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--Via TFS --

April 18, 2016

Mr. Jeff Derouen
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601

PSC Reference 01174

Re: New Interconnection Agreement between CenturyLink Communications, LLC and Windstream Kentucky East, LLC

Dear Mr. Derouen,

Please find an electronic version in PDF format of the new Interconnection Agreement between CenturyLink Communications, LLC and Windstream Kentucky East, LLC for filing with the Kentucky Public Service Commission.

Please ensure filing with the Kentucky Public Service Commission.

If you have any questions regarding this filing, please don't hesitate to give me a call at 501-748-5397. Thank you in advance for your assistance.

Sincerely,

/s/ Scott Terry

Scott Terry

Enclosure

INTERCONNECTION AGREEMENT

BETWEEN

WINDSTREAM KENTUCKY EAST, LLC

&

CenturyLink Communications, LLC

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GENERAL TERMS AND CONDITIONS

This Agreement (“Agreement”) is between CenturyLink Communications, LLC (“CLC”) a Delaware limited liability company, having an office at 1801 California Street, Denver, CO 80202 and Windstream Kentucky East, LLC, a Delaware limited liability company (“Windstream”), having an office at 4001 Rodney Parham Road, Little Rock, Arkansas, 72212, hereinafter referred to collectively as the “Parties”.

WHEREAS, pursuant to the Telecommunications Act of 1996 (the “Act”), the Parties wish to establish terms for the provision of certain services and Ancillary Functions as designated in the Attachments hereto for the purpose of determining the rates, terms, and conditions for the interconnection of the Parties’ Telecommunications networks within the Commonwealth of Kentucky.

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

1.0 Introduction

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

2.0 Effective Date

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

3.0 Intervening Law

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

are not renegotiated within ninety (90) days after such notice, the Dispute shall be referred to the Dispute Resolution procedure set forth in Section 9.0.

4.0 Term of Agreement

- 4.1 The Parties agree to the provisions of this Agreement for an initial term of two (2) years from the Effective Date of this Agreement, and thereafter on a month to month basis, unless terminated or modified pursuant to the terms and conditions of this Agreement.
- 4.2 Either Party may request for this Agreement to be renegotiated upon the expiration of the initial two (2) year term or upon any termination of this Agreement, except in cases in which this Agreement has been terminated for Default pursuant to Section 4.6. The Party desiring renegotiation shall provide written notice to the other Party. Not later than thirty (30) days from receipt of said notice, the receiving Party will acknowledge receipt of the written notice and the Parties will commence negotiation, which shall be conducted in good faith.
- 4.3 Intentionally Left Blank
- 4.4 If either Party has requested re-negotiations and the Parties have not executed a Subsequent Agreement or filed arbitration at the applicable state commission, then this Agreement will continue in effect pursuant to Section 4.1.
- 4.5 Subject to the requirements of Section 4.4, after completion of the initial two (2) year term, this Agreement may be terminated by either Party for any reason not prohibited by law upon sixty (60) calendar days written notice to the other Party. By mutual Agreement, the Parties may amend this Agreement in writing to modify its terms.
- 4.6 In the event of Default or Abandonment, as defined in this §4.6, the non-defaulting Party may terminate this Agreement provided that the non-defaulting Party so advises the defaulting Party in writing (“Default Notice”) of the event of the alleged Default and the defaulting Party does not cure the alleged Default with sixty (60) calendar days after receipt of the Default Notice thereof, provided, however, that if sixty (60) calendar days is not sufficient time to reasonably cure the alleged Default, then the defaulting Party shall have such time as is reasonably necessary to cure the alleged Default so long as the defaulting Party has commenced the cure within said sixty (60) calendar days and diligently prosecutes the cure to completion. In no case shall the cure period be longer than one hundred twenty (120) calendar days.
- 4.6.1 Either Party’s insolvency or initiation of bankruptcy or receivership proceedings by or against the Party; or
- 4.6.2 A decision under §9.0, Dispute Resolution that a Party has materially breached any of the terms or conditions hereof, or
- 4.6.3 A Party has notified the other Party in writing of the other Party’s material breach of any of the material terms hereof, and the material breach remains uncured per §4.6 above, provided, however, that if the alleged material breach involves a material interruption to, or a material degradation of, the E911 services provided under this Agreement, the cure period shall be five (5) business days from receipt of such notice. If the Defaulting Party is making good faith efforts to cure such material breach regarding E911 services and there is an impossibility to cure such breach within the specified time frame, the non-Defaulting Party may agree to a reasonable extension of time.
- 4.6.4 Illegal use or theft of facilities is considered a material breach of this Agreement and termination of the Agreement will occur. For purposes of this section, “theft” shall include

but not be limited to the use by a Party of the other Party's facilities without the other Party's knowledge, permission and compensation under this Agreement.

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

5.0 Assignment

- 5.1 Neither Party may assign, subcontract, or otherwise transfer its rights or obligations under this Agreement except under such terms and conditions as are mutually acceptable to the other Party and with such Party's prior written consent, which consent shall not be unreasonably restricted, delayed or withheld. Notwithstanding anything to the contrary, a Party may assign, subcontract or otherwise transfer its rights or obligations under this Agreement upon notice to the other Party, but without needing the other Party's consent, to a subsidiary, affiliate, or parent company, including any firm, corporation, or entity which the Party controls, is controlled by, or is under common control with, or has a majority interest in, or to any entity which succeeds to all or substantially all of its assets whether by merger, sale, or otherwise. Nothing in this Section is intended to impair the right of either Party to utilize subcontractors.
- 5.2 Neither Party shall assign this Agreement to any Affiliate or non-affiliated entity unless either (1) the assigning Party pays all undisputed bills, past due and current, under this Agreement, or (2) the assignee expressly assumes liability for payment of such bills.
- 5.3 In the event that CLC makes any corporate name change (whether it involves a merger, consolidation, assignment or transfer, and including addition or deletion of a d/b/a), change in OCN/AOCN, or makes or accepts a transfer or assignment of interconnection trunks or facilities (including leased facilities), or a change in any other CLEC identifier (collectively, a "CLEC Change"), CLC shall submit written notice to Windstream within thirty (30) days of the first action taken to implement such CLEC Change.
- 5.4 In the event of an assignment as described in Section 5.1 above, the Parties shall negotiate an implementation plan to effectuate any changes. In addition, CLC shall compensate Windstream for any service order charges as specified in Windstream's General Subscriber/Local or Access tariffs, associated with such CLEC Change

6.0 Confidential and Proprietary Information

- 6.1 For the purposes of this Agreement, confidential information means confidential or proprietary technical, Customer, End User, network, or business information disclosed by one Party (the "Discloser") to the other Party (the "Recipient"), which is disclosed by one Party to the other in connection with this Agreement, during negotiations or the term of this Agreement ("Confidential Information"). Such Confidential Information shall automatically be deemed proprietary to the Discloser and subject to this §6.0, unless otherwise confirmed in writing by the Discloser. All other information which is indicated and marked, as Confidential Information at the time of disclosure shall also be treated as Confidential Information under §6.0 of this Agreement. The Recipient agrees

(i) to use Confidential Information only for the purpose of performing under this Agreement, (ii) to hold it in confidence and disclose it to no one other than its employees or agents having a need to know for the purpose of performing under this Agreement, and (iii) to safeguard it from unauthorized use or disclosure using at least the same degree of care with which the Recipient safeguards its own Confidential Information, but in no event less than a reasonable degree of care. If the Recipient wishes to disclose the Discloser's Confidential Information to a third-party agent or consultant, the agent or consultant must have executed a written agreement of nondisclosure and nonuse comparable to the terms of this Section.

- 6.2 The Recipient may make copies of Confidential Information only as reasonably necessary to perform its obligations under this Agreement. All such copies will be subject to the same restrictions and protections as the original and will bear the same copyright and proprietary rights notices as are contained on the original.
- 6.3 The Recipient agrees to return all Confidential Information to the Discloser in tangible form received from the Discloser, including any copies made by the Recipient within thirty (30) days after a written request is delivered to the Recipient, or to destroy all such Confidential Information if directed to do so by Discloser except for Confidential Information that the Recipient reasonably requires to perform its obligations under this Agreement. If either Party loses or makes an unauthorized disclosure of the other Party's Confidential Information, it will notify such other Party immediately and use reasonable efforts to retrieve the lost or wrongfully disclosed information.
- 6.4 The Recipient will have no obligation to safeguard Confidential Information: (i) which was in the possession of the Recipient free of restriction prior to its receipt from the Discloser; (ii) after it becomes publicly known or available through no breach of this Agreement by the Recipient, (iii) after it is rightfully acquired by the Recipient free of restrictions on its disclosure, or (iv) after it is independently developed by personnel of the Recipient to whom the Discloser's Confidential Information had not been previously disclosed. In addition, either Party will have the right to disclose Confidential Information to any state or federal regulatory body, or a court in the conduct of approval or performance of this Agreement, as long as, in the absence of an applicable protective order, the Discloser has been previously notified by the Recipient in time sufficient for the Recipient to undertake lawful measures to avoid disclosing such information and for Discloser to have reasonable time to seek or negotiate a protective order before or with any applicable state or regulatory body or a court.
- 6.5 The Parties recognize that an individual End User may simultaneously seek to become or be a Customer of both Parties. Nothing in this Agreement is intended to limit the ability of either Party to use Customer specific information lawfully obtained from End Users or sources other than the Discloser, subject to applicable rules governing use of Customer Propriety Network Information (CPNI).
- 6.6 Each Party's obligations to safeguard Confidential Information disclosed prior to expiration or termination of this Agreement will survive such expiration or termination.
- 6.7 Except as otherwise expressly provided elsewhere in this Agreement, no license is hereby granted with respect to any patent, trademark, or copyright, nor is any such license implied solely by virtue of the disclosure of any Confidential Information.
- 6.8 Each Party agrees that the Discloser may be irreparably injured by a disclosure in breach of this Agreement by the Recipient or its representatives and the Discloser will be entitled to seek equitable relief, including injunctive relief and specific performance, in the event of any breach or threatened breach of the confidentiality provisions of this Agreement. Such remedies will not be deemed to be the exclusive remedies for a breach of this Agreement, but will be in addition to all other remedies available at law or in equity.

7.0 **Liability and Indemnification**

7.1 **Limitation of Liabilities**

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

7.2 **No Consequential Damages**

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

7.3 **Obligation to Indemnify**

7.3.1 Each Party shall be indemnified ("Indemnified Party") and held harmless by the other Party ("Indemnifying Party") against claims, losses, suits, demands, damages, costs, expenses, including reasonable attorneys' fees ("Claims"), asserted, suffered, or made by third parties arising from (i) any act or omission of the Indemnifying Party in connection with its performance or non-performance under this Agreement; and (ii) provision of the Indemnifying Party's services or equipment, including but not limited to claims arising from the provision of the Indemnifying Party's services to its End Users (e.g., claims for interruption of service, quality of service or billing disputes) except to the extent such act or omission was caused by the negligence or willful misconduct of the Indemnified Party. Each Party shall also be indemnified and held harmless by the other Party against claims and damages of persons for services furnished by the Indemnifying Party or by any of its subcontractors, under worker's compensation laws or similar statutes.

7.3.2 Each Party, as an Indemnifying Party agrees to release, defend, indemnify, and hold harmless the other Party from any claims, demands or suits that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly or indirectly, by the Indemnifying Party's employees and equipment associated with the provision of any service herein. This provision includes but is not limited to suits arising from unauthorized disclosure of the End User's name, address or telephone number.

- 7.3.3 Neither Party makes any warranties, express or implied, concerning its respective (or any third party's) rights with respect to intellectual property (including without limitation, patent, copyright and trade secret rights) or contract rights associated with their respective interconnection with the other Party's network use or receipt of the other Party's services.
- 7.3.4 When the lines or services of other companies and carriers are used in establishing connections to and/or from points not reached by a Party's lines, neither Party shall be liable for any act or omission of the other companies or carriers.

7.4 **Obligation to Defend; Notice; Cooperation**

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

8.0 **Payment of Rates and Late Payment Charges**

- 8.1 In the event of a material adverse change in CLEC's financial condition during the life of this Agreement, Windstream may request a security deposit. A "material adverse change in financial condition" means CLEC is a new CLEC with no established credit history, or is a CLEC that has not established satisfactory credit with Windstream, or the Party is repeatedly delinquent in making its payments, or is being reconnected after a disconnection of Service or discontinuance of the processing of orders by Windstream due to a previous failure to pay undisputed charges in a timely manner, or Windstream receives credible information of a negative impact to the CLEC's financial stability. Windstream may require a deposit to be held as security for the payment of charges before the orders from CLEC will be provisioned and completed or before reconnection of Service. "Repeatedly delinquent" means any payment of a material amount of total monthly Billing under the Agreement received after the Payment Due Date, three (3) or more times during the last twelve (12) month period. The security deposit may not exceed the estimated total monthly charges for a two (2) month period based upon recent or forecasted billing. The deposit may be adjusted by

CLEC's actual monthly average charges, payment history under this Agreement, or other relevant factors.

- 8.1.1 The deposit may be an irrevocable bank letter of credit, a letter of credit with terms and conditions acceptable to Windstream, or some other form of mutually acceptable security such as a cash deposit. Any such security deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service, for so long as CLEC's credit is impaired, plus one year..
- 8.1.2 If a security deposit is required, such security deposit shall be made prior to the activation of service.
- 8.1.3 The fact that a security deposit has been provided in no way relieves CLC from complying with Windstream's regulations as to advance payments and the prompt payment of bills on presentation nor does it constitute a waiver or modification of the regular practices of Windstream providing for the discontinuance of service for non-payment of any sums due Windstream.
- 8.1.4 Windstream reserves the right to increase the security deposit requirements when, in its reasonable judgment, circumstances so warrant and/or gross monthly billing has increased for three (3) consecutive months to a level beyond the level initially used to determine the security deposit. Windstream shall provide thirty (30) days' written notice of its decision to increase the security deposit requirements. CLC shall provide the increased deposit within thirty (30) days of receipt of such notice. CLC may dispute the need for or amount of the increase in accordance with the Dispute Resolution provisions of this Agreement by providing written notice of dispute within thirty (30) days of receipt of such notice, but initiating the dispute resolution process will not relieve it of its obligation to timely provide the increased deposit.
- 8.1.5 In the event that CLC is in breach of this Agreement, service to CLC may be terminated by Windstream; any security deposits applied to its account and Windstream may pursue any other remedies available at law or equity.
- 8.1.6 In the case of a cash deposit, interest at a rate as set forth in the appropriate Windstream tariff shall be paid to CLC during the possession of the security deposit by Windstream. Interest on a security deposit shall accrue annually and, if requested, shall be annually credited to CLC by the accrual date.
- 8.2 Windstream may, but is not obligated to, draw on the cash deposit, as applicable, upon the occurrence of any one of the following events.
 - 8.2.1 CLC owes Windstream undisputed charges under this Agreement that are more than thirty (30) calendar days past due; or
 - 8.2.2 CLC admits its inability to pay its debts as such debts become due, has commenced a voluntary case (or has had an involuntary case commenced against it) under the U.S. Bankruptcy Code or any other law relating to insolvency, reorganization, wind-up, composition or adjustment of debts or the like, has made an assignment for the benefit of creditors or, is subject to a receivership or similar proceeding; or
 - 8.2.3 The expiration or termination of this Agreement.
- 8.3 If Windstream draws on the security deposit, upon request by Windstream, CLC will provide a replacement deposit conforming to the requirements of Section 8.1.

- 8.4 Except as otherwise specifically provided elsewhere in this Agreement, the Parties will pay all undisputed rates and charges due and owing under this Agreement within thirty (30) days of the invoice date in immediately available funds. The Parties represent and covenant to each other that all invoices will be promptly processed and mailed in accordance with the Parties' regular procedures and billing systems.
- 8.4.1 If the payment due date falls on a Sunday or on a Holiday which is observed on a Monday, the payment due date shall be the first non-Holiday following such Sunday or Holiday. If the payment due date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday, or Friday, the payment due date shall be the last non-Holiday preceding such Saturday or Holiday. If payment is not received by the payment due date, a late penalty, as set forth in §8.5 below, will be assessed.
- 8.4.2 Each Party shall establish monthly billing dates and the bill date will be the same day each month. All bills will be delivered to the other Party no later than ten (10) calendar days from the bill date and at least twenty (20) calendar days prior to the payment due date (as described in this Attachment), whichever is earlier. If a Party fails to receive a billing within the time period specified in this Section, the corresponding payment due date will be extended by the number of days the bill is late in being delivered.
- 8.5 If the undisputed payment amount billed is received by the billing Party after the payment due date or if any portion of the payment is received by the billing Party in funds which are not immediately available to the billing Party, then a late payment charge will apply to the unpaid undisputed balance.
- 8.6 Except as otherwise specifically provided in this Agreement, interest on overdue invoices will apply at the lesser of the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily and applied for each month or portion thereof that an outstanding balance remains, or shall not exceed 0.0004930% compounded daily and applied for each month or portion thereof that an outstanding balance remains.

9.0 Dispute Resolution

9.1 Notice of Disputes

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

9.2 Billing Disputes

- 9.2.1 For all services purchased under this Agreement, if the disputing party intends to withhold disputed amounts, the disputing Party must submit the applicable billing dispute ("Billing Dispute") to the billing Party on the Billing Dispute Form contained in Appendix A by the due date on the disputed bill. For all services purchased under this Agreement, if a particular bill is paid in full by the due date of the bill, the disputing Party may submit a billing dispute ("Billing Dispute") to the billing Party on the Billing Dispute Form contained in Appendix A within 12 months of the due date of the bill. The dispute form must be complete, with all relevant fields populated with the required information for the billable element in dispute. If the billing dispute form is not complete with all information, the dispute will be rejected by the billing Party. After receipt of a completed dispute, the

billing Party will review to determine the accuracy of the billing dispute and make a good faith attempt to either accept or reject the dispute within thirty (30) days. If the billing Party determines the dispute is valid, the billing Party will credit the disputing Party's bill by the next bill date. If the billing Party determines the billing dispute is not valid, the billing Party will provide information outlining why the dispute is rejected. The disputing Party may escalate the dispute as outlined in section 9.2.1.1. If escalation of the billing dispute does not occur within the sixty (60) calendar days as outlined below, the disputing Party must remit payment for the disputed charge, including late payment charges, to the billing Party by the next bill date and these charges are no longer considered disputed charges. Closure of the dispute does not waive the disputing Party's right to file an additional dispute for prospective billing. The Parties will endeavor to resolve all Billing Disputes within sixty (60) calendar days from receipt of the Dispute Form.

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

9.2.1.1.1 If the dispute is not resolved within thirty (30) calendar days of receipt of the escalation request, the dispute will be escalated via written notice to the second level of management, or its equivalent, for each of the respective Parties for resolution. If the escalated dispute is not resolved within sixty (60) calendar days of the escalation request, the dispute will be escalated to the third level of management for each of the respective Parties for resolution.

9.2.1.1.2 If the dispute is not resolved within ninety (90) calendar days of the receipt of the escalation request, the dispute will be escalated to the fourth level of management, or its equivalent, for each of the respective Parties for resolution.

9.2.1.1.3 Each Party will provide to the other Party an escalation list for resolving billing disputes. The escalation list will contain the name, title, phone number, fax number and email address for each escalation point identified in this Section 9.2.1.1. A Party's failure to pay all undisputed amounts by the due date listed on the bill, is a material breach of this Agreement that shall be governed by the Default provisions of Section 4.6.

9.2.1.1.4 If the dispute is not resolved within one hundred twenty (120) calendar days of receipt of the Dispute Form or either Party is not operating in good faith to resolve the dispute, the Formal Dispute Resolution process, outlined in section 9.4, may be invoked.

9.2.1.2 If the disputing Party disputes a charge and does not pay such charge by the payment due date, such charges shall be subject to late payment charges as set forth in subsection 8.3 above. If the disputing Party disputes charges and the dispute is resolved in favor of the disputing Party, the billing Party shall credit the bill of the disputing Party for the amount of the disputed charges, along with any late payment charges assessed, by the next billing cycle after the resolution of the dispute. If the disputing Party disputes a charge and has submitted payment by the due date, and the dispute is resolved in favor of the disputing Party, the billing Party shall credit the bill of the disputing Party for the amount of the disputed charges and any applicable interest. Accordingly, if the disputing Party disputes charges and the dispute is resolved in favor of the billing Party, the disputing Party shall pay the billing Party the amount of the disputed charges and any associated late payment charges, by the next billing due date after the resolution of the dispute.

9.2.1.3 For purposes of this subsection 9.1.1, a billing dispute shall not include the refusal to pay other amounts owed to a Party pending resolution of the dispute. Claims by the disputing Party for damages of any kind will not be considered a Bona Fide Dispute for purposes of this subsection 9.2.1. Parties failure to pay all undisputed amounts by the due date listed on the bill is a material breach of this agreement that shall be governed by the Default provisions of section 4.6.

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

9.2.2 **All Other Disputes**

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

9.3 **Alternative to Litigation**

9.3.1 The Parties desire to resolve disputes arising out of this Agreement without litigation. Accordingly, except for action seeking a temporary restraining order, an injunction, or similar relief from the PSC or if the PSC declines to act having concluded it lacks jurisdiction then in a court of competent jurisdiction, related to the purposes of this Agreement, or suit to compel compliance with this Dispute Resolution process, the Parties agree to use the following Dispute Resolution procedure with respect to any controversy or claim arising out of or relating to this Agreement or its breach.

9.3.2 Each Party agrees to promptly notify the other Party in writing of a dispute and may in the Dispute Notice invoke the informal dispute resolution process described in §9.4. The Parties will endeavor to resolve the dispute within thirty (30) days after the date of the Dispute Notice.

9.4 **Informal Resolution of Disputes**

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

9.5 **Formal Dispute Resolution**

9.5.1 The Parties agree that all unresolved disputes arising under this Agreement may be submitted to PSC for resolution in accordance with its dispute resolution process and the outcome of such process will be binding on the Parties, subject to any right to appeal a decision reached by the PSC under applicable law.

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

9.5.3 Each Party shall bear its own costs of these procedures unless the Kentucky Public Service Commission or other presiding authority, if any, rules otherwise.

9.6 **Conflicts**

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

10.0 **INTENTIONALLY LEFT BLANK**

11.0 **Notices**

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

If to CLC:

Charles Lahey
C/O Interconnection Agreements
4650 Lakehurst Ct., 3rd Floor
Dublin, OH 43016
Phone Number: (703) 363-4452
Fax: (303) 391-2275
Email: Charles.Lahey@CenturyLink.com

Copy to:

CenturyLink Law Department
Associate General Counsel, Interconnection
1801 California Street, 10th Floor
Denver, CO 80202-2658
Phone Number: (303) 383-6553
Legal.interconnection@centurylink.com

If to Windstream:

Windstream
Attn: Staff Manager – Interconnection Services
4001 Rodney Parham Road
1170 B1F02-1221A
Little Rock, AR 72212

Copy to:

Windstream
Attn: Windstream Legal Department
1170 B1F03-53A
Little Rock, AR 72212

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

12.0 Taxes

- 12.1 Each Party purchasing services hereunder shall pay or otherwise be responsible for all federal, state, or local sales, use, excise, gross receipts, transaction or similar taxes, fees or surcharges (hereinafter "Tax") levied against or upon such purchasing Party (or the providing Party when such providing Party is permitted to pass along to the purchasing Party such taxes, fees or surcharges), except for any tax on either Party's corporate existence, status or income, corporate property taxes and payroll taxes. Whenever possible, these amounts shall be billed as a separate item on the invoice. Purchasing Party may be exempted from certain taxes if purchasing Party provides proper documentation, e.g., reseller certificate, from the appropriate taxing authority. Failure to timely provide said resale tax exemption certificate will result in no exemption being available to the purchasing Party until such time as the purchasing Party presents a valid certification.
- 12.2 With respect to any purchase of services, facilities or other arrangements, if any Tax is required or permitted by applicable law to be collected from the purchasing Party by the providing Party, then (i) the providing Party shall bill the purchasing Party for such Tax, (ii) the purchasing Party shall remit such Tax to the providing Party and (iii) the providing Party shall remit such collected Tax to the applicable taxing authority, except as otherwise indicated below.
- 12.3 The Parties agree that each Party shall generally be responsible for collecting and remitting to the appropriate city, any franchise fees or taxes for use of city rights of way, in accordance with the terms of that Party's franchise Agreement. In the event a city attempts to require both Parties to pay franchise fees on the same revenues with respect to resold services or unbundled network elements then the Parties agree to cooperate in opposing such double taxation.
- 12.4 With respect to any purchase hereunder of services, facilities or arrangements that are resold to a third party, the purchasing Party agrees to indemnify and hold harmless the providing Party on an after-tax basis for any costs incurred by the providing Party as a result of actions taken by the applicable taxing authority to collect the Tax from the providing Party due to the failure of the purchasing Party to pay or collect and remit such tax to such authority.
- 12.5 If the providing Party fails to properly bill any Tax as required herein, then, as between the providing Party and the purchasing Party, (i) the purchasing Party shall remain liable for such uncollected Tax and (ii) the providing Party shall be liable for any penalty and interest assessed with respect to such uncollected Tax by such authority. However, if the purchasing Party fails to pay any taxes properly billed, then, as between the providing Party and the purchasing Party, the purchasing Party will be solely responsible for payment of the taxes, penalty and interest.
- 12.6 If the purchasing Party fails to impose and/or collect any Tax from End Users as required herein, then, as between the providing Party and the purchasing Party, the purchasing Party shall remain liable for such uncollected Tax and any interest and penalty assessed thereon with respect to the uncollected Tax by the applicable taxing authority. With respect to any Tax that the purchasing Party has agreed to pay or impose on and/or collect from End Users, the purchasing Party agrees to indemnify and hold harmless the providing Party on an after-tax basis for any costs incurred by the providing Party as a result of actions taken by the applicable taxing authority to collect the Tax from

the providing Party due to the failure of the purchasing Party to pay or collect and remit such Tax to such authority.

- 12.7 All notices, affidavits, exemption certificates or other communications required or permitted to be given by either Party to the other Party under this §12.0, shall be made in writing and sent postage prepaid by registered mail return receipt requested. All notices shall be effective upon receipt. All notices sent pursuant to this Section shall be directed to the following:

To Windstream:

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

Copy to:

Windstream
Staff Manager - Interconnection Services
4001 Rodney Parham Road
1170 B1F02-1212A
Little Rock, AR 72212

To CLC:

John Kathrein
1801 California Street, 2520
Denver, CO 80208
Phone Number: (303) 308-5519
Fax: (303) 672-5939
Email: john.kathrein@CenturyLink.com

Copy to:

Kiran N. Seshagiri
Director, Tax Systems and Billing
100 CenturyLink Drive
Monroe, Louisiana 71203
318-362-1696
Email: kiran.seshagiri@centurylink.com

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

13.0 Force Majeure

- 13.1 Except as otherwise specifically provided in this Agreement, neither Party shall be liable for delays or failures in performance resulting from acts or occurrences beyond the reasonable control of such Party, regardless of whether such delays or failures in performance were foreseen or foreseeable as of the date of this Agreement, including, without limitation: fire, explosion, power failure, acts of

God, war, revolution, civil commotion, or acts of public enemies; epidemics, riots, insurrections, earthquakes, tornadoes, hurricanes, nuclear accidents, floods, or labor unrest, including, without limitation strikes, slowdowns, picketing or boycotts or delays caused by the other Party or by other service or equipment vendors; or any other similar circumstances beyond the Party's reasonable control. In such event, the Party affected shall, upon giving prompt notice to the other Party, be excused from such performance on a day-to-day basis to the extent of such interference (and the other Party shall likewise be excused from performance of its obligations on a day-for-day basis to the extent such Party's obligations relate to the performance so interfered with). The affected Party shall use its reasonable commercial efforts to avoid or remove the cause of nonperformance and both Parties shall proceed to perform with dispatch once the causes are removed or cease.

14.0 Publicity

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

15.0 Network Maintenance and Management

- 15.1 The Parties will work cooperatively to implement this Agreement. The Parties will exchange appropriate information (e.g., maintenance contact numbers, network information, information required to comply with law enforcement and other security agencies of the Government, etc.) to achieve this desired reliability, subject to the confidentiality provisions herein.
- 15.2 Each Party will provide a 24-hour contact number for Network Traffic Management issues to the other's surveillance management center. A facsimile (FAX) number must also be provided to facilitate event notifications for planned mass calling events. Additionally, both Parties agree that they will work cooperatively to ensure that all such events will attempt to be conducted in such a manner as to avoid disruption or loss of service to other End Users.

15.2.1 **24 Hour Network Management Contact:**

For Windstream:

Contact Number: 330-650-7929

For CLC:

Contact Number: 800-860-6485, Option 3, Option 1

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

16.0 Law Enforcement and Civil Process

16.1 Intercept Devices

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

16.2 Subpoenas

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

16.3 Law Enforcement Emergencies

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

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

17.0 Changes in Subscriber Carrier Selection

17.1 Each Party will abide by applicable state or federal laws and regulations in obtaining End User authorization prior to changing End User's Local Service Provider to itself and in assuming responsibility for any applicable charges as specified in §258 (b) of the Telecommunications Act of 1996. Either Party shall make authorization available to the other Party upon reasonable requests and at no charge.

17.2 Either Party can initiate a challenge to a change in its local exchange service provider. If an End User notifies either Party that the End User requests local exchange service, the Party receiving such request shall be free to immediately provide service to such End User.

17.3 When an End User changes or withdraws authorization, each Party will release Customer specific facilities in accordance with the Customers' direction or the End User's authorized agent.

17.4 Subject to applicable rules, orders, and decisions, Windstream will provide CLC with access to Customer Proprietary Network Information (CPNI) for Windstream End Users upon CLC affirmation that CLC has obtained a Letter of Agency (LOA). CLC will provide such Letter of Authorization upon request from Windstream.

17.4.1 The Parties agree that they will conform to FCC and/or state regulations regarding the information provided on the LOA, provisioning of CPNI between the Parties, and regarding the use of that information by the requesting Party.

17.4.2 The requesting Party will document End User permission obtained to receive CPNI, whether or not the End User has agreed to change Local Service Providers. If the Parties do not agree that CLC requested CPNI for a specific End User, or that Windstream has erred in not accepting proof of an LOA, the Parties may immediately request dispute resolution in accordance with General Terms & Conditions, Section 9.0, Dispute Resolution.

17.5 Windstream will only accept an LOA for a Windstream Customer of record or other authorized individual. CLC may not delegate its obligation to obtain written authorization from Windstream's Customer of record to a third party.

18.0 Amendments or Waivers

18.1 Except as otherwise provided in this Agreement, no amendment to this Agreement will be effective unless the same is in writing and signed by an authorized representative of each Party. In addition, no course of dealing or failure of a Party strictly to enforce any term, right or condition of this Agreement will be construed as a waiver of such term, right, or condition. Windstream does not waive, any rights including, but not limited to, the rights that would be afforded Windstream under 47 USC § 251(f). The Parties enter into this Agreement without prejudice to any positions they have taken previously, or may take in the future in any legislative, regulatory, other public forum, contract negotiation, or bona fide request, including matters related to the types of arrangements prescribed by this Agreement.

19.0 Authority

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

20.0 Binding Effect

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

21.0 Consent

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

22.0 Expenses

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

23.0 Headings

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

24.0 Relationship of Parties

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

25.0 Conflict of Interest

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

26.0 Multiple Counterparts

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

27.0 Third Party Beneficiaries

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

28.0 Regulatory Approval

28.1 Each Party agrees to cooperate with the other Party and with any regulatory agency to obtain regulatory approval. During the term of this Agreement, each Party agrees to continue to cooperate with the other Party and any regulatory agency so that the benefits of this Agreement may be achieved.

28.2 Upon execution of this Agreement, it shall be filed with the appropriate state regulatory agency pursuant to the requirements of §252 of the Act. If the state regulatory agency imposes any filing(s) or public interest notice(s) regarding the filing or approval of the Agreement, CLC shall assume sole responsibility in making such filings or notices. All costs associated with the aforementioned filing(s) or notice(s) shall borne by CLC.

29.0 Trademarks and Trade Names

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

30.0 Regulatory Authority

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

31.0 Verification Reviews

- 31.1 Subject to each Party's reasonable security requirements and except as may be otherwise specifically provided in this Agreement, either Party may audit the other Party's relevant books, records and other documents pertaining to services provided under this Agreement once in each Contract Year solely for the purpose of evaluating the accuracy of the other Party's billing and invoicing to the other Party. Such audit will take place at a time and place agreed on by the Parties no later than sixty (60) calendar days after notice thereof.
- 31.2 The review will consist of an examination and verification of data involving records, systems, procedures and other information related to the services performed by either Party as related to settlement charges or payments made in connection with this Agreement as determined by either Party to be reasonably required. Each Party shall maintain reasonable records for a minimum of twelve (12) months and provide the other Party with reasonable access to such information as is necessary to determine amounts receivable or payable under this Agreement.
- 31.3 Adjustments, credits, or payments shall be made and any corrective action shall commence within thirty (30) days or by the second invoice cycle date from the Requesting Party's receipt of the final audit report to compensate for any errors or omissions which are disclosed by such audit and are agreed to by the Parties. Audit findings may be applied retroactively for no more than twelve (12) months from the date the audit began. Interest shall not exceed one and one-half (1 ½%) of the highest interest rate allowable by law for commercial transactions shall be assessed and shall be computed by compounding daily from the time of the overcharge, not to exceed twelve (12) months from the date the audit began to the day of payment or credit. Any disputes concerning audit results will be resolved pursuant to the Dispute Resolution procedures described in §9.0 of this Agreement.
- 31.4 Each Party will cooperate fully in any such audit, providing reasonable access to any and all appropriate employees and books, records and other documents reasonably necessary to assess the accuracy of the Party's bills.
- 31.5 Verification reviews will be limited in frequency to once per twelve (12) month period, with provision for staged reviews, as mutually agreed, so that all subject matters are not required to be reviewed at the same time. Verification reviews will be scheduled subject to the reasonable requirements and limitations of the audited Party and will be conducted in a manner that will not interfere with the audited Party's business operations.

- 31.6 The Party requesting a verification review shall fully bear its costs associated with conducting a review. The Party being reviewed will provide access to required information, as outlined in this Section, at no charge to the reviewing Party. Should the reviewing Party request information or assistance beyond that reasonably required to conduct such a review, the Party being reviewed may, at its option, decline to comply with such request or may bill actual, documented costs incurred in complying subsequent to the concurrence of the reviewing Party.
- 31.7 For purposes of conducting an audit pursuant to this Agreement, the Parties may employ other persons or firms for this purpose (so long as said Parties are bound by this Agreement). The Parties will bear their own reasonable expenses associated with the audit.
- 31.8 Information obtained or received by either Party in conducting the audit described in §31.0 shall be subject to the confidentiality provisions of §6.0 of this Agreement, whether or not marked as confidential.

32.0 Complete Terms

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

33.0 Cooperation on Preventing End User Fraud

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

34.0 Notice of Network Changes

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

35.0 Modification of Agreement

- 35.1 If either Party changes its name or makes changes to its company structure or identity due to a merger, acquisition, transfer or any other reason, it is the responsibility of that Party to notify the

other Party of said change and request that an amendment to this Agreement, if necessary, be executed to reflect said change.

36.0 Responsibility of Each Party

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

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38.0 Governmental Compliance

38.1 Each Party will comply at its own expense with all applicable law that relates to i) its obligations under or activities in connection with this Agreement; of ii) its activities undertaken at, in connection with or relating to Work Locations. The Parties agree to indemnify, defend, (at the other Party's request) and save harmless the other Party, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties, and expenses (including reasonable attorneys' fees) that arise out of or result from i) its failure or the failure of its contractors or agents to comply with this Section 38.1 or ii) any activity, omission, or duty of such Party or its contractors or agents that triggers any legal obligation to investigate or remediate environmental contamination in connection with this Section 38.1. The provisions of Section 7.4 will apply to indemnification under this Section 38.1.

39.0 Responsibility for Environmental Contamination

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

39.2 Windstream will in no event be liable to CLC for any costs whatsoever resulting from the presence or release of any Environmental Hazard that Windstream did not introduce to the affected work location. CLC will indemnify, defend (at Windstream's request) and hold harmless Windstream, each of its officers, directors and employees from and against any losses, damages, claims, demands,

suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from i) any Environmental Hazard that CLC, its contractors or agents introduce to the Work Locations or ii) the presence or release of any Environmental Hazard for which CLC is responsible under applicable law.

40.0 Subcontracting

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

41.0 Referenced Documents

41.1 Whenever any provision of this Agreement refers to a technical reference, technical publication, any publication of telecommunications industry administrative or technical standards, Windstream handbooks and manuals, or any other document specifically incorporated into this Agreement, it will be deemed to be a reference to the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document that is in effect, and will include the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document incorporated by reference in such a technical reference, technical publication, or publication of industry standards. However, if such reference material is substantially altered in a more recent version to significantly change the obligations of either Party as of the Effective Date of this Agreement and the Parties are not in Agreement concerning such modifications, the Parties agree to negotiate in good faith to determine how such changes will impact performance of the Parties under this Agreement, if at all. Until such time as the Parties agree, the provisions of the last accepted and unchallenged version will remain in force.

42.0 Severability

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

43.0 Survival of Obligations

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

44.0 Governing Law

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

45.0 Other Obligations of CLC

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45.2 CLC shall use Windstream's electronic operations support system access platform (Windstream Express) to submit orders and requests for maintenance and repair of services, and to engage in other pre-ordering, ordering, provisioning, maintenance and repair transactions. If Windstream has not deployed an electronic capability, CLC shall use such other processes as Windstream has made available for performing such transaction (including, but not limited, to submission of orders by telephonic facsimile transmission and placing trouble reports by voice telephone transmission). If CLC chooses to submit orders manually, when Windstream's electronic operations support system access platform (Windstream Express) is available, CLC will pay a manual order charge as reflected in the applicable Windstream tariff.

45.3 CLC represents and covenants that it will only use Windstream Express pursuant to this Agreement for services related to UNEs, resold services or other services covered by this Agreement, for which this Agreement contains explicit terms, conditions and rates and will not provide its access to a third party.

45.4 A service order processing charge (Service Order Charge) will be applied to each service order issued by one Party to the other Party to process a request for installation, disconnection, rearrangement, or changes to orders or existing service pursuant to this Agreement.

46.0 Customer Inquiries

46.1 Each Party will refer all questions regarding the other Party's services or products directly to the other Party at a telephone number specified by that Party.

46.2 Each Party will ensure that all of their representatives who receive inquiries regarding the other Party's services or products: (i) take commercially reasonable efforts to provide contact information of the other Party; and (ii) do not in any way disparage or discriminate against the other Party or its services or products.

47.0 Disclaimer of Warranties

47.1 **EXCEPT AS OTHERWISE SPECIFICALLY PROVIDED IN THIS AGREEMENT, NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR INTENDED OR PARTICULAR PURPOSE WITH RESPECT TO SERVICES PROVIDED HEREUNDER. ADDITIONALLY, NEITHER PARTY ASSUMES ANY RESPONSIBILITY WITH REGARD TO THE**

**CORRECTNESS OF DATA OR INFORMATION SUPPLIED BY THE OTHER PARTY
WHEN THIS DATA OR INFORMATION IS ACCESSED AND USED BY A THIRD
PARTY.**

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53.0 Definitions and Acronyms

53.1 Definitions

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

53.2 Acronyms

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

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57.0 Other Requirements and Attachments

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

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

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed as of this 14th day of April, 2016.

CenturyLink Communications, LLC

Windstream Kentucky East, LLC

Diane Wright for: Sarah Nicholls
Print Name

S. Lynn Hughes
Print Name

/s/ Diane Wright 04/08/16
Sign Name: Date

/s/ S. Lynn Hughes 4-14-16
Sign Name: Date

Director – Network Operations
Position/Title

Director – Carrier Interconnect
Position/Title

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ATTACHMENT 4: NETWORK INTERCONNECTION ARCHITECTURE

1.0 Scope

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

2.0 Interconnection

- 2.1 Direct interconnection facilities provide for network interconnection between the Parties at a technically feasible point(s) on Windstream's interconnected network within a LATA as described in Section 2.1.1. CLC must establish a point of interconnection at the Windstream tandem that supports the rate center in which CLC is providing service. Except for Transit Traffic, traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party's End User, is not originating on that Party's network and may not be routed through any interconnection facilities. Direct interconnection shall be accomplished by, including but not limited to, one or more of the following methods: 1) lease arrangements, and 2) jointly provisioned facilities arrangements.
 - 2.1.1 In order to gain connectivity, the IP/s must be established in at least one or more of the following locations:
 - a) IP at the Windstream Tandem Office where available;
 - b) IP at the Windstream End Office;
 - c) IP at the Windstream Access Tandem, where available, or End Office for a Windstream remote central office; or
 - d) Any other technically feasible location on Windstream's interconnected network.
 - 2.1.2 Lease arrangements will be governed by the TELRIC rates as shown in Attachment (6), Exhibit A, UNE Price List.

- 2.1.3 Each Party will be responsible for the engineering and construction of its own network facilities on its side of the IP, however, should Windstream be required to modify its network to accommodate the interconnection request made by CLC, CLC agrees to pay Windstream reasonable charges for such modifications. If CLC uses a third party network Carrier to reach the IP, CLC will bear all third party Carrier charges for facilities and traffic.
- 2.2 The Parties shall utilize direct end office facilities under any one of the following conditions:
- 2.2.1 Tandem Exhaust - If a tandem through which the Parties are interconnected is unable to, or is forecasted to be unable to support additional traffic loads for any period of time, the Parties will mutually agree on an end office facility plan that will alleviate the tandem capacity shortage and ensure completion of traffic between CLC and Windstream.
- 2.2.2 Traffic Volume – Where traffic exceeds or is forecasted to exceed a single DS1 of traffic per month, then CLC shall install and retain direct end office facilities sufficient to handle such traffic volumes. CLC will install additional capacity between such points when overflow traffic exceeds or is forecasted to exceed a single DS1 of traffic per month. In the case of one-way facilities, additional facilities shall only be required by the Party whose facilities have achieved the preceding usage threshold.
- 2.2.3 Mutual Agreement - The Parties may install direct end office facilities upon mutual agreement in the absence of conditions (2.2.1) or (2.2.2) above.
- 2.3 Indirect Interconnection. Both Parties agree traffic shall be exchanged through the tandem that the Windstream end office is associated with as identified in the Local Exchange Routing Guide (“LERG”) until such time either Parties’ traffic meets or exceeds one (1) DS1 level volume of calls or CLC enters into a Windstream rate center to compete for voice services. Both Parties agree only to deliver traffic to the other pursuant to and consistent with the terms of this Agreement. Neither Party shall utilize a third party for the delivery of traffic to the other pursuant to this Agreement without the prior written consent of all Parties and without the establishment of mutually agreeable terms and conditions among all Parties governing any intermediary arrangement with a third party. Traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party’s End User, is not originating on that Party’s network and may not be routed through Indirect Interconnection unless the traffic is properly identified as being originated by a 3rd party and such traffic is Local Traffic as defined in this Agreement. Telecommunications Traffic to or from CLC under its wholesale business arrangement is not considered transit traffic under this Agreement.
- 2.4 Transit Traffic. When Windstream is the tandem provider identified in the LERG, Windstream will transit traffic originated on CLC’s network and deliver the transit traffic to the terminating third party network. Windstream will charge CLC the rate set forth in Attachment B: Price List.
- 2.5 Neither Party shall deliver: (i) traffic destined to terminate at the other Party's end office via another LEC's end office, or (ii) traffic destined to terminate at an end office subtending the other Party's tandem via another LEC's tandem.

3.0 Signaling Requirements

- 3.1 Signaling protocol. The Parties will interconnect their networks using SS7 signaling where technically feasible and available as defined in FR 905 Bellcore Standards including ISDN user part (“ISUP”) for trunk signaling and Transaction Capabilities Application Part (“TCAP”) for CCS-based features in the interconnection of their networks. All Network Interoperability Interface Forum (NIIF) adopted standards shall be adhered to.

- 3.2 Where available, CCS signaling shall be used by the Parties to set up calls between the Parties' Telephone Exchange Service networks. If CCS signaling is unavailable, the Parties shall use MF (Multi-Frequency) signaling.
- 3.3 The following list of publications describe the practices, procedures and specifications generally utilized by the industry for signaling purposes and are listed herein to assist the Parties in meeting their respective interconnection responsibilities related to signaling:
- GR-000246-CORE, Bell Communications Research Specifications of Signaling System 7 ("SS7")
- GR-000317-CORE, Switching System Requirements for Call Control Using the Integrated Services Digital Network User Part
- GR-000394-CORE, Switching System Requirements for Interexchange Carrier Interconnection Using the Integrated Services Digital Network User Part
- GR-000606-CORE, LATA Switching Systems Generic Requirements-Common Channel Signaling-§6.5
- GR-000905-CORE, Common Channel Signaling Network Interface Specification Supporting Network Interconnection Message Transfer Part ("MTP") and Integrated Digital Services Network User Part ("ISDNUP")
- 3.4 The Parties will cooperate on the exchange of Transactional Capabilities Application Part (TCAP) messages to facilitate interoperability of CCS-based features between their respective networks, including all CLASS features and functions, to the extent each Party offers such features and functions to its End Users. All CCS signaling parameters will be provided including, without limitation, Calling Party Number (CPN), Originating Line Information ("OLI"), calling party category and charge number.
- 3.5 Where available each Party shall cooperate to ensure that all of its trunk groups are configured utilizing the B8ZS ESF protocol for 64 kbps clear channel transmission to allow for ISDN interoperability between the Parties' respective networks.
- 3.6 The Parties shall jointly develop a grooming plan (the "Joint Grooming Plan") which shall define and detail, inter alia,
- 3.6.1 disaster recovery provisions and escalations;
- 3.6.2 direct/high usage trunk engineering guidelines; and
- 3.6.3 such other matters as the Parties may agree.

4.0 Interconnection and Trunking Requirements

4.1 Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic

4.1.1 The Parties shall reciprocally terminate Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic originating on each other's networks as follows:

4.1.1.1 Where technically feasible, the Parties shall make available to each other two-way trunks for the reciprocal exchange of combined Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic. In such case, each Party will provide to each other its Percentage of Local Use (PLU) for billing purposes on a quarterly basis. If a Necessary Factor is not provided, the one already in effect stays in effect. If either Party questions the accuracy of the other's PLU, that issue may be included in a verification review as provided in §32.0 of the General Terms and Conditions. Pending such verification review, the PLU in effect immediately prior to the verification review shall remain in effect. If at any time during the term of this Agreement, the average monthly number of minutes of use (combined Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic) terminated by either Party on the network of the other exceeds the generally accepted engineering practices as mutually agreed to by the Parties, the Party on whose network those minutes have been terminated may elect to require jurisdictionally separate trunks for Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic.

4.1.1.2 Each Party's operator bureau shall accept BLV and BLVI inquiries from the operator bureau of the other Party where that service is available in order to allow transparent provisioning of BLV/BLVI traffic between the Parties' networks. Each Party shall route BLV/BLVI inquiries between the Parties respective operator bureaus.

4.1.2 Neither Party shall utilize the interconnection facilities for delivery of any other type of traffic to the other Party.

4.2 Trunking and Facilities

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

4.2.2 Where Windstream is a 911 provider, and if CLC uses Windstream as its 911 provider, separate trunks connecting CLC's switch to Windstream's E911 routers will be established by CLC. If CLC purchases facilities for such services from Windstream, they will be provided at full applicable tariff rates. For all 911/E911 traffic originating from CLC, it is the responsibility of CLC and the appropriate state or local public safety answering agency to negotiate the manner in which 911/E911 traffic from CLC will be processed.

4.2.3 CLC will not route traffic to Windstream's local end office switches to act as a tandem on CLC's behalf nor will Windstream route traffic to CLC's local end office switches to act as a tandem on Windstream's behalf.

4.2.4 This Agreement is applicable only to Windstream's serving areas. Windstream will not be responsible for interconnections or contracts relating to any of CLC's interconnection with any other Carrier.

5.0 Network Management

5.1 Protective Protocols

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

5.2 Expansive Protocols

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

5.3 Mass Calling

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

6.0 Forecasting/Service Responsibilities

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

6.2 Windstream shall be responsible for forecasting and servicing the trunk groups terminating to CLC. CLC shall be responsible for forecasting and servicing the trunk groups terminating to Windstream End Users. Standard trunk traffic engineering methods will be used as described in Bell Communications Research, Inc. (Bellcore) document SR-TAP-000191, Trunk Traffic Engineering Concepts and Applications.

6.3 The Parties shall both be responsible for efficient planning and utilization of the network and employ all reasonable means of forecasting, monitoring and correcting for inefficient use of the network. The Parties will conduct facility planning meetings to determine initial and subsequent utilization standards subsequent to execution of this Agreement but prior to direct interconnection in accordance with §3.5 of this Appendix preceding.

6.4 Each Party shall provide a specified point of contact for planning, forecasting and trunk servicing purposes.

7.0 Trunk Servicing

7.1 Orders between the Parties to establish, add, change or disconnect trunks shall be processed by use of an Access Service Request ("ASR") or another industry standard method subsequently adopted by the Parties to replace the ASR for local trunk ordering.

- 7.2 The Parties shall jointly manage the capacity of local Interconnection Trunk Groups. Either Party may send the other Party an ASR to initiate changes to the Local Interconnection Trunk Groups that the ordering Party desires based on the ordering Party's capacity assessment.
- 7.3 Orders that comprise a major project (i.e., new switch deployment, multiple office trunk group installation, or network reconfiguration) shall be submitted in a timely fashion, and their implementation shall be jointly planned and coordinated.
- 7.4 Each Party shall be responsible for engineering its networks on its side of the IP.
- 7.5 Each Party will provide trained personnel with adequate and compatible test equipment to work with each other's technicians.
- 7.6 The Parties will coordinate and schedule testing activities of their own personnel, and others as applicable, to ensure its interconnection trunks/trunk groups are installed per the interconnection order, meet agreed-upon acceptance test requirements, and are placed in service by the due date.
- 7.7 Each Party will perform sectionalization to determine if a trouble is located in its facility or its portion of the interconnection trunks prior to referring the trouble to each other.
- 7.8 The Parties will advise each other's Control Office if there is an equipment failure, which may affect the interconnection trunks.
- 7.9 Provided information is not available through the LERG, each Party will provide to each other test-line numbers and access to test lines.
- 7.10 The Parties will cooperatively plan and implement coordinated repair procedures for the local interconnection trunks to ensure trouble reports are resolved in a timely and appropriate manner.
- 7.11 A blocking standard of one-half of one percent (.005) during the average busy hour for final trunk groups between an CLC end office and Windstream access tandem carrying meet point traffic shall be maintained. All other final trunk groups are to be engineered with a blocking standard of one percent (.01). Windstream will engineer all interconnection trunks between the Parties to a 6 db of digital pad configuration.

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ATTACHMENT 6: UNBUNDLED NETWORK ELEMENTS (UNEs)

1.0 Introduction

- 1.1 This Attachment sets forth rates, terms and conditions for Network Elements, subject to facility availability and technical feasibility, that Windstream agrees to offer to CLC in accordance with its obligations under Section 251(c)(3) of the Act. The rates for each Network Element set forth in this Attachment.
 - 1.1.1 UNEs shall only be obtained for the provision of Telecommunications Services, which do not include telecommunications utilized by CLC for its own administrative use.
 - 1.1.2 CLC may not access UNEs for the exclusive provision of Mobile Wireless Services or Interexchange Services.
 - 1.1.3 CLC will request Unbundled Network Elements on the Local Service Request (LSR).
 - 1.1.4 CLC is responsible for paying all monthly recurring charges, non-recurring charges, miscellaneous charges and service order charges pursuant to this Unbundled Network Elements attachment and Agreement.
 - 1.1.5 If it is determined by CLC or Windstream that CLC's access to or use of UNEs is inconsistent with Existing Rules, except due to change of law, CLC has thirty (30) Days to convert such UNEs to alternate service arrangements and CLC is subject to back billing for the difference between rates for the UNEs and rates for the Windstream alternate service arrangements. CLC is also responsible for all non-recurring charges associated with such conversions.
- 1.2 Windstream's sole obligation is to provide and maintain Unbundled Network Elements in accordance with such specifications herein. Windstream DOES NOT WARRANT THAT UNBUNDLED NETWORK ELEMENTS ARE COMPATIBLE WITH ANY SPECIFIC FACILITIES OR EQUIPMENT OR CAN BE USED FOR ANY PARTICULAR PURPOSE OR SERVICE. Windstream, in order to properly maintain and modernize the network, may make necessary modifications and changes to the Network Elements in its network on an as needed basis. Such changes may result in minor changes to transmission parameters.
- 1.3 Unbundled Network Elements may not be used to provide any service that would degrade or otherwise adversely affect Windstream's network services, e.g., introduce harmful voltages or electrical currents in excess of standards used in common industry practice. Windstream will determine the medium over which the Unbundled Local Loop is provisioned to meet the appropriate technical parameters, except that, if CLC requires a specific type of Unbundled Local Loop to meet the technical requirements of a proposed service, Windstream will consider the request on a case-by-case basis.
- 1.4 It is CLC's responsibility to provision and provide E911 Services to its End Users that are provisioned utilizing Windstream's Unbundled Network Elements.
- 1.5 Unbundled Network Elements are only available to CLC for use as permitted per applicable law.
- 1.6 Access to the facility or functionality of a network element will be provided separately from access to other elements, and for a separate charge.
- 1.7 Windstream retains duty to maintain, repair, or replace the element.

-
- 1.8 Each Party is solely responsible for the services it provides to its End Users and to other Telecommunications Carriers.
- 1.9 Network elements provided to CLC under the provisions of this Attachment will remain the property of Windstream.
- 1.10 Installation intervals for Unbundled Network Elements are contained on Windstream's website.
- 1.11 Maintenance and repair is described herein. The repair center contact telephone numbers are provided on Windstream's web site.
- 1.12 In order to maintain and modernize the network properly, Windstream may make necessary modifications and changes to the UNEs in its network on an as needed basis. Such changes may result in minor changes to transmission parameters. Network maintenance and modernization activities will result in UNE transmission parameters that are within transmission limits of the UNE ordered by CLC. Windstream shall provide advance notice of changes that affect network Interoperability pursuant to applicable FCC rules. Changes that affect network Interoperability include changes to local dialing from seven (7) to ten (10) digit, area code splits, and new area code implementation. FCC rules are contained in C.F.R. Parts 51 and 52. Windstream provides such disclosures on an Internet web site.
- 1.13 Recurring and nonrecurring charges apply for Unbundled Network Elements, as provided under Exhibit A.
- 1.14 Miscellaneous Charges apply for miscellaneous services listed below in this Section, if such miscellaneous services are available with Unbundled Network Elements. Miscellaneous services are provided at CLC's request or are provided based on CLC's actions that result in miscellaneous services being provided by Windstream. Miscellaneous Charges are in addition to recurring and nonrecurring charges that apply under this Agreement. When more than one miscellaneous service is requested for the same Unbundled Network Element(s), Miscellaneous Charges for each miscellaneous service apply. Basic rates apply for miscellaneous services provided during Windstream's regular business hours, 8 a.m. to 5 p.m., local time, Monday through Friday, excluding holidays; overtime Miscellaneous Charges apply for such services provided between 5 p.m. and 8 a.m., local time, Monday through Friday, or any time Saturday, excluding holidays; and premium Miscellaneous Charges apply for such services provided any time on Sundays or holidays.
- a) Additional engineering – engineering work including: 1) additional technical information after Windstream has already provided the technical information normally on the design layout record; 2) customized service; or 3) review of Windstream outside plant records. Basic or overtime rates apply.
 - b) Additional labor – installation – installation work scheduled to be performed outside of Windstream's regular business hours. Overtime or premium rates apply.
 - c) Additional labor - other - work not included in "additional labor – installation" above that involves labor only, including testing and maintenance that are not part of initially requested installation or maintenance, or, for example, for Optional Testing when CLC reports trouble and provides no test results and authorizes Windstream to perform tests on CLC's behalf. Basic, overtime, or premium rates apply.
 - d) Additional cooperative acceptance testing – performing specific tests requested by CLC. Windstream's participation in such testing is subject to the availability of necessary qualified Windstream personnel and test equipment at test locations, which normally include the Windstream Central Office and may include CLC's specified location. Tests include, but are not limited to, loop back, attenuation, intermodulation, phase jitter, noise, delay, echo, and frequency shift tests. Basic, overtime, or premium rates apply.
 - e) Non-scheduled testing - performing specific tests requested by CLC as described above under "cooperative testing" or "manual testing" on a non-scheduled basis. Tests include, but are not limited to, loss, noise, slope, delay, and echo. Such tests are performed as the result of a repair

- request and are in addition to tests required to isolate and repair trouble. Basic, overtime, or premium rates apply.
- f) Cancellation – cancellation of a pending order for the installation of services at any time prior to notification by Windstream that service is available for use. The cancellation date is the date Windstream receives notice from CLC that the order is cancelled. If CLC or CLC’s End User Customer is unable to accept service within thirty (30) Days after the original Due Date, the order will be cancelled by Windstream. Prices for this miscellaneous service are market-based, using Windstream’s Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change. Additional information concerning the application of prices for cancellations can be found in Windstream’s Tariff FCC No. 3.
 - g) Design change – information provided by CLC or a request from CLC that results in an engineering review and/or a design change to service on a pending service order, per order, per occurrence. Design changes include, but are not limited to: 1) changes to the address on a pending service order when the new address is in the same Windstream Wire Center as the original address; or 2) conversions from an Unbundled Network Element to a private line/Special Access circuit. In addition to a design change Miscellaneous Charge, an address change may result in the application of an expedite Miscellaneous Charge in order to retain the original Due Date. Prices for this miscellaneous service are market-based, using Windstream’s Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.
 - h) Dispatch – 1) information provided by CLC, or a request from CLC, in relation to installation of services, resulting in dispatch of a Windstream technician(s) when dispatch is not required for Windstream to complete its installation work; 2) information provided by CLC resulting in dispatch, or a request from CLC for dispatch, of a Windstream technician(s) in relation to a repair request where no trouble is found in Windstream’s facilities; and 3) a Windstream technician(s) is dispatched and CLC or CLC’s End User Customer is not available or ready. Prices for this miscellaneous service are market-based, using Windstream’s Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.
 - i) Expedite – a Due Date that reflects a shorter service interval than is available in Windstream’s Service Interval Guide; or that is a request for an earlier Due Date than has been established on a pending order; or that is required to meet a Due Date on a pending order due to design or other changes submitted by CLC. Windstream will accommodate CLC’s request for an expedited installation if it can do so without delaying Due Dates or orders of other CLECs or End User Customers. Charges for expedited installations are in addition to nonrecurring charges for the service ordered. Prices for this miscellaneous service are market-based, using Windstream’s Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.
 - j) Maintenance of Service/Trouble Isolation – work performed by Windstream when CLC reports trouble to Windstream and no trouble is found in Windstream’s facilities. CLC is responsible for payment of charges when the trouble is in equipment or systems provided by a party(ies) other than Windstream. Additionally, when CLC reports trouble within a quantity of services and circuits, but fails to identify the specific service and circuit experiencing trouble, charges apply for the time spent by Windstream to isolate the trouble. A call-out of Windstream technician at a time not consecutive with that technician’s scheduled work period is subject to a minimum charge of four (4) hours. Failure of Windstream personnel to find trouble in Windstream facilities will result in no charge if the trouble is subsequently found in those facilities. Charges apply per Windstream technician, from the time of dispatch until the work is complete. Trouble Isolation Charges (TIC) apply for trouble isolation work on POTS and Maintenance of Service charges apply for trouble isolation work on other services. Dispatch Miscellaneous Charges may apply in addition to Maintenance of Service charges or TIC. Basic, overtime, or premium rates apply. Prices for this miscellaneous service are market-based, using Windstream’s Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.

- 1.15 Expedite requests for designed Unbundled Network Elements are allowed. Expedites are requests for intervals that are shorter than the interval defined in Windstream’s website or Individual Case Basis (ICB) Due Dates.

- 1.15.1 CLC will request an expedite for designed Unbundled Network Elements, including an expedited Due Date, on the Local Service Request (LSR).

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3.0 Network Interface Device (NID)

- 3.1 The Windstream NID is defined as any means of Interconnection of Customer on-premises wiring and Windstream's distribution plant, such as a cross connect device used for that purpose. Specifically, the NID is a single line termination device or that portion of a multiple line termination device required to terminate a single line or circuit at a premises. If CLC seeks to access a NID, it may do so only pursuant to Section 3. If CLC seeks to access a NID, it may only do so pursuant to this Section 3. Windstream shall permit CLC to connect its own Loop facilities to on-premises wiring through Windstream's NID, or at any other Technically Feasible point. The NID carries with it all features, functions and capabilities of the facilities used to connect the Loop distribution plant to the End User Customer's premises wiring, including access to the Cross Connection field, regardless of the particular design of the NID mechanism. Although the NID provides the connection to the End User Customer's premises wiring, it may not represent the Demarcation Point where Windstream ownership or control of the intra-premises wiring ends. The NID contains a protective ground connection that protects the End User Customer's on-premises wiring against lightning and other high voltage surges and is capable of terminating media such as twisted pair cable. The NID is offered in three (3) varieties:
- 3.1.1 Simple NID - The modular NID is divided into two (2) components, one containing the over-voltage unit (protector) and the other containing the End User Customer's on-premises inside wiring termination, and a modular plug which connects the inside wire to the distribution plant or dial tone source. The non-modular NID is a protector block with the inside wire terminated directly on the distribution facilities.
- 3.1.2 Smart NID – To the extent Windstream has deployed "smart" devices in general meaning a terminating device that permits the service provider to isolate the Loop facility from the premises wiring for testing purposes, and such devices have spare functioning capacity not currently used by Windstream or any other provider, Windstream shall provide unbundled access to such devices. Windstream shall also continue to allow CLC, at its option, to use all features and functionality of the Windstream NID including any protection mechanisms, test capabilities, or any other capabilities now existing or as they may exist in the future regardless of whether or not CLC terminates its own distribution facility on the NID.
- 3.1.3 Multi-Tenant (MTE) NID - The MTE NID is divided into two (2) functional components: one containing the over-voltage unit (protector) and the other containing the terminations of the on-premises inside wiring. Such devices contain the protectors for, and may be located externally or internally to the premises served.
- 3.2 Terms and Conditions
- 3.2.1 CLC may use the existing Windstream NID to terminate its drop if space permits, otherwise a new NID or other Technically Feasible Interconnection point is required. If CLC installs its own NID, CLC may connect its NID to the Windstream NID by placing a cross connect between the two. When Provisioning a NID-to-NID connection, CLC will isolate the Windstream facility in the NID by unplugging the modular unit. If CLC requires that a non-modular unit be replaced with a modular NID, Windstream will perform the replacement for the charge described in Section 3.3.1. If CLC is a facilities-based provider up to and including its NID, the Windstream facility currently in place, including the NID, will remain in place.

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- 3.2.1.1 Windstream shall allow CLC to connect its Loops directly to the NID field containing the terminations of the on-premises inside wiring not owned or controlled by Windstream, without restriction. Where Windstream does not own or control the on-premises inside wiring, CLC and the landowner shall determine procedures for such access.
 - 3.2.1.2 Windstream shall allow CLC to use all features and functionality of the Windstream NID including any protection mechanisms, test capabilities, or any other capabilities now existing or as they may exist in the future.
 - 3.2.1.3 Pursuant to generally acceptable work practices, and provided the inside wire re-termination is required to meet service requirements of either Parties' End User Customer, either Party may remove the inside wire from the NID and connect that wire to that Party's own NID. Future installation of Windstream NIDs will be such that it will not unnecessarily impede access to the End User Customer's wiring.
 - 3.2.1.4 CLC may enter the subscriber access chamber or End User Customer side of a dual chamber NID enclosure for the purpose of NID-to-NID connections.
 - 3.2.1.5 Upon CLC request, Windstream will make other rearrangements to the inside wire terminations or terminal enclosure. Charges will be assessed per Section 3.3.4. No such charge shall be applicable if Windstream initiates the rearrangement of such terminations. In all such instances, rearrangements shall be performed in a non-discriminatory fashion and timeframe and without an End User Customer's perceivable disruption in service. Windstream will not make any rearrangements of wiring that is provided by another Carrier that relocates the other Carrier's test access point without notifying the affected Carrier promptly after such rearrangement if CLC has properly labeled its cross connect wires.
 - 3.2.2 Windstream will retain sole ownership of the Windstream NID and its contents on Windstream's side. Windstream is not required to proactively conduct NID change-outs, on a wide scale basis. At CLC's request, Windstream will change the NID on an individual request basis by CLC and charges will be assessed per Section 3.3.5 except where Section 3.5.1 applies. Windstream is not required to inventory NID locations on behalf of CLC.
 - 3.2.3 When CLC accesses a Windstream NID, it shall employ generally accepted best engineering practices and comply with industry standards should such standards exist when it physically connects its NID (or equivalent) to the Windstream NID and makes Cross Connections necessary to provide service. At MTE NIDs, CLC shall clearly label the cross connect wires it uses to provide service. Windstream shall label its terminals when a technician is dispatched.
 - 3.2.4 All services fed through a protector field in a Windstream NID located inside a building will interface on an industry standard termination block and then extend, via a Cross Connection to the End User Customer's in-premises wiring. All services fed through a protector field in a Windstream NID that is attached to a building will interface on industry standard lugs or a binding post type of termination and then extend, via a Cross Connection, to the End User Customer's on-premises wiring.
 - 3.2.5 If so requested by CLC, Windstream shall allow CLC to connect its Loops directly to the protector field at Windstream NIDs that have unused protectors and are not used by Windstream or any other Telecommunications Carrier to provide service to the premises. If CLC accesses the Windstream protector field, it shall do so on the distribution side of the protector field only where spare protector capacity exists. In such cases, CLC shall

only access a Windstream NID protector field in cable increments appropriate to the NID. If twenty-five (25) or more metallic cable pairs are simultaneously terminated at the MTE NID, additions must be in increments of twenty-five (25) additional metallic pairs. In all cases, Telecommunications cables entering a Windstream NID must be terminated in compliance with FCC 88-57, section 315 of the National Electric Safety Code and section 800.30 of the National Electric Code.

3.3 Rate Elements

Exhibit A provides recurring and nonrecurring rates for access or modifications to an existing NID, and Exhibit A also provides Miscellaneous Charges.

- 3.3.1 If CLC requests the current simple NID be replaced with a different simple NID, pursuant to Section 3.2.1, additional labor – other Miscellaneous Charges will be assessed with CLC paying only for the portion of the change-out that is specific to and for the functionality that supports CLC requirements.
- 3.3.2 Recurring rates apply for unbundled access to the protector field in a Windstream NID, pursuant to Section 3.2.5.
- 3.3.3 When CLC requests that Windstream perform the work to connect its NID to the Windstream NID, the costs associated with Windstream performing such work will be charged to CLC as additional labor – other Miscellaneous Charges.
- 3.3.4 When Windstream makes rearrangements to the inside wire terminations or terminal enclosure pursuant to Section 3.2.1.5, charges will be assessed as additional labor – other Miscellaneous Charges.
- 3.3.5 CLC will be charged for any change-out Windstream performs pursuant to Section 3.2.2. CLC will be billed only for the portion of the change-out that is specific to CLC's request for modified/additional capacity. Charges will be assessed as additional labor – other Miscellaneous Charges.

3.4 Ordering Process

- 3.4.1 CLC may access a MTE NID after determining that the terminal in question is a NID, per the process identified in Section 3. If the terminal is a NID and CLC wishes to access the End User Customer field of the NID, no additional verification is needed by Windstream. CLC shall tag its jumper wire.
 - 3.4.1.1 When CLC seeks to connect to a cross connect field other than to the End User Customer field of the NID, CLC shall submit a LSR for connection to the NID. Windstream shall notify CLC, within ten (10) business days, if the connection is not Technically Feasible. In such cases, Windstream shall inform CLC of the basis for its claim of technical infeasibility and, at the same time, identify all alternative points of connection that Windstream would support. CLC shall have the option of employing the alternative terminal or disputing the claim of technical infeasibility pursuant to the Dispute Resolution provisions of this Agreement. No additional verification is needed by Windstream and CLC shall tag its jumper wire.
- 3.4.2 Subject to the terms of Section 3.4.1, CLC may perform a NID-to-NID connection, according to Section 3.1.3, and access the End User Customer field of the NID by submitting a LSR. CLC may access the protector field of the NID by submitting a LSR.

3.5 Maintenance and Repair

- 3.5.1 If Windstream is dispatched to an End User Customer's location on a maintenance issue and finds the NID, facilities and lines have been removed from the protector field or damaged by CLC, CLC will be responsible for all costs associated with returning the NID, facilities and lines back to their original state. This work is billed to CLC as additional labor – other Miscellaneous Charges.

4.0 Dedicated Transport

- 4.1 Subject to the conditions of Section 4, where facilities are available, at CLEC's request, Windstream shall provide CLEC with interoffice transmission facilities ("IOF") unbundled from other Network Elements in accordance with, but only to the extent required by Applicable Law, at the rates set forth in Exhibit A, UNE Price List.
- 4.2 Wire Center "Tiers" -- wire centers are classified into three "tiers," as follows:
- (i) Tier 1 Wire Centers are those Windstream wire centers that contain at least four fiber-based collocators, at least 38,000 business lines, or both. Tier 1 Wire Centers also are those Windstream tandem switching locations that have no line-side switching facilities, but nevertheless serve as a point of traffic aggregation accessible by CLEC. Once a wire center is determined to be a Tier 1 Wire Center, that wire center is not subject to later reclassification as a Tier 2 or Tier 3 Wire Center.
 - (ii) Tier 2 Wire Centers are those Windstream wire centers that are not Tier 1 Wire Centers, but contain at least 3 fiber-based collocators, at least 24,000 business lines, or both. Once a wire center is determined to be a Tier 2 Wire Center, that Wire Center is not subject to later reclassification as a Tier 3 Wire Center.
 - (iii) Tier 3 Wire Centers are those Windstream wire centers that do not meet the criteria for Tier 1 or Tier 2 Wire Centers.

Exhibit A: UNE Price List

	Monthly Recurring	Nonrecurring Charges	
		Initial	Additional
<u>Network Interface Device (NID)</u>			
NID – 2 Lines	\$1.50	\$0.00	\$0.00
NID – 6 Lines	\$2.50	\$0.00	\$0.00
<u>Dedicated Transport</u>			
CLEC Dedicated Transport (Entrance Facilities)			
CDT 2 Wire	\$26.81		
CDT 4 Wire	\$42.90		
CDT DS1	\$330		
CDT DS3 Optical Interface	ICB		
Interoffice Dedicated Transport			
IDT DS0 Transport Facility per ALM	\$0.27		
IDT DS0 Transport Termination	\$11.59		
IDT DS1 Transport Termination per ALM	\$2.85		
IDT DS1 Transport Termination	\$80.49		
IDT DS3 Transport Facility per ALM	\$3.65		
IDT DS3 Transport Termination	\$118.29		
Multiplexing			
DS1 to Voice Multiplexing	\$185.24		
DS3 to DS1 Multiplexing	\$887.13		
DS1 Clear Channel Capability	\$23.22		
<u>Service Order Charges</u>			
New		\$22.39	\$22.39
Change		\$17.44	\$17.44
Disconnect		\$12.26	\$12.26

	Monthly Recurring	Nonrecurring Charges	
Expedite Charge		\$21.76	\$21.76
Manual Service Order Charges (*In addition to the applicable service order charge.)		\$8.07*	\$8.07*
<u>Time and Material Charges</u>			
Basic Time per half (1/2) hour		\$45.00	\$45.00
Overtime per half (1/2) hour		\$62.50	\$62.50
Premium Time per half (1/2) hour		\$85.00	\$85.00
<u>Coordinated Cut-Over Charge</u>			
Basic Time per half (1/2) hour		\$45.00	\$45.00
Overtime per half (1/2) hour		\$62.50	\$62.50
Premium Time per half (1/2) hour		\$85.00	\$85.00

ATTACHMENT 7: PHYSICAL COLLOCATION

Windstream shall provide to CLC, in accordance with this Agreement (including, but not limited to, Windstream's Intrastate Access Tariff) and the requirements of federal law as it applies to local service, Collocation for the purpose of facilitating CLC's interconnection with facilities or services of Windstream or access to Unbundled Network Elements of Windstream; provided, that notwithstanding any other provision of this Agreement, Windstream shall be obligated to provide Collocation to CLC only to the extent required by federal law as it applies to local service and may decline to provide Collocation to CLC to the extent that provision of Collocation is not required by federal law as it applies to local service. Subject to the foregoing, Windstream shall provide Collocation to CLC in accordance with the rates, terms and conditions set forth in Windstream's Intrastate Access Tariff.

ATTACHMENT 8: INTENTIONALLY LEFT BLANK

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ATTACHMENT 12: COMPENSATION

1.0 Introduction

- 1.1 For purposes of compensation under this Agreement, the traffic exchanged between the Parties will be classified as one of six types: Local Traffic, ISP Bound Traffic, IntraLATA Interexchange Traffic, InterLATA Interexchange Traffic, Transit Traffic or Toll VOIP Traffic. The Parties agree that, notwithstanding the classification of traffic by CLC with respect to its End Users, the classification of traffic provided in this Agreement shall control with respect to compensation between the Parties under the terms of this Agreement. The provisions of this Attachment shall not apply to services provisioned by Windstream to CLC as local Resale Services.
- 1.2 Calls originated by CLC and terminated to Windstream (or vice versa) will be classified as "Local Traffic" under this Agreement if: (i) the call originates and terminates in the same Windstream Exchange; or (ii) originates and terminates within different Windstream Exchanges that share a common mandatory local calling area, e.g., mandatory Extended Area Service (EAS), mandatory Extended Local Calling Service (ELCS), or other like types of mandatory expanded local calling scopes as specified or defined by Windstream tariffs.
- 1.3 The Parties agree to reciprocally exchange ISP Bound Traffic between their networks. Each Party shall bill its end-users for such ISP Bound Traffic and will be entitled to retain all revenues from such ISP Bound Traffic without payment or further compensation to the other Party.
- 1.4 Traffic, other than Local Traffic, ISP Bound Traffic and Toll VoIP Traffic, shall be terminated to a Party subject to that Party's tariffed or filed and/or approved Price list for access charges.
- 1.5 The Parties agree that all traffic, other than Local Traffic, ISP Bound Traffic and Toll VoIP Traffic, that is terminated on the public switched network, regardless of the technology used to originate or transport such traffic, will be assessed either interstate or intrastate (depending on the end points of the call) terminating charges at the rates provided in the terminating Party's access tariff or filed and/or approved Price lists. Compensation for Toll VoIP Traffic to a terminating party will be according to the terms of the terminating party's interstate switched access tariff.
- 1.6 By entering into this Agreement, both Parties expressly reserve the right to advocate their respective positions before state and/or federal regulatory bodies, whether in complaint dockets, arbitration under Section 252 of the Act, rulemaking dockets, or in any legal challenges stemming from such proceedings with regard to the treatment of Voice Over Internet Protocol (VoIP) traffic for intercarrier compensation purposes.

2.0 Responsibilities of the Parties

- 2.1 Each Party will be responsible for the accuracy and quality of the data it submits to the other Party.
- 2.2 Each Party will provide the other Party the originating Calling Party Number (CPN) with respect to each call terminated on the other Party's network to enable each Party to issue bills in a complete and timely fashion. All CCS signaling parameters will be provided including CPN.
- 2.3 Neither Party shall strip, modify or alter any of the data signaling or billing information provided to the other Party. In the event a Party strips, modifies or alters any of the data signaled or strips, modifies or alters any of the billing information provided to the other Party, such event will be a material breach of this Agreement.

- 2.4 Each Party shall identify and make available to the other Party, at no additional charge, a contact person for the handling of any billing questions or problems that may arise during the implementation and performance of this Attachment.
- 2.5 All non-VoIP-PSTN calls exchanged without CPN will be billed as IntraLATA Traffic, if the failure to transmit CPN is not caused by technical malfunctions. In the event that technical malfunctions result in lack of transmission of CPN, the Parties will cooperate in attempting to resolve such technical malfunctions and the Parties will develop and utilize mutually agreeable surrogate methods for determining compensation that shall be utilized until the technical malfunctions are resolved.

3.0 Reciprocal Compensation for Termination of Local Traffic

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

4.0 Compensation for Transit Traffic

- 4.1 Transit traffic is Local Traffic or IntraLATA Traffic exchanged between the Parties that originates or terminates on the network of another telecommunication service provider (the "Non-Party Provider"), where one of the Parties or the Non-Party Provider performs a tandem function to complete the traffic between the others. Telecommunications Traffic to or from CLC under its wholesale business arrangement is not considered transit traffic under this Agreement. When the transit function is performed by one of the Party's the following shall be applicable:
 - 4.1.1 Prior to either Party providing transit traffic services to the other, the Party requesting transit service must provide notice to the other Party.
 - 4.1.2 Each Party represents that it will not send Local Traffic or IntraLATA Traffic to the other Party that is destined for the network of a Non-Party Provider unless and until such Party has made reasonable efforts to obtain the authority to exchange traffic with the Non-Party Provider. In the event one Party originates traffic that transits the second Party's network to reach a third party Telecommunications Carrier with whom the originating Party does not have traffic exchange agreement, then the originating Party will indemnify, defend and

hold harmless the second Party against any and all charges levied by such third party Telecommunications Carrier.

- 4.1.3 The Party originating traffic will compensate the other Party a Transit Traffic rate element of \$.003 per Minute Of Usage (MOU).
- 4.2 All other traffic that transits a tandem will be classified and treated as Meet-Point Billing Traffic, unless otherwise agreed in writing between the Parties.

5.0 Compensation for Termination of IntraLATA Traffic, Interstate Traffic and Toll VOIP Traffic

- 5.1 Compensation for termination of IntraLATA Traffic will be at the terminating access rates for Message Telephone Service (MTS) and originating access rates for 800 Service, including the Carrier Common Line (CCL) charge and the query charge, as set forth in the relevant Party's intrastate access service tariff or price list. Compensation for termination of Interstate Traffic will be at the terminating access rates for MTS and originating access rates for 800 Service including the CCL and query charge, as set forth in the relevant Party's interstate access service tariff. Compensation for termination of Toll VOIP Traffic will be at the terminating access rates as set forth in the relevant Party's interstate access service tariffs.
- 5.2 In the event that CLC does not have a Commission filed and/or approved price list posted on its web site or a filed interstate tariff for access service, CLC agrees to utilize rates for Toll VoIP Traffic and for Interstate Traffic that do not exceed Windstream's tariffed interstate access rates.

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

- 6.1 Compensation for termination of Interstate or IntraLATA Traffic will be at access rates as set forth in the relevant Party's applicable access tariffs.
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- 6.3 The Parties will each establish their respective MPB arrangements applicable to its provision of switched access services to Interexchange Carriers via its access tandem switch and such arrangements will be in accordance with the MPB guidelines adopted by and contained in the Ordering and Billing Forum's MECOD and MECAB documents. Except as modified herein, MPB arrangements will be determined during joint network planning.
- 6.4 Each Party will maintain provisions in its federal and state access tariffs, or provisions within the National Exchange Carrier Association (NECA) Tariff No. 4, or any successor tariff, sufficient to reflect the MPB arrangements, including MPB percentages, developed in accordance with this Agreement.
- 6.5 As detailed in the MECAB document, the Parties will exchange all information necessary to accurately, reliably and promptly bill third parties for Switched Access Services jointly handled by the Parties via the MPB arrangement. The Parties will exchange the information in Exchange Message Interface (EMI) format, on magnetic tape or via a mutually acceptable electronic file transfer protocol. The initial billing company (IBC) will provide the information to the subsequent billing company within fifteen (15) days of the IBC bill date.
- 6.6 If MPB data is not submitted to the other within fifteen (15) days of the IBC bill date or is not in the standard EMI format, and if as a result the other Party is delayed in billing the IXC for the

appropriate charges it incurs, the delaying Party shall pay the other Party a late MPB data delivery charge which will be the total amount of the delayed charges times the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the date the MPB charges should have been received, to and including the date the MPB charge information is actually received. When the receiving Party has requested a delay in transmission of the records, a MPB data delivery charge will not be assessed.

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- 6.8 Billing to Interexchange carriers for the switched access services jointly provided by the Parties via the MPB arrangement will be according to the multiple bill multiple tariff method. As described in the MECAB document, each Party will render a bill in accordance with its tariff for its portion of the service. Each Party will bill its own network access service rates to the IXC. The Party that provides the end office switching will be entitled to bill any residual interconnection charges (“RIC”) and common carrier line (“CCL”) charges associated with the traffic. In those MPB situations where one Party sub-tends the other Party’s access tandem, only the Party providing the access tandem is entitled to bill the access tandem fee and any associated local transport charges. The Party that provides the end office switching is entitled to bill end office switching fees, local transport charges, RIC and CCL charges, as applicable.
- 6.9 MPB will also apply to all jointly provided traffic bearing the 900, 800 and 888 NPAs or any other non-geographical NPAs which may likewise be designated for such traffic where the responsible party is an IXC.
- 6.10 Each Party will provide the other a single point of contact to handle any MPB questions.

7.0 Identification and Compensation of Toll VOIP Traffic

- 7.1 Toll VOIP Traffic is defined as traffic exchanged over the public switched telephone network (“PSTN”) facilities that originates and/or terminates in Internet protocol (“IP”) format. This section governs the identification and compensation of Toll VoIP Traffic that will be subject to interstate switched access rates in accordance with the Federal Communications Commission Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (Nov. 18, 2011) (“FCC Order”) as it may hereinafter be amended or clarified. Specifically, this section establishes the method of distinguishing Toll VoIP Traffic from the CLC’s total intrastate access traffic, so that Toll VoIP Traffic will be billed in accordance with the FCC Order.
- 7.2 Windstream will bill toll VoIP-PSTN traffic which it identifies in accordance with this Attachment at rates equal to Windstream’s applicable tariffed interstate switched access rates.
- 7.3 Windstream will determine the number of Toll VoIP Traffic minutes of use (“TVMOU”) to which it will apply its interstate rates under section 7.2, above, by applying an originating Percent VoIP Usage (“OPVU”) factor to the total intrastate access MOU originated by a Telephone Company end user and delivered to CLC and by applying a terminating PVU (“TPVU”) factor to the total intrastate access MOU terminated by CLC to Windstream’s end users. The OPVU and TPVU will be derived and applied as follows:
 - 7.3.1 Windstream will calculate and implement an OPVU factor representing a whole number percentage based on total traffic originated by Windstream end users in IP format and delivered to the customer in the State divided by Windstream’s total originated intrastate access MOU delivered to the CLC in the State.
 - 7.3.2 CLC will calculate and furnish to Windstream a TPVU factor, along with supporting documentation, representing the whole number percentage of the customer’s total

terminating intrastate access MOU that CLC exchanges with Windstream in the State that is sent to Windstream and originated in IP format.

7.3.3 The TPVU and supporting documentation shall be based on information that is verifiable by Windstream including but not limited to the number of CLC's retail VoIP subscriptions in the state (*e.g.*, as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information. CLC shall not modify its reported PIU factor to account for Toll VoIP Traffic. After Windstream verifies the TPVU provided by CLC, Windstream will apply the TPVU factor to the associated terminating intrastate access MOU as indicated in Sections 7.3.4.1 and/or 7.3.4.2 below.

7.3.4.1 In the event that Windstream cannot verify CLC's TPVU, Windstream will request additional information to support the TPVU, during this time no changes will be made to the existing TPVU. CLC shall supply the requested additional information within 15 days of Windstream's request or no changes will be made to the existing TPVU. If after review of the additional information, CLC and Windstream establish a revised and mutually agreed upon TPVU factor, Windstream will begin using the new factor with the next bill period.

7.3.4.2 If the dispute is unresolved, CLC may request that verification audits be conducted by an independent auditor, at CLC's sole expense. During the audit, the most recent undisputed TPVU factor will be used by Windstream.

7.3.5 In calculating the initial OPVU and TPVU factor(s), Windstream will take the factor(s) provided by CLC and/or developed by Windstream into account retroactively to the effective date of this Agreement, *provided that* the factor(s) and supporting documentation are provided as specified in subsection (C) above to Windstream no later than 15 days after the effective date of this Agreement. If CLC does not furnish Windstream with a TPVU factor pursuant to the preceding subsection (C), the initial factor will be zero.

7.3.6 CLC may update the TPVU factor and request Windstream update the OPVU factor semi-annually using the method set forth in this Attachment. If CLC chooses to submit such updates and requests, it shall forward to Windstream, no later than 15 days after the first day of January and/or July of each year, a revised TPVU factor and supporting documentation based on data for the prior three months, ending the last day of December and/or June, respectively. Once verified by Windstream the revised TPVU factor along with the revised Windstream developed OPVU will apply prospectively and serve as the basis for billing until superseded by a new verified factor.

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

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

- 8.2 Bills rendered by either Party to the other will be due and payable as specified in the General Terms and Conditions, Section 8.0.

9.0 Alternate Billed Traffic

- 9.1 All call types routed between the networks must be accounted for, and revenues settled among the Parties. Certain types of calls will require exchange of billing records between the Parties including IntraLATA alternate billed calls (e.g. calling card, bill-to-third party, and collect records and LEC/CTU provided Toll Free Service records). The Parties will utilize, where possible existing accounting and settlement systems to bill, exchange records and settle revenue.
- 9.1.1 The exchange of billing records for alternate billed calls (e.g., calling card, bill-to-third, and collect) will be through the existing CMDS processes, unless otherwise agreed to by the Parties in writing.
- 9.1.2 Inter-Company Settlements ("ICS") revenues will be settled through the Calling Card and Third Number Settlement System ("CATS"). Each Party will make its own arrangements with respect to participation in the CATS processes, through direct participation or a hosting arrangement with a direct participant.
- 9.1.3 Non-ICS revenue is defined as revenues associated with collect calls, calling card calls, and billed to third number calls which originate, terminate and are billed within the same Bellcore Client Company Territory. The Parties will negotiate and execute an Agreement for settlement of non-ICS revenue if the Parties mutually agree that the amounts are sufficient to enter into settlement negotiations. This separate arrangement is necessary since existing CATS processes do not permit the use of CATS for non-ICS revenue. The Parties will negotiate and execute an Agreement for settlement of non-ICS revenue if the Parties mutually agree that the amounts are sufficient to enter into settlement negotiations. This separate arrangement is necessary since existing CATS processes do not permit the use of CATS for non-ICS revenue. The Parties agree that the CATS process or CMDS system can be used if necessary to transport the call records for this traffic.
- 9.1.4 Each Party will provide the appropriate call records to the other for toll free IntraLATA Interexchange Traffic, thus permitting each Party to bill its subscribers for the inbound Toll Free Service. Each Party may charge its tariffed rate or, should a tariff rate not exist, a rate of \$.03 per record for such record provision. No adjustments to data contained in tapes, disks or Network Data Mover will be made by a Party without the mutual Agreement of the Parties.

ATTACHMENT 13: NUMBERING

1.0 Numbering

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

2.0 NXX Migration

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

ATTACHMENT 14: NUMBER PORTABILITY

1.0 Service Provider Number Portability (SPNP)

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

2.0 Terms, Conditions Under Which Windstream Will Provide SPNP

- 2.1 Windstream will not offer SPNP services for NXX codes 555, 976, 950.
- 2.2 Prior to commencement of any service porting or LRN query service, the Parties must have an approved interconnection Agreement along with a conforming, functional direct network interconnection, pursuant to Attachment 4: Network Interconnection Architecture, between and among involved switches and exchanges.
- 2.3 Windstream will only provide SPNP services and facilities where technically feasible, subject to the availability of facilities, and only from properly equipped central offices. SPNP applies only when a Customer with an active account wishes to change local Carriers while retaining the telephone number or numbers associated with the account.
- 2.4 An SPNP telephone number may be assigned by CLC only to CLC’s Customers located within Windstream’s rate center, which is associated with the NXX of the ported number.
- 2.5 Windstream will deploy SPNP at a location within six (6) months after receipt of a Bona Fide Request from CLC as provided in §6.0, and subject to approval of this Agreement by the Commission and completion of the network preparation specified herein.
- 2.6 A service order processing charge (Service Order Charge), listed in Appendix B, will be applied to each service order issued by CLC to Windstream to process a request for SPNP.
- 2.7 A service order processing charge (Service Order Charge), listed in Appendix B, will be applied to each service order issued by Windstream to CLC to process a request for SPNP.
- 2.8 If either Party requests a coordinated cutover the charges contained in Appendix B will be applied to the Party making the request.
- 2.9 If one Party requests a conversion of an End User and subsequently cancels such order, the ordering Party will notify the other Party of the cancellation by 2:00 P.M. Central Time on the day prior to the due date requested on the LSR. If the ordering Party notifies the other Party of a cancellation after 2:00 P.M. Central Time on the day prior to the due date requested on the LSR (“Late Notice”), the ordering Party will pay the applicable time and material charge contained in Exhibit B Price List. In the event of a Late Notice, neither Party guarantees that service disruption will not occur to the End User.

- 2.10 If the ordering Party cancels or makes a change to an LSR due date, the original LSR will be cancelled, the ordering Party will issue a new LSR and the ordering Party shall be charged an additional Service Order charge, listed in Appendix B, for each LSR submitted under this Attachment.

3.0 Obligations of CLC

- 3.1 Each Party must offer proof of its certification with applicable regional Number Portability Administration Center (NPAC) prior to requesting SPNP from the other Party.
- 3.2 Each Party must advise the NPAC of telephone numbers that it imports and the associated data identified in industry forums as is required for SPNP.
- 3.3 After the initial deployment of SPNP in an MSA, if CLC wants a Windstream switch to become LRN capable, CLC must submit a Bona Fide request as provided in §6.0. Windstream will make requested switch LRN capable within the time frame required by the FCC.
- 3.4 CLC will conform to NANC guidelines and LERG administration rules in requesting Windstream to open an NPA-NXX for portability in an LRN capable switch.
- 3.5 CLC is responsible to coordinate with the local E911 and Public Services Answering Point (PSAP) coordinators to insure a seamless transfer of End User emergency services.
- 3.6 CLC is required to conform to industry standard Local Service Request (LSR) format and guidelines in ordering and administration of individual service/number ports.

4.0 Obligations of Both Parties

- 4.1 When a ported telephone number becomes vacant, e.g., the telephone number is no longer in service by the original End User; the ported telephone number will be released back to the Local Service Provider owning the switch in which the telephone number's NXX is native.
- 4.2 Either Party may block default routed calls from entering the public switched network when necessary to prevent network overload, congestion, or failure.
- 4.3 The Parties will conform to industry guidelines referenced herein in preparing their networks for SPNP and in porting numbers from one network to another.
- 4.4 The Parties will perform all standard SPNP certification and intra-company testing prior to scheduling intercompany testing between the Parties' interconnected networks.
- 4.5 Each Party will designate a single point of contact (SPOC) to schedule and perform required test. These tests will be performed during a mutually agreed time frame and must conform to industry portability testing and implementation criteria in force in the NPAC region.

5.0 Limitations of Service

- 5.1 Telephone numbers will be ported only within Windstream rate centers as approved by the State Commission.

- 5.2. Telephone numbers associated with Windstream Official Communications Services (OCS) NXXs will not be ported.
- 5.3. Telephone numbers in NXXs dedicated to choke networks will not be ported.

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

- 6.1. The Service Provider Number Portability (SPNP) Bona Fide Request (BFR) Process is the process for CLC to request that SPNP be deployed in Windstream exchanges that are not then capable of LRN query service.
- 6.2. Intentionally left Blank.
- 6.2. CLC may request that SPNP be deployed by Windstream in its switches located in the MSAs. Windstream will enable SPNP in the requested switches within six (6) months of receipt of BFR, based on the beginning dates for each MSA and subject to State Commission approval of an interconnection Agreement with respect to the location of the requested switch.
- 6.3. A BFR with respect to opening a Windstream switch for SPNP must be made in the form of a letter from CLC to:
 - Windstream
 - Attn: Interconnection Services
 - Rodney Parham Road
 - 1170 B3F03-84A
 - Little Rock, AR 72212
- 6.4. The BFR must specify the following:
 - 6.4.1. The MSA in which requested switch(es) are located.
 - 6.4.2. Windstream switch(es), by CLLI codes, which are being requested to become SPNP capable.
 - 6.4.3. Specific, resident NXX codes requested to open in each Windstream switch on the BFR.
 - 6.4.4. The date when SPNP capability is requested for each Windstream switch on the BFR; however, the requested date must fall within the governing FCC schedules and interval guidelines. .
 - 6.4.5. CLLI and NXXs of CLC switches serving the exchanges associated with the relevant Windstream switches.

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ATTACHMENT 18: PERFORMANCE MEASURES

1.0 General

- 1.1 Windstream will use its best efforts to satisfy all service standards, intervals, measurements, specifications, performance requirements, technical requirements, and performance standards that are specified in this Agreement or are required by law or regulation. In addition, Windstream's performance under this Agreement shall be provided to CLC at parity with the performance Windstream provides itself for like service(s).
- 1.2 Windstream shall make a good faith attempt to complete a limited root-cause analysis process within thirty (30) days of request date by CLC to provide a reasonable opportunity to explain missed performance.
- 1.3 Windstream will notice CLC of all process changes related to this Agreement.

2.0 Interconnection

2.1 Trunk Provisioning Intervals

2.1.1 Access Service Request (ASR)

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

2.1.2 Firm Order Confirmation (FOC)

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

2.1.3 Performance Expectation

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

2.2 Trunking Grade of Service

2.2.1 Exchange Access (IXC Toll Traffic)

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

2.2.2 All Other

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

2.2.3 **Performance Expectation**

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

2.3 Trunk Service Restoration

2.3.1 **Service Affecting**

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

2.3.2 **Non Service Affecting**

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

2.3.3 **Performance Expectation**

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

3.0 Maintenance Intervals

3.1. **Service Affecting**

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

3.2 **Non Service Affecting**

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

3.3 **Performance Expectation**

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

4.0 Local Service Provisioning Intervals

4.1 **Local Service Request (LSR)**

LSRs that are subject to the FCC's number portability interval requirements shall be processed in accordance with those requirements.

Except for LSRs that are subject to the FCC's number portability interval requirements, positive acknowledgement of receipt of a non-valid LSR for a Non-Simple Port request will be made within 24 hours, provided the LSR is received before 3PM Eastern Standard Time. Non-Simple Port LSRs received after the 3PM cutoff will be considered to be received on the following business day.

Except for LSRs that are subject to the FCC's number portability interval requirements, positive acknowledgement of receipt of a non-valid LSR for a Simple port request will be made within 4 hours, provided the LSR is received by 1P.M. local time in the predominant Time Zone of the NPAC Region where the End User's telephone number is being ported. Simple Port LSRs received after the 1PM cutoff will be considered to be received on the following business day, and the response clock starts at 8 A.M. (local time in the predominant time zone of the NPAC Region where the number is being ported).

4.2 **Local Service Request Confirmation (LSCN)**

The start time for determining the Local Service Request Confirmation (LSCN) interval will commence with receipt of a valid LSR. A non-valid LSR will not start the LSCN interval.

For LSRs involving Non-Simple Ports, as determined by the donating service provider, the donating service provider must return a LSCN or reject (whichever is appropriate) within 24 hours of receiving the LSR.

For LSRs involving Simple Ports, as determined by the donating service provider, if the gaining service provider requests a due date 3 or more business days after LSR receipt, the donating service provider must return a LSCN or reject (whichever is appropriate) within 24 hours of receiving the LSR.

For LSRs involving Simple Ports, as determined by the donating service provider, if the gaining service provider requests a due date 1-2 business days after LSR receipt, the donating service provider must return a LSCN or reject (whichever is appropriate) within 4 hours of receiving the LSR.

4.3 **Performance Expectation**

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

ATTACHMENT 19: BONA FIDE REQUEST (BFR) PROCESS

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

ATTACHMENT 20: DEFINITIONS

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

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

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

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

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

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

"Commission" or "PUC" or "PSC" means the Kentucky Public Regulation Commission.

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

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

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

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

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

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

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

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

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

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

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

"Exchange Access" is defined in the Act.

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

"FCC" means the Federal Communications Commission.

"ICB" means individual case basis.

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

"Interconnected VoIP" means a service that: (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the user's location; (3) requires Internet protocol-compatible customer premises equipment; and (4) permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.

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

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

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

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

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

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

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

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

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

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

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

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

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

“Parties,” means Windstream and CLC collectively.

“Party” means either Windstream or CLC as applicable.

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

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

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

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

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

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

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

“Telecommunications” has the meanings given in the Act.

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

“Territory” means the incumbent local exchange areas within the states identified in Appendix A

“Toll VoIP Traffic” means Interconnected VoIP Traffic that originates and terminates within the state of Kentucky but is not Local Traffic.

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

“Windstream” has the meaning set forth in the preamble.

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

ATTACHMENT 21: ACRONYMS

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

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

APPENDIX A – Billing Dispute Form

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

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

Appendix B: Price List

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

	Reciprocal Compensation MOU Rate
Windstream Pursuant Attachment 12: Compensation, Section 3.3	Applicable Rates from Windstream's Interstate Access Services Tariff
	Transit Traffic MOU Rate
Windstream	\$.003

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

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

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

⁴ **Expedite** - applies if CLC requests service prior to the standard due date intervals and the expedite request can be met by Windstream.

⁵ **Manual** – applies to orders sent via facsimile, electronic mail or US Postal Service when Windstream Express is available.

