

1. Service Connection Charges

A Service Connection Charge is a one-time charge for Company work associated with service order issuance, programming, billing, etc., for additions, moves, changes, or rearrangements of services and/or equipment. These charges may apply in addition to Service Installation or other non-recurring charges for services as noted as specified in this document or the customer contract.

<u>Service Connection Charge</u>	<u>Non-Recurring Charge</u>	<u>Applies to:</u>
Channel Charges		
Facility Channel or Business Line	\$75.00	Additions or changes - first Channel.
Additional Channel(s) or Business Line lines	\$50.00	Maximum order charge of \$125.00 or 2+ channels/lines
Disconnect Channel(s)/or Business Line	\$25.00	Applies per service order at the time of disconnection.
DID Block	\$25.00	Add, change or disconnect up to 60 DID number in blocks of 20
DID Block	\$75.00	Add, change or disconnect 61+ Numbers
Ported DID Block	\$50.00	Add up to 60 Numbers
Ported DID Block	\$150.00	Add 61+ Numbers
Channel Reconfiguration - Voice/Data, T1/PRI, Directionality	\$100.00	Additions or changes per order
Convert Voice/Data Channel	\$50.00	Change per order
PRI Back Up D Channel	\$25.00	Additions or changes per order
Voice Channel Features		
Calling Features, Hunting, Remote Call Forwarding, Signaling, Extended Area or other secondary order changes	\$25.00	Per service order for additions/changes. Limit of 3 features per order.

1. Service Connection Charges (Cont'd)

<u>Service Connection Charge</u>	<u>Non-Recurring Charge</u>	<u>Applies to:</u>
Customer Account Charges		
Change Customer/ Company Name	\$50.00	Per order
Change of Billing Address	N/C	
Change of Ownership	\$100.00	Per order
PIC Change	\$5.00	Per change of presubscribed interexchange carrier
Change Telephone Number	\$25.00	Per line
Change Parent/Child Billing	\$150.00	Per order
Directory Listings Charges		
Primary, Non-Published, Non-Listed and Other Listings	\$15.00	Per addition or change
Additional Phonebooks	\$5.00	Per book
800/Long Distance Service		
800 #	\$50.00	Add/Change, per order
Ported 800 #	\$75.00	Add/Change, per order
Disconnect 800 Number	\$25.00	Per order, at the time the order is placed
800 Directory Assistance Listing	\$25.00	Per request
Vanity 800 number	\$100.00	Add/Change, per number
Payphone /Non-Payphone	\$25.00	Add/Change, per order
Call Blocking		
Features –Time of Day or Holiday Routing; Ring-to Number; Geo Routing	\$25.00 \$50.00	Add/Change, per order
Phone Card Set Up; Additional Phone Card	\$25.00	Per card
Account Codes	\$25.00	Add/Change up to 25 Numbers
Account Codes	\$50.00	Add/Change 26+ Numbers
LD Buckets	\$5.00	Per Add/Change or per order
Restoration of Service	\$50.00	Applies per order for restoration of service and facilities after payment received for suspended service
Reconnection Charge- Reconnect - Full	\$250.00	Applies when customer rescinds disconnect order and Company must reorder facility
Reconnect – Partial	\$100.00	Applies when customer rescinds disconnect order but facility still available

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2. Expedited Service Connection Charges

Customers may request an expedited date for pending service orders pertaining to initial service installation, or moves, additions, or changes to existing service. The Company will provide to the Customer an estimate of expedite charges when the Customer requests an expedited due date. The Customer can elect standard installation rather than incurring the estimated charges for expedited service. Expedited service is offered subject to availability of facilities and resources as well as service order and systems readiness.

These charges may apply in addition to Service Connection Charges and Service Installation non-recurring charges for specific services as specified in this document or the customer contract.

<u>Lines/Feature Expedite Charges</u>	<u>Non-Recurring Charge</u>
Remote Call Forwarding	\$175.00
Signaling Changes (ground / loop start)	\$175.00
T1 Line Type Conversion (Combo, 2WDID, DID, PRI)	\$175.00
Toll Free Directory Assistance, Feature, Number, Ring-To Changes	\$75.00
Toll Free Number - New Number	\$75.00
Voice Channels - Added to existing T1 voice facilities	\$75.00
Voice Line - New UNE-L with new numbers only	\$175.00
Long Distance - Rate Plan Change	\$75.00
Porting Numbers	1 – 50 lines \$75.00 51+ lines \$175.00
Toll Free Numbers - Ported	1 – 50 lines \$75.00 51+ lines \$175.00
Voice Service added (for first time) to existing T1	\$175.00

3. Labor Charge

Labor Charges are one-time charges related to work performed by the Company or a Company representative associated with customer premises visits. Charges apply when a technician is dispatched and trouble is isolated to the Customer's side of the Demarcation Point, or when the Customer requests installation or repairs on the Customer's side of the Company's Demarcation Point.

First hour, one hour minimum	\$125.00
Each additional half hour	\$42.50
Materials	Cost plus 8%

4. Directory Listings

The following listings are available:

Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer.

Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service.

Nonpublished Listings: Listings that are neither printed in directories nor available from Directory Assistance.

A Nonpublished Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records.

Nonlisted Numbers: A Nonlisted number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.

Foreign Listings: Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listing.

	<u>Monthly Recurring Charge</u> (per number)	<u>Non-Recurring Charge</u>
Primary Listing	No Charge	\$5.00
Additional Listing	\$1.40	\$5.00
Additional Main Listing	\$1.40	\$5.00
Non-Published Number	\$2.50	\$5.00
Non-Listed Number	\$1.40	\$5.00
Classified Heading	No Charge	\$5.00

5. Directory Assistance - A customer may obtain telephone numbers by calling the Directory Assistance operator (411 or 1-NPA-555-1212).

Per Call -\$1.99

6. Directory Assistance Call Completion - Available, where facilities and technology permit, when the Customer requests connection to the telephone number requested from Directory Assistance. Rates apply in addition to charges for Directory Assistance and any applicable toll charges.

Per Call - \$.35

7. Operator Assistance

A customer may obtain the assistance of a local operator to complete local exchange telephone calls as follows:

Third Number Billing: Provides the capability to charge a local call to a third number which is different from the called or calling party.

Collect Calls: Provides the capability to charge a call to the called party.

Calling Cards: Provides the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

Station to Station Surcharge, per call:	\$.65
Person to Person Surcharge, per call:	\$1.50
0+/0- Surcharge, per call:	\$.65
General Assistance Surcharge, per call:	No charge

8. Busy Line Verification and Busy Line Verification with Interrupt

Upon request of the calling party, the Company will determine if the line is clear or “in use” and report to the calling party, and interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

Verification, Interruption, and Connection, per request: \$6.99

9. SoftPhone

SoftPhone provides the capability to make voice calls using software loaded on a computer located at the customer’s premises where unchannelized VoIP broadband service is provisioned to allow for full capacity data transmission. SoftPhone includes assignment of a local telephone number and 911 capability. For intrastate long distance calls placed using SoftPhone, the applicable per minute long distance rate will apply. No additional charge applies to local calls made using SoftPhone.

Monthly Recurring Charge, per channel Client: \$15.00

10. Business Line:

Business Line is an analog, loop-start channel that can be connected to a single device, e.g., a single line telephone set, fax, or modem. Business Line channels cannot be used to serve multi-line devices such as key systems or PBXs. This facility may be provided via either central office unbundled loop or resale arrangements.

Monthly Recurring Charge, per channel: \$60.00

11. Remote Call Forwarding

Remote Call Forwarding (RCF) provides the subscriber with a “local” telephone number, which can be used by callers outside of the subscriber’s exchange. Calls appear to the calling party to be local in nature. Calls to the RCF number are automatically forwarded to another telephone number designated by the RCF subscriber. The RCF number can be in either a different exchange (remote) or another central office within the same exchange (local).

The RCF subscriber is responsible for all charges between the RCF number and the terminating number, including toll.

Monthly Recurring Charge, per Path: \$25.00

12. Windstream Dynamic Office

Windstream Dynamic Office is a family of services utilizing Voice over Internet Protocol (VoIP) technology. Dynamic Office is available with T1, ISDN-PRI, or other transport mechanism. Services and features are offered subject to the availability of network services, facilities and technology and compatibility with customer equipment, wiring, software, and capacity. Pricing does not include handsets, wiring, installation, LAN assessment, or any other special installation or services unless specified herein. Customer is responsible for subscribing to appropriate levels of bandwidth, based on the number of users, to accommodate local, long distance and 911 calling. Customer is responsible for complying with any guidelines or terms regarding this service and for having necessary facilities in place for its operation. The Company is not responsible for outages or performance issues that might occur if Customer does not conform to these guidelines. Remote site DID service requires that a physical address be associated with each DID for the provision of local calling and 911 emergency routing service. Windstream Dynamic Office customers must maintain a minimum monthly commitment, defined as 85% of their monthly recurring charges at initial installation. Windstream Dynamic Office customers are required to use long distance service that is provided by the Company or the Company's designated provider, Windstream Communications, Inc. These conditions also apply to Windstream Total Office.

Voice - Customers can choose between 1 and 24 voice lines per facility. Service is available with analog lines, digital trunks, PRI, or SIP.

Analog Line, Digital Trunk, and PRI Sessions, \$6.75 Per Seat
Monthly Recurring Charge:

SIP Call Paths - Customers can choose between 1 and 96 Call Paths. Pricing will be calculated based on the number of simultaneous call paths that are specified on a per customer basis.

Monthly Recurring Charge, per Call Path: \$25.00

SIP Compression - This optional feature increases simultaneous calls and call path capacity by condensing message size prior to sending messages across the network. SIP Compression MRC applies in addition to the Call Path MRC.

Monthly Recurring Charge, per 1.5 Mbps of Transport: \$150.00

12. Windstream Dynamic Office (Cont'd)

Features - Customers can elect to add these individual features at specified rates:

<u>Feature</u>	<u>Monthly Recurring Charge</u>
Caller ID	No charge
Call Forward Busy and/or Don't Answer	\$2.50
Call Forward Universal	\$4.00
Call Holding	\$2.50
Call Transfer Disconnect	\$4.50
DID Numbers/Telephone Numbers	\$11.00
Additional Directory Listings	\$2.00 per listing
Hunting	\$9.00
Last Number Redial	\$2.50
Toll Restriction	No charge
Directory Assistance Listing (lists 8XX number in 8XX Directory Assistance):	\$45.00 per Listing per month

Basic Feature Bundle - This bundle of features can be added to Dynamic Office service.

Standard Basic Feature Bundle Features:

Call Forward Busy and/or Don't Answer
Call Forward Universal
Call Holding
Call Transfer Disconnect
10 Free Directory Assistance calls
1 Primary Directory Listing
Hunting
Last Number Redial
Speed Dial 8
Speed Dial 100
Toll Restriction
Unlimited Account Codes
1,000 Long Distance minutes per location
Rollover long distance minutes (3 months)
2 Toll Free Numbers per location
Various non-regulated services

Monthly Recurring Charge, per Basic Feature Bundle \$40.00

Auto Attendant

Monthly Recurring Charge, per number \$35.00

VoIP Non-Recurring Charges (NRC)

A NRC of \$1,000 is applied to all new installations of Dynamic Office and Total Office. This NRC does not apply when Basic Feature Bundle or Features are subsequently added to an account.

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13. Windstream Total Office

Windstream Total Office is a Hosted VoIP service that provides shared inbound/outbound local service, long distance, and features that can be administered at the user, administrator, or service provider level. Windstream Total Office services can be delivered over VoIP transport service or another service provider's transport. Each user has an assigned telephone and basic features, and the option of subscribing to additional features. Other services may be bundled with Windstream Total Office service subject to availability and compatibility and applicable pricing. Features and Basic Feature Bundle, as described under Dynamic Office, are available with Total Office.

Sessions - Customer Provided Circuit:

Monthly Recurring Charge, per Seat \$25.00

Enhanced Feature Bundle - Enhanced Feature Bundle is available with Total Office.

User Features:

Caller ID/Name	Call Forwarding Select (with Time of Day scheduling)
Call Forward Always/Busy/No Answer	Automatic Call Hold
Call Fwd. Universal	Busy Lamp Field
Call Hold	4 or more Way Calling
Last Number Redial	Customer Ring Back
Call Log	Directed Call Pickup (with Barge In)
3 Way Call	Call Notify
Call Return	Priority Alert/ Distinctive Ring
Call Transfer Consultation	Selective Call Acceptance
Call Transfer 3 Way	Selective Call Rejection
Caller Id Block	Sequential Ring/FMFM
Call Transfer Disconnect (Blind)	SIM Ring
Call Waiting	Alternate Numbers
Call Waiting Cancel	Automatic Hold Retrieve
Attended Call Transfer	Barge-in Exempt
Speed Dialing	Voice Portal Calling
Anonymous Call Rejection	Push to Talk/Auto Answer
Do Not Disturb	Shared Appearance 10+
Automatic Call Back	Anywhere
Transfer Takeback	Remote Office
Flash Call Hold	Voice Portal

5000 Long Distance minutes per location

Group Features:

Hunting	Music On Hold
Call Park	Customer Ringback
Call Pickup	Instant Group Call

Monthly Recurring Charge for Enhanced Feature Bundle, per Location \$80.00

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13. Windstream Total Office (Cont'd)

VoIP Non-Recurring Charges (NRC)

A NRC of \$1,000 is applied to all new installations of Dynamic Office and Total Office. This NRC does not apply when Basic Feature Bundle or Features are subsequently added to an account.

14. Taxes, Fees, and Surcharges:

To the extent allowed by the NHPUC and applicable law, the Customer is responsible for the payment of any fees, charges or surcharges and sales, use, franchise, gross receipts, excise, access or other local, state and federal taxes.