.00
Selective Call Rejection	\$1.80	\$5.00
Priority Call	\$1.80	\$5.00
Last Call Return	\$1.80	\$5.00

(M)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.11 Business Features, (Cont'd.)

(M)

9.11.3 Rates and Charges, (Cont'd.)

B. Tampa

<u>Service</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
Three-Way Calling	\$2.88	\$0.00
Call Forwarding	\$2.88	\$0.00
Call Waiting	\$4.50	\$0.00
Distinctive Ringing - 1st Number	\$2.70	\$0.00
Distinctive Ringing - 2nd Number	\$2.70	\$0.00
30 Number Speed Calling	\$3.15	\$0.00
8 Number Speed Calling	\$2.25	\$0.00
Call Transfer	\$3.50	\$0.00
Caller ID with Number Delivery	\$3.80	\$0.00
Combined Caller ID	\$9.75	\$0.00
Caller ID Blocking	\$3.80	\$0.00
Continuous Redial	\$4.32	\$0.00
Selective Call Forwarding	\$3.80	\$0.00
Selective Call Rejection	\$3.80	\$0.00
Priority Call	\$3.80	\$0.00
Last Call Return	\$4.32	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.11 Business Features, (Cont'd.)

(M)

9.11.3 Rates and Charges, (Cont'd.)

C. Daytona Beach

<u>Service</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
Three-Way Calling	\$1.80	\$5.00
Call Forwarding	\$1.80	\$5.00
Call Waiting	\$1.80	\$5.00
Distinctive Ringing - 1st Number	\$1.80	\$5.00
30 Number Speed Calling	\$1.80	\$5.00
8 Number Speed Calling	\$1.80	\$5.00
Call Transfer	\$1.80	\$5.00
Caller ID with Number Delivery	\$1.80	\$5.00
Combined Caller ID	\$1.80	\$5.00
Caller ID Blocking	\$0.00	\$0.00
Continuous Redial	\$1.80	\$5.00
Selective Call Forwarding	\$1.80	\$5.00
Selective Call Rejection	\$1.80	\$5.00
Priority Call	\$1.80	\$5.00
Last Call Return	\$1.80	\$5.00

D. Connection Charges

Connection charges apply when a Customer requests connection to one or more custom calling features. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premise.

E. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective Customers within 90 days of the establishment of the new feature.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.12 Complete Dynamic Service (This service is grandfathered and is only available to existing Customers at existing locations without modification as of December 16, 2008.) (M, T)
(T)

9.12.1 Description (M)

Complete Dynamic Service is a flexible bandwidth bundled service consisting of local exchange service with selected features, as defined below; a Long Distance and/or Toll Free usage allowance of 2,500 minutes per DS1/PRI facility; and Internet access.

Complete Dynamic Service is limited to Customers served from a Company switch and a minimum of 12 channels must be purchased and provisioned on a DS1/PRI access facility. Service is limited to a maximum of 72 channels.

The Complete Dynamic Service Customer may select any combination of the following product types:

Business Exchange Lines
PBX DID Trunks
PBX DOD Trunks
PBX Combination Trunks
PBX Combination Trunks w/DID
PRI B Channel -DID Trunks
PRI B Channel -DOD Trunks
PRI B Channel -Combination Trunks
PRI B Channel -Combination Trunks w/DID
PRI D Channel (per DS1 access facility)

The Customer who selects line-based channels may order the following features at no additional charge (included in the basic monthly fee):

Call Forward
Call Transfer
Call Waiting
3-Way Calling

Voice Mail (1 box included)
Fax Overflow (1 box included at no charge)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.12 Complete Dynamic Service, (Cont'd.)

(M)

9.12.1 Description, (Cont'd.)

The Complete Dynamic Service Customer may purchase a Complete Dynamic Enhanced Feature Pack including any or all of the features listed below.

- Last Call Return
- Anonymous Call Rejection
- Automatic Recall
- Selective Call Rejection
- Call Hold
- Caller ID with Number
- Combined Caller ID
- Distinctive Ringing
- Fax Overflow (additional unit)
- 8/10 Number Speed Calling
- 30 Number Speed Calling
- Calling Number and Name Transmission

Complete Dynamic Service is available under 12 Month, 24 Month or 36 Month Term Agreements. Each commitment level has associated Monthly Recurring and Nonrecurring rates as specified below.

(M)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.12 Complete Dynamic Service, (Cont'd.)

9.12.2 Rates and Charges

- A. Business Exchange Lines, Trunks or PRI B Channels - Complete Dynamic (with DS1/PRI access facility) per line or trunk

	<u>Monthly Recurring Charge</u>			<u>Nonrecurring Charge</u>
	12	24	36	
	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Per Order</u>
Jacksonville	\$45.00	\$40.00	\$38.00	\$250.00
Tampa	\$45.00	\$40.00	\$38.00	\$610.00

- B. Enhanced Feature pack, per line/channel

	<u>Monthly Recurring Charge</u>			<u>Nonrecurring Charge</u>
	12	24	36	
	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Per Order</u>
Jacksonville	\$10.00	\$10.00	\$10.00	\$250.00
Tampa	\$10.00	\$10.00	\$10.00	\$610.00

Upon expiration of the initial term, the Customer who retains the Company's service must select a current Company service offering, which may include a new term agreement.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.13 Remote Call Forwarding (This service is grandfathered and is only available to existing Customers at existing locations without modification as of December 16, 2008.) (M)

9.13.1 General

Remote Call Forwarding allows a Customer the ability to purchase additional Directory Numbers and to have calls to those telephone numbers forwarded on a permanent basis to a designated telephone number.

9.13.2 Conditions

- A. The telephone number to which calls are forwarded is user-defined.
- B. Changes to this number are made via a service order.
- C. Customers can request additional paths for Remote Call Forwarding service.
- D. A flat-rate monthly recurring charge applies for each main Remote Call Forwarding Directory Number and for each additional path ordered.

9.13.3 Rates and Charges

A. Orlando

Monthly Recurring Charge, per line	\$12.00
Additional, per line	\$12.00
Nonrecurring Charge, per line	\$31.00

B. Tampa

Monthly Recurring Charge, per line	\$14.40
Additional, per line	\$14.40
Nonrecurring Charge, per line	\$13.00

C. Daytona Beach

This service is not available in this market.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.14 Channel 12 Service

(M)

This service is grandfathered and is only available to existing Customers at existing locations without modification as of April 29, 2009.

(T)

(T)

9.14.1 Description

(M)

Channel 12 Service is bundled service consisting of local exchange service with selected features, as defined below; a Long Distance and/or Toll Free usage allowance of 2,500 minutes per DS1/PRI facility; and Internet access. The Customer may opt for all channels to be voice applications.

Channel 12 Service is limited to Customers served from a Company switch. A minimum of 12 channels must be purchased and provisioned on a DS1/PRI access facility for a flat base fee. Additional channels may be purchased at the per channel rate, to total 24 channels per DS1/PRI access facility.

The Customer who purchases Channel 12 Service may select in any combination of line or trunk or PRI channels. PRI channels may not be combined with lines and trunks Listed below are the channel types options:

- Business Exchange Lines
- PBX DID Trunks
- PBX DOD Trunks
- PBX Combination Trunks
- PBX Combination Trunks w/DID
- PRI B Channel -DID Trunks
- PRI B Channel -DOD Trunks
- PRI B Channel -Combination Trunks
- PRI B Channel -Combination Trunks w/DID
- PRI D Channel (per DS1 access facility)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.14 Channel 12 Service, (Cont'd.)

(M)

9.14.2 Rates and Charges

The Customer who selects line-based channels may order the following features at no additional charge (Included basic monthly fee): Additional supplemental services may be ordered pursuant to Section 5.

A. Channel 12 Integrated

DS1/PRI access facility base rate (includes up to 12 channels)	12 Months	24 Months	36 Months	Per Order Nonrecurring Charge
Ft. Lauderdale	\$495.00	\$446.00	\$421.00	\$250.00
Jacksonville	\$495.00	\$446.00	\$421.00	\$250.00
Miami	\$495.00	\$446.00	\$421.00	\$250.00
Tampa	\$526.00	\$473.00	\$447.00	\$610.00
Each Add'l Channel	\$27.00	\$27.00	\$27.00	\$610.00

B. Channel 12 Voice Only

DS1/PRI access facility base rate (includes up to 12 channels)	12 Months	24 Months	36 Months	Per Order Nonrecurring Charge
Ft. Lauderdale	\$537.00	\$483.00	\$457.00	\$250.00
Jacksonville	\$537.00	\$483.00	\$457.00	\$250.00
Miami	\$537.00	\$483.00	\$457.00	\$250.00
Tampa	\$526.00	\$473.00	\$447.00	\$610.00
Each Add'l Channel	\$27.00	\$27.00	\$27.00	\$610.00

9.14.3 Expiration of Term Agreement

(M)

Upon expiration of the initial term, the Customer who retains the Company's service must select a current Company service offering, which may include a new term agreement.

(M,T)
|
(M,T)

(M) - Material now found on this page was previously located on Page 252 and Page 253.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.15 Business Features (M) (T)

This service is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010. (T)
(T)

9.15.1 General (M) (T)

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

9.15.2 Description of Features (T)

A. Calling Number Delivery - This feature allows the delivery of the calling number on the customer's station equipment. The Customer is responsible for acquisition of CPE required to use this feature.

B. Calling Name Delivery - This feature allows the delivery of the calling name on the customer's station equipment. The Customer is responsible for acquisition of CPE required to use this feature.

C. Calling Number Transmission - This feature allows the Customer to send the calling number to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 5.6.

D. Calling Name Transmission - This feature allows the Customer to send the calling name to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 5.6.

E. E911 CPN Management - This feature allows a Customer to send its Station ANI to the E911 dispatcher or PSAP during an emergency call.

F. CARE CPN Management - Using this feature, the company will transmit the Customer's station ANI to the Customer's long distance provider. Requests to transmit individual telephone number or CPN information will be handled on an individual case basis. (M)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

- 9.15 Business Features, (Cont'd.) (M) (T)
- 9.15.2 Description of Features, (Cont'd.) (T)
- G. Additional Trunk Groups - Where facilities and operating condition permit, this feature allows Customers who subscribe to multiple service types within a single PRI Serving Arrangement to create subgroups, thereby dedicating a certain number of channels to particular service type.
- H. Call by Call - Customers may dedicate an entire PRI facility to a single service type, or Customers may select PRI's Call by Call Service capability where B channels are dynamically allocated for multiple associated service types on a per call basis.
- I. Two B-Channel Transfer - This feature, applicable to two-way Service, allows the Customer to receive a call on one B channel and transfer it to an external number using a second B channel. Upon transfer, both B channels are released.
- J. Emergency Reroute Service - See Section 6.14 for details. (T)
- K. Disaster Routing - See Section 6.15 for details. (T)
- L. Call Transfer on Trunks - This feature, applicable to two-way service, allows the Customer to receive a call on one trunk and transfer it to an external number using a second trunk. Upon transfer, both trunks are released. (T)
- M. Customer Originated Trace - This feature allows the tracing of nuisance calls to a specific telephone number. Entering the specified dial code activates the tracing. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for each call. (T)

(M)

(M) – Certain material now found on this page was previously located on Page 89 and Page 90.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.15 Business Features, (Cont'd.)

9.15.3 Rates and Charges

A. Orlando, Tampa, Daytona Beach

<u>Service</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>
Calling Number Delivery	\$0.00	\$0.00
Calling Name Delivery	\$0.00	\$0.00
Calling Number Transmission	\$0.00	\$0.00
Calling Name Transmission	\$0.00	\$0.00
E911 CPN Management	ICB	ICB
CARE CPN Management	ICB	ICB
Additional Trunk Groups		
Up to 3	\$0.00	\$0.00
More than 3	ICB	ICB
Call by Call	\$0.00	\$0.00
Two B Channel Transfer	\$0.00	\$0.00
Call Transfer on Trunks	ICB	ICB
Customer Originated Trace (Per Successful Activation)	N/A	\$3.15

B. Connection Charges

Connection charges apply when a Customer requests connection to one or more custom calling features. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premise.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective Customers within 90 days of the establishment of the new feature.

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.16 Complete Lines/Trunks Service

(M)

This service is grandfathered and is only available to existing Customers at existing locations without modification as of January 22, 2010.

(T)

(T)

9.16.1 Description

(M)

Complete Lines/Trunks Service is a local exchange service offered to local end user Customers served from a Company switch who are also purchasing one of the following products: Complete Dynamic Service, Channel 12 Service or Voice T1 Service. Complete Lines/Trunks Service will be provisioned on either a DS0 or DS1 access facility basis, depending on the minimum and maximum line/trunk counts identified below. The Complete Lines/Trunks Customer is eligible to purchase the Complete Line/Trunk Enhanced Feature Pack as defined below. Additional optional features are available pursuant to Section 5. Toll services are provided pursuant to the Company's published tariffs and rate schedules.

The Complete Lines/Trunks Service Customers purchasing the service with a DS1 access facility may select any combination of the following product types. The Customer must select a minimum of 8 lines, trunks or channels.

- Business Exchange Lines
- PBX DID Trunks
- PBX DOD Trunks
- PBX Combination Trunks
- PBX Combination Trunks w/DID
- PRI B Channel -DID Trunks
- PRI B Channel -DOD Trunks
- PRI B Channel -Combination Trunks
- PRI B Channel -Combination Trunks w/DID
- PRI D Channel (per DS1 access facility)

The Customer who purchases Complete Lines/Trunks Service at a DS0 level may select one of the following product types. The Customer who selects over 7 lines or trunks will be provisioned at the DS1 facility level.

- Business Exchange Lines
- PBX DOD Trunks
- PBX Combination Trunks

(M)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.16 Complete Lines/Trunks Service, (Cont'd.)

(M)

9.16.2 Complete Lines/Trunks Feature Pack

The Complete Dynamic Service Customer may purchase a Complete Dynamic Enhanced Feature Pack including any or all of the features listed below at a monthly charge per Line or Channel:

- Last Call Return
- Anonymous Call Rejection
- Automatic Recall
- Call Forward
- Call Hold
- Call Transfer
- Call Waiting
- Caller ID Number Only
- Combined Caller ID
- Distinctive Ringing
- DNIS (Dialed Number Identification Service)**
- Calling Number and Name Transmission
- Remote Activation Call Forwarding
- 8/10 Number Speed Calling
- 30 Number Speed Calling
- Three Way Calling

** Only available on the DS1 product.

The Customer may purchase Complete Lines and Trunks Feature Pack at a monthly rate per line/trunk. Line-based features may only be provisioned on business exchange lines.

(M)

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LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES, (CONT'D.)

9.16 Complete Lines/Trunks Service, (Cont'd.)

(M)

9.16.3 Terms

Complete Lines/Trunks is available under Month to Month, 12 Month, 24 Month or 36 Month Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

A. Nonrecurring Charges

Jacksonville, Fort Lauderdale and Miami

Month to Month	12 Month Term	24 Month Term	36 Month Term
\$20.00	\$20.00	\$20.00	\$20.00
\$20.00	\$20.00	\$20.00	\$20.00
\$20.00	\$20.00	\$20.00	\$20.00
\$20.00	\$20.00	\$20.00	\$20.00

B. Monthly Recurring Charges

Jacksonville, Fort Lauderdale and Miami

	Month to Month	12 Month Term	24 Month Term	36 Month Term
B Channel per Line/Trunk	\$37.50	\$37.50	\$33.75	\$31.88
D Channel per DS1 Access Facility	\$110.00	\$110.00	\$ 99.00	\$93.50
Enhanced Feature Pack per Line/Channel	\$10.00	\$10.00	\$10.00	\$10.00

(M)

9.16.4 Expiration of Term Agreement

(T)

Upon expiration of the initial term, the Customer who retains the Company's service must select a current Company service offering, which may include a new term agreement.

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