

DT13-009

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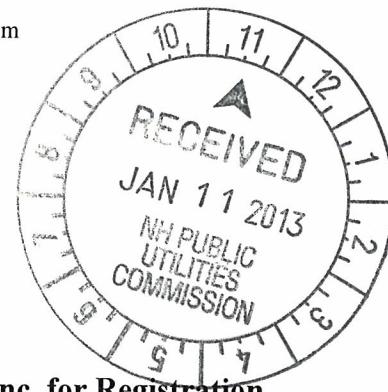
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ANGELA F. COLLINS | 202-862-8930 | acollins@cahill.com

January 10, 2013

Via Federal Express

New Hampshire Public Utilities Commission
21 S. Fruit St., Suite 10
Concord, NH 03301



**Re: Application of Birch Communications of the Northeast, Inc. for Registration
as a CLEC**

To Whom it May Concern:

Birch Communications of the Northeast, Inc. ("Applicant"), by its attorneys, hereby encloses an original and six (6) copies of its Application for Registration as a Competitive Local Exchange Carrier ("Application") and all required forms. In accordance with Rule PUC 203.03 Applicant will also be electronically filing a copy of this Application. This Application is being filed in conjunction with a pending transaction, as explained herein, and thus the Applicant respectfully requests expedited handling of this Application.

Please date stamp the extra copy of the Application, and return it in the enclosed envelope. If you have any questions concerning this matter, please contact the undersigned.

Respectfully submitted,

Angela F. Collins
Counsel for Birch Communications of the
Northeast, Inc.

Enclosures

cc: Office of the Consumer Advocate (via Electronic Mail)



CLEC APPLICATION FOR REGISTRATION

1. General Information

Federal Identification Number 43-1826822

Date of Application 1/10/13

Legal Name Birch Communications of the Northeast, Inc.

Trade Name (d/b/a)
in New Hampshire Birch Communications

Contact Person Christopher Bunce

Complete
Mailing Address 2300 Main St. Suite 340
Kansas City, MO 64108

Phone Number 816-300-3322

Fax Number 816-300-3350

E-mail Address chris.bunce@birch.com

2. History of Applicant

- a. Has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers been convicted of any felony not annulled by a court? No
- b. In the past ten years, has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers had any civil, criminal or regulatory sanctions or penalties imposed pursuant to any state or federal consumer protection law or regulation? No
- c. In the past ten years, has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers settled any civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation? No
- d. Is the applicant, or are any of the general partners, corporate officers, director of the company, limited liability company managers or officers currently the subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation? No
- e. Has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers been denied certification in any other state. No
- If so, please list each state. No

- f. If the answer to any of the questions in a through e above is yes, please attach an explanation.

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form CLEC-10
Application for Registration
Page 2 of 2
Puc 449.07
Rev. 12/06/04

3. Service

List the three primary telecommunications services the company will provide:

a. Local Exchange Service

b. Interexchange Service

c.

Identify the applicant's proposed service area:

See Exhibit A

4. Required Attachments

- a. A copy of the New Hampshire Secretary of State Certificate of Authority
- b. Proof of Surety Bond, if applicable
- c. Form CLEC-1, Contact Information
- d. A copy of the CLEC's complete rate schedule
- e. A copy of Form CLEC -11, Adoption of Uniform Tariff, if applicable

5. Compliance Statements

I attest that the applicant will comply with all applicable New Hampshire laws and all Commission policies, rules and orders. CK (initial)[Puc 430.02]

I attest that the applicant has the necessary managerial qualifications, technical competence and financial resources to operate the CLEC for which the applicant seeks registration. CK (initial)

I attest that the applicant agrees to use with the Verizon New Hampshire rates for intraLATA switched access, as filed in Tariff 85, including future changes, or charge a lower rate. In the event the applicant believes a higher rate is justified, the applicant will file a separate petition with evidence supporting the higher rate. CK (initial)

6. Signature

I CHRISTOPHER BUNCE, (name) declare under penalty of perjury that I am authorized to make this verification for and on behalf of the applicant; that I have read the information provided by the applicant in the foregoing document and any and all attachments, and am informed and believe the same are true, and on that ground, affirm that the matters stated herein are true.

Signed

SR. VICE PRESIDENT / GENERAL COUNSEL Title

Subscribed and sworn before me this 8th (day) of January (month), in the year 2013

County of

JACKSON

State of

MISSOURI

ANGELA A. HOKE
Notary Public-Notary Seal
STATE OF MISSOURI
Platte County
My Commission Expires June 9, 2014
Commission # 10887286

Notary Public/Justice of the Peace
My Commission expires

6-9-14

List of Attachments

- | | |
|-----------|---|
| Exhibit A | Applicant's Proposed Service Area |
| Exhibit B | A copy of the New Hampshire Secretary of State Certificate of Authority |
| Exhibit C | Form CLEC-1, Contact Information |
| Exhibit D | A copy of the CLEC's complete rate schedule with Form CLEC -25 |
| Exhibit E | Contact Escalation Form |

Exhibit A

Description of Applicant's Proposed Service Area

Birch Communications of the Northeast, Inc. dba Birch Communications ("Birch") is filing this application in connection with an Asset Purchase Agreement ("Agreement") between Birch's parent, Birch Communications, Inc. ("BCI"), and Covista, Inc. ("Covista"), an authorized local exchange carrier in New Hampshire. Pursuant to the Agreement, BCI will purchase certain assets and customers of Covista, including certain customer accounts and receivables, certain customer agreements and contracts, certain vendor agreements and contracts, certain equipment, and certain intellectual property. BCI, however, will not assume any of Covista's pre-closing liabilities or obligations. Birch and Covista are filing for any necessary approvals of the transaction under separate cover. Once Birch receives all necessary authority from the Commission, Birch will serve the customers currently served by Covista in New Hampshire.

Exhibit B

A copy of the New Hampshire Secretary of State Certificate of Authority

State of New Hampshire

Department of State

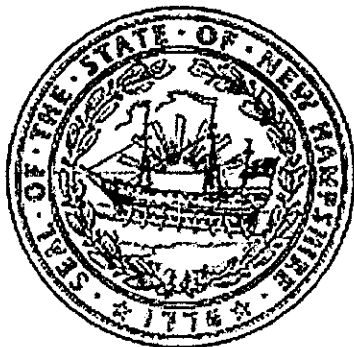
CERTIFICATE OF AUTHORITY OF

BIRCH COMMUNICATIONS OF THE NORTHEAST, INC.

The undersigned, as Secretary of State of the State of New Hampshire, hereby certifies that an Application of BIRCH COMMUNICATIONS OF THE NORTHEAST, INC. for a Certificate of Authority to transact business in this State, duly signed pursuant to the provisions of the New Hampshire Business Corporation Act, has been received in this office.

ACCORDINGLY the undersigned, as such Secretary of State, and by virtue of the authority vested in him by law, hereby issues this Certificate of Authority to BIRCH COMMUNICATIONS OF THE NORTHEAST, INC. to transact business in this State under the name of BIRCH COMMUNICATIONS OF THE NORTHEAST, INC. and attaches hereto a copy of the Application for such Certificate.

Business ID#: 684267



IN TESTIMONY WHEREOF, I hereto
set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 2nd day of January, 2013 A.D.

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State

Exhibit C

Form CLEC-1, Contact Information



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form CLEC-1
Contact Information
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CONTACT INFORMATION

A telecommunications carrier must complete this form: 1) When requesting authorization to provide telecommunications service in New Hampshire by the Public Utilities Commission, 2) Annually, on or before March 31 of each year, or 3) When there have been changes to the information previously reported.

☐ Check here if you would prefer electronic notices rather than notice by US Mail

Date 1/10/13

1. General Information

Federal Identification Number 43-1826822

CLEC Authorization Number _____

Legal Name Birch Communications of the Northeast, Inc.
Trade Name d/b/a
in New Hampshire Birch Communications

Complete Mailing 2300 Main Street, Suite 340
Address Kansas City MO, 64108

Phone Number 816-300-3000

Fax Number 816-300-3350

E-mail Address tara.jackson@birch.com

Website www.birch.com

2. Person Responsible for Preparing the CLEC Annual Report

Name Angela Hoke

Title Manager - Legal & Regulatory

Complete Mailing 2300 Main Street, Suite 340
Address Kansas City, MO 64108

Phone Number 816-300-3000

Fax Number 816-300-3350

E-mail Address angela.hoke@birch.com



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
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NHPUC Form CLEC-1
Contact Information
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Rev. 12/06/04

3. Person Responsible for Paying Assessment Bills

Name Angela Hoke

Title Manager - Legal & Regulatory

Complete Mailing Address 2300 Main Street, Suite 340
Kansas City, MO 64108

Phone Number 816-300-3000

Fax Number 816-300-3350

E-mail Address angela.hoke@birch.com

4. Regulatory Contact

Name Tara Jackson

Title Senior Manager, Legal, Regulatory, Security and Fraud

Complete Mailing Address 2300 Main Street, Suite 340
Kansas City, MO 64108

Phone Number 816-300-3000

Fax Number 816-300-3350

E-mail Address tara.jackson@birch.com

5. Person that Commission's Consumer Affairs Department Should Call Regarding Customer Complaints

Name Tara Jackson

Title Senior Manager, Legal, Regulatory, Security and Fraud

Complete Mailing Address 2300 Main Street, Suite 340
Kansas City, MO 64108

Phone Number 816-300-3000

Fax Number 816-300-3350

E-mail Address tara.jackson@birch.com



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NHPUC Form CLEC-1
Contact Information
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Rev. 12/06/04

6. Director of Customer Service

Name Tara Jackson
Title Senior Manager, Legal, Regulatory, Security and Fraud
Complete Mailing Address 2300 Main Street, Suite 340
Kansas City, MO 64108
Phone Number 816-300-3000
Fax Number 816-300-3350
E-mail Address tara.jackson@birch.com

7. Company Officer Responsible for Customer Service

Name Tosha Cornali
Title Director of Customer Service
Complete Mailing Address 4885 Riverside Drive, Suite 304
Macon, GA 31210
Phone Number 418-476-7948
Fax Number 816-300-3350
E-mail Address tosha.cornali@birch.com

8. End User Customer Service

Toll free 800 Number 1-888-772-4724
Fax Number - -
E-mail Address http://www.birch.com/about/ContactUs.aspx
Hours of Operation 7 a.m. to 7 p.m. CST

9. End User Repair Service

Toll free 800 Number 1-888-772-4724
Fax Number - -
E-mail Address http://www.birch.com/about/ContactUs.aspx
Hours of Operation 7 a.m. to 7 p.m. CST



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10. Names and Titles of Principal Officers

Name	Title
Dr. R. Kirby Godsey	Chairman of the Board
Vincent Oddo	President and CEO
Chris Aversano	Chief Operating Officer & Exec. Vice President
Edward James	Chief Financial Officer and Senior Vice President
Christopher Ramsey	Senior Vice President - Chief Sales & Marketing Of
Chris Bunce	Senior Vice President, Legal, and General Counsel

11. Contact Escalation List

Please attach a contact escalation list, including, name, phone number and e-mail address for first level contacts, directors and company officers responsible for the following: network, interconnection; and provisioning.

12. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative
Signature

Angela Collins

Title

Outside Counsel to Birch Communications

Printed Name Angela F. Collins

Date 1/10/13

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.

Exhibit D

A copy of the CLEC's complete rate schedule with Form CLEC-25



CLEC RATE SCHEDULE COVER SHEET

1. General Information

Federal Identification Number 43-1826822

CLEC Authorization Number _____ OR Date of Application 1/10/13

Legal Name Birch Communications of the Northeast, Inc.

Trade Name (d/b/a)
in New Hampshire Birch Communications

Regulatory Contact Tara Jackson

Complete Mailing Address
2300 Main Street, Suite 340
Kansas City, MO 64108

Phone Number 816-300-3000

Fax Number 816-300-3350

E-mail Address tara.jackson@birch.com

2. Attachments

Attach rate sheets, and include

- The name of the service as appears on customer bills;
- The name of the service as appears on company provisioning documents;
- A brief description of service;
- The price at which the service is offered; and
- The date on which the price is effective.

Any rate schedule of more than ten pages shall include a table of contents and numbered pages.

3. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized
Representative Signature

Printed Name Angela F. Collins

Title

Outside Counsel to Birch
Communications

Date 1/10/13

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.

Title Sheet

**NEW HAMPSHIRE
LOCAL EXCHANGE AND INTERXCHANGE
TELECOMMUNICATION SERVICES PRICE LIST
OF**

Birch Communications of the Northeast, Inc. dba Birch Communications

This price list contains the descriptions and rates applicable to the furnishing of service and facilities for local and interexchange telecommunications services provided by Birch Communications within the state of New Hampshire. This price list is on file with the State of New Hampshire Public Utilities Commission. Copies may be inspected during normal business hours at the Company's principal place of business. Additional terms and conditions can be located at www.birch.com.

Wherever in this Tariff or its headings, the term "Company" or the name Birch Communications of the Northeast, Inc., "Birch Communications" or "Birch" appears, that shall mean and shall refer to Birch Communications of the Northeast, Inc. dba Birch Communications.

Issued:

Effective:

Issued By: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 1 – BASIC SERVICES AND RATES**1.1 General**

Local exchange service is offered to business and residential Customers on a presubscription basis from equal access originating end offices only. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

1.2 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

1.2.2 Rates

Charge	Price
Feature Add or Change	\$10.00 per Order
Basic Service Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Invoice Change	\$25.00 per Order
Transfer of Service	\$25.00 per Order
Telephone Number Change	\$25.00 per Order
Line Signaling Change	\$25.00 per Order
Vanity Number Search	\$25.00 per Order
Establishing Dual Service	\$25.00 per Order
Expedite Service Charge (LWC/UNE)	\$50.00 per Order
Expedite Service Charge (Facilities)	\$200.00 per Day per Line
Expedite Service Charge (T1 Circuits)	\$595.00 per Day per Circuit

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2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 1 – BASIC SERVICES AND RATES, (CONT'D.)**1.3 BirchNet Products****A. BirchNet Basic Line****Basic Line**

Unlimited Local, Intra-LATA Long Distance
Caller ID – Name and Number
Call Waiting
Hunting

Toll Free service is available with this product see “Toll Free Service” in a later section for rates BirchNet Basic Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Basic Line bundle, standard rates will apply.

The availability of certain features depends on feature availability. Some features are only available to residential customers. Some features are only available to business customers. Additional calling features may be added to the Basic Line.

Outbound Long Distance is rated at \$.049/min, where available.

Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Product may not be available in all CLLIs.

An additional charge will apply when adding Birch Unified Messaging or Voicemail to the line. There is a maximum of 3 extensions per box.

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Kansas City, MO 64108

SECTION 1 – BASIC SERVICES AND RATES, (CONT'D.)**1.3 BirchNet Products (cont'd)****B. BirchNet Essentials**

1. BirchNet Essentials is equipped with:

Basic Line with Unlimited Features
Hunting
Unlimited Local Intra-LATA Long Distance
200 Minutes of Domestic Inter-LATA Long Distance

Toll Free service is available with this product see “Toll Free Service” in a later section for rates BirchNet Essentials is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate.

The availability of certain features depends on feature availability. Some features are only available to residential customers. Some features are only available to business customers.

Customers may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

BirchNet Essentials will only be available to Birch Local Service Customer locations in which the customer subscribes to no greater than 10 lines for domestic local toll and interLATA toll outbound calls from the business location. Customers are required to convert all of their off-net business lines, (restrictions listed below), per location, to BirchNet Essentials in order to qualify for this service. Multi-location customers may choose the service per location. Birch may cancel this service if all lines at location do not have this product.

An additional discounted charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Essentials. There is a maximum of 3 extensions per voicemail box.

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2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 1 – BASIC SERVICES AND RATES, (CONT'D.)**1.3 BirchNet Products (cont'd)****B. BirchNet Essentials (cont'd)**

2. 200 Minute Long Distance Calling Block for BirchNet Essentials
- ⁽¹⁾
- :

<u>Block of Time per Month</u> ⁽¹⁾	<u>Overage Usage Rate per Minute</u>
200 Minutes of Inter-LATA Domestic Long Distance	Included in bundle
Additional Minutes	\$.049

3. BirchNet Essentials Inclusive Feature List
- ⁽²⁾
- :

Anonymous Call Rejection, per line
 Call Block
 Call Forwarding
 Call Forwarding Busy Line
 Call Forwarding Don't Answer
 Call Return
 Call Selector
 Call Tracing
 Call Waiting
 Caller ID
 Caller ID Deluxe
 Calling number delivery blocking, per line
 Distinctive Ringing Service
 Enhanced Caller ID
 Preferred Call Forwarding
 Remote Access – Call Forwarding Variable
 Repeat Dialing
 Selective Class of Call Screening
 Speed Calling
 Three-Way Calling

⁽¹⁾ Long distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use. Free long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

⁽²⁾ The availability of certain features depends on feature availability. Some features are only available to business customers.

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 2300 Main St. Suite 600
 Kansas City, MO 64108

SECTION 1 – BASIC SERVICES AND RATES, (CONT'D.)**1.3 BirchNet Products (cont'd)****C. BirchNet Value Line**

1. BirchNet Value Line is equipped with a Basic Line.

Outbound Long Distance is rated at \$.06/min, where available.

Toll Free service is available with this product see "Toll Free Service" in a later section for rates BirchNet Basic Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

If features are needed with the BirchNet Value Line, standard rates located in section 3 below will apply. The availability of certain features depends on feature availability. Some features are only available to residential customers. Some features are only available to business customers.

An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

Additional features can be added to this line.

2. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

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2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 1 – BASIC SERVICES AND RATES, (CONT'D.)

1.3 BirchNet Products (cont'd)

D. BirchNet Pricing

Issued:

Effective:

Issued By: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 2 – MISCELLANEOUS SERVICES AND RATES**2.1 Custom Calling Features**

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

Features Offered on a Monthly Basis

Feature	Monthly Recurring Charge	
	<u>Residence</u>	<u>Business</u>
Anonymous Call Rejection		
Auto Call Back (*69)		
Auto Redial		
Call Forwarding - Busy Line		
Call Waiting/ Call Waiting Caller ID		
Caller ID Name and Number		
Distinctive Ringing		
Priority Call		
Speed Calling 8		
Three Way Calling		

Features Offered on a Per Use Basis

Feature	Charge Per Use
Busy Redial	
Return Call	
Three Way Calling	
Call Trace	

Issued:

Effective:

Issued By: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 2 – MISCELLANEOUS SERVICES AND RATES, (CONT'D.)**2.2 Operator Service**

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Usage Charges

Usage charges will be billed at the rate in effect for the presubscribed service plan purchased by the Customer.

Per Call Service Charges

Customer Dialed Calling Card
Operator Assisted Calling Card

AutomatedLive

Collect
3rd Party Billed
Person to Person

2.3 Busy Line Verification and Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

Busy Verification Charge, each request:

Emergency Interrupt Charge, each request:

2.4 Public Telephone Surcharge

An undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call:

Issued:

Effective:

Issued By: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 2 – MISCELLANEOUS SERVICES AND RATES, (CONT'D.)**2.5 Restoral Charge**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service.

Per occasion, per line:

2.6 Carrier Presubscription

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

Nonrecurring Charger per line, trunk or port

2.7 Directory Assistance

Directory Assistance is available to Customers. Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Per Call

2.8 Directory Listing Service

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Additional Listings		
Nonlisted Service		
Nonpublished Service		

Issued:

Effective:

Issued By: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 2 – MISCELLANEOUS SERVICES AND RATES, (CONT'D.)**2.9 Returned Check Charge**

A return check charge of \$5.00 or the actual administrative cost of recovery up to a maximum of \$25.00 (whichever is greater) will be assessed for checks returned for insufficient funds. At the discretion of the Company, the insufficient funds check charge may be waived under appropriate circumstances (e.g., a bank error).

2.10 Late Payment Fee

A late payment charge of 1.5% per month applies to all overdue balances for business accounts and a charge of 0.797% per month for residential accounts. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to New Hampshire state law.

A Finance Charge of 1.5% shall apply to the outstanding balance of charges, as at the end of the "Due Before Date", with effect from the second month after the charges are first applied, and every month thereafter.

Collection procedures are unaffected by the application of the late payment or finance charge. The late payment charge does not apply to final amounts.

2.11 Enhanced 911 Surcharge

The Company assesses a per line / per month in the amount of \$0.57 to fund the E911 Program.

2.12 Premise Visit Charge

Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises. This charge applies in addition to the Technician Dispatch Charge.

	Business	Residential
Time and Materials		
After-hours Time and Materials		
Installation Charge – 1 st Hour		
Repair Charge – 1 st ½ Hour		
Repair Charge – Each Add'l ½ Hour		
Trip Charge		

Issued:

Effective:

Issued By: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

SECTION 3 – LONG DISTANCE SERVICES AND RATES**3.1 Outbound Services**

Outbound Service is the direct dialing of a destination telephone number from the Customer's telephone lines automatically presubscribed to the Company. Calls are completed by dialing 1+ the destination telephone number. Unless otherwise indicated, calls are billed in one minute increments after an initial period, for billing purposes, of one minute. Rates are not mileage or time-of-day sensitive. Intrastate service is an add-on to interstate service.

Rate Per Minute:

Issued:

Effective:

Issued By: Christopher J. Bunce, Vice President Legal and General Counsel
2300 Main St. Suite 600
Kansas City, MO 64108

Exhibit E

Contact Escalation Form – Name, e-mail and phone number for first-level contacts and company officers responsible for network, interconnection, and provisioning

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