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AZ CORP COMMISSION  
DOCKET CONTROL

September 3, 2009  
*Via E-mail and Overnight Delivery*

Lori Morrison  
Utilities Division  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007-2927

Arizona Corporation Commission

DOCKETED

SEP - 9 2009

**Re: Entelegent Solutions, Inc. – Responses to Data Request**  
Docket No. T-20663A-09-0130



Dear Sir/Madam:

Enclosed for filing on behalf of Entelegent Solutions, Inc. are the original and thirteen (13) copies of the responses to the data request for the docket number referenced above. Amended pages to the application and tariffs are included as follows:

- Application Section A-1 – "Other" is now checked to reflect the proposed provision of access services.
- Arizona Tariff No. 1
  - page 5 amended to include a definition of Commission.
  - page 9 amended to reflect interest rate on deposits.
  - page 18 amended to add Commission toll free number
- Arizona Tariff No. 2
  - Preface, page 5 amended to define ILEC
  - Section 1, page 1 amended to correct definition of Authorized User.
  - Section 2, page 26 amended to reflect interest rate on deposits.
  - Section 2, pages 33-34 amended to correct credit formula language.
  - Section 4, page 7 amended to correct Public Telephone Surcharge rate.
  - Section 6, page 1 and 4 amended to remove Call Trace.
  - Section 10, page 3 amended to add current returned check charge.
- Arizona Tariff No. 3
  - Page 30 amended to remove "actual fee" language.
  - Page 32 amended to reflect interest rate on deposits.

Also, additional material is included to support responses to Staff's questions.

Entelegant Solutions, Inc.  
Docket No. T-20663A-09-0130  
September 3, 2009  
Page 2 of 2

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Any questions you may have regarding this filing may be directed to my attention at (407) 740-3006 or via e-mail at [croesel@tminc.com](mailto:croesel@tminc.com).

Please acknowledge receipt of this filing by date stamping the extra copy of this cover letter and returning it in the self - addressed, stamped envelope enclosed for this purpose.

Thank you for your assistance.

Sincerely,



Carey Roesel  
Consultant to Entelegant Solutions, Inc.

*CR/gs*  
Enclosure

cc: Dave Gibson - Entelegant  
File: Entelegant - AZ Local  
TMS: AZL0900b

STAFF'S FIRST SET OF DATA REQUESTS TO  
ENTELEGENT SOLUTIONS, INC.  
DOCKET NO. T-20663A-09-0130

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**In addition to a paper response, all information responses should also be provided in searchable PDF, DOC or EXCEL files via email or electronic media.**

Please make sure each numbered item and each part of the item is answered completely

LLM 1.1 Referencing the Company's application, item A-1, the boxes for Resold Long Distance and Facilities-Based Local Exchange Telecommunications Services have been checked. However, Attachment B3 is a proposed Access Services Tariff. Is the Company intending to provide Access Services in the state of Arizona? If so, please amend A-1 and check the "Other" box and type "Access Services" in the blank next to Other. If not, why was an Access Tariff included in the application?

Response:

Yes, the Company intends to provide Access Services in Arizona. The Company is filing an amendment to Section A-1 of the application to reflect this service.

LLM 1.2 Referencing the Company's application, item A-17, the response to the statement "Indicate if the Applicant is a switchless reseller of the type of telecommunications service that the Applicant will or intends to resell in Arizona" is Yes. The Company indicates it intends to resell Qwest Communications, Inc. services. Further, in response to item C-1 of the application, the Company indicates that it does not have a resale agreement in operation.

- a. Does the Company intend to obtain a wholesale agreement from Qwest for local exchange services?
- b. Does the Company intend to obtain a resale agreement from Qwest for local exchange services?
- c. Will the Company be reselling Qwest's long distance services? If no, what carrier will the Company be obtaining long distance service from for the purpose of reselling the service?

Response:

- a. Yes.
- b. Yes.
- c. The company may obtain long distance services for resale purposes from several carriers, including Qwest.

LLM 1.3 Will the Company have any employees located in Arizona? If yes, how many?

Response:

The Company does not anticipate having employees located in Arizona for the foreseeable future.

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LLM 1.4 Referencing Attachment B1, the Company's proposed IXC Tariff, on Original Page 5, the term "Commission" is not listed nor defined on this page. However, the term "Commission" is used numerous times in throughout the proposed tariff. Would the Company be willing to add the term "Commission - Arizona Corporation Commission" to this tariff page?

Response:

Yes, the Company will file that amendment to its tariff under separate cover.

LLM 1.5 Referencing Attachment B1, Original Page 9 - Subsection 2.5.1.D, Attachment B2, Section 2 Original Page 26 – Subsection 2.5.5.A.4 and Attachment B3, Original Page 32 – Subsection 2.12.2.C: Each of these subsections indicate that the Company will pay interest on deposits at the rate prescribed by the Commission. However, the Commission does not set the rates per se. Instead, pursuant to Arizona Administrative Code R14-2-503.B.3 states "Deposits shall be interest bearing; the interest rate and method of calculation shall be filed with and approved by the Commission in a tariff proceeding." To comply with the Commission's process, please provide the interest rate the Company will be applying to customer deposits for the services proposed in this application along with its method of calculation and any other resources used by the Company in determining its interest rate on customer deposits.

Response:

The Company will file amendments to the referenced tariff pages reflecting the interest rate that will be paid on customer deposits.

LLM 1.6 Referencing Attachment B1 and B2, please clarify the following:

- a. Will the Company be providing residential customers with resold long distance telecommunications services?
- b. Will the Company be providing residential customers with facilities-based local exchange telecommunications services?
- c. Will the Company be providing business customers with resold long distance telecommunications services?
- d. Will the Company be providing business customers with facilities-based local exchange telecommunications services?

Response:

- a. No.
- b. No.
- c. Yes.
- d. Yes.

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LLM 1.7 Referencing Attachment B1, Original Page 18, Subsection 2.20, Complaint Procedures, the tariff provides the local Phoenix telephone number for the Commission. Would the Company be willing to add the toll free number of 800-222-7000 to this portion of the tariff?

Response:

Yes, the Company will file an amendment to the tariff to reflect that change.

LLM 1.8 Referencing Attachment B1, Original Page 23, Subsection 4.4 indicates that the Company is proposing to charge \$.25 per minute for long distance calls. This rate appears to be excessive as some of the larger companies charge less than \$.15 per minute regardless of the time of day of the call. Please explain why the Company believes that its proposed rate is just and reasonable using a fair value or cost basis. Please include economic justification or cost support data. Please include any supporting materials.

Response:

Qwest's current rate for standard intrastate message telecommunications service (MTS) is \$.42 per minute for business customers. The Company's proposed rate of \$.25 per minute for standard business MTS service is well below that rate. To the extent that Qwest's tariffed rates have been determined to be just and reasonable, the Company's much lower rate should be considered as such. As a new competitive entrant into both the local and long distance market in Arizona, Entelegent has no market power and therefore lacks any ability to set the price for its services using a "fair value" or "cost basis"; rather, it must set its prices in response to competitive market conditions. If its prices exceed those of other competitors for comparable levels of service, consumers will not purchase service from the Company. Once it begins operating in the Arizona market, the Company may introduce other toll calling plans that include lower rates than those initially tariffed.

LLM 1.9 Please explain how the return check fees listed in Attachment B1, Original Page 18 – Subsection 2.19, in Attachment B2, Section 2, Original Page 22, Subsection 2.5.2.F and in Attachment B3, Original Page 30 – Subsection 2.10.6 compare to the return check fees charged by the Company's key competitors.

Response:

The Company's proposed returned check fee of \$25.00 is consistent with the fee charged by AT&T for its business services (see attached page from the AT&T Service Guide, Section GP-3.2.4). Qwest's tariffed returned payment charge in Arizona is \$10.00. As indicated in Attachment B, other competitive CLECs in Arizona have returned check fees of \$25.00.

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LLM 1.10 Referencing Attachment B2, Section 2, Original Page 22, Subsection 2.5.2.F, the proposed *maximum* rate for the return check fee is \$35.00. If \$35.00 is the proposed maximum rate, where in the tariff is the current proposed rate for the return check fee?

Response:

The Company will file an amendment to the tariff to include a current rate of \$25.00.

LLM 1.11 Referencing Attachment B2, Preface, Original Page 5, under the Heading "Service Area Map", the acronym "ILEC" is used but never defined. Would the Company be willing to spell out the meaning of this acronym on this page?

Response:

Yes, the Company will file an amendment to the tariff to reflect that change.

LLM 1.12 Referencing Attachment B2, Section 1, Original Page 1, the last sentence in the definition of Authorized User is incomplete. Please complete the sentence and submit a replacement tariff sheet with this correction.

Response:

The Company will file an amendment to the tariff to reflect this correction.

LLM 1.13 Referencing Attachment B2, Section 2, Original Page 34, Subsection 2.7.4.D, the method for determining credit for service interruptions is outlined.

- a. Please explain in detail how the amount of credit is determined for outages less than 2 hours.
- b. For outages over 2 hours, the Credit Formula is to be used to calculate the amount of credit to be applied. However, the formula indicates that the outage time in hours must be 8 or more. If the minimum amount of hours to be used by the formula is 8, why is the formula to be used for outages lasting less than 8 hours?

Response:

The Company will file an amendment to the tariff to correct the credit formula.

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LLM 1.14 Referencing Attachment B2, Section 4, Original Page 7, the proposed maximum rate for Public Pay Telephone Surcharge is \$1.20. However, the Commission doesn't allow for more than a \$.60 maximum Surcharge. Would the Company be willing to change this tariff sheet to reflect a maximum Public Pay Telephone Surcharge of \$.60?

Response:

Yes, the Company will file an amendment to the tariff to reflect that change.

LLM 1.15 Referencing Attachment B2, Section 6, Original Page 1, the feature Call Trace is described to allow a called party to initiate an automatic trace of the last call received.

- a. When and how is the customer informed that the results of a call trace will NOT be provided directly to them?
- b. When and how is the customer informed that the call trace results will only be provided to law enforcement following the receipt of the proper legal paperwork, e.g. subpoena?
- c. Does the Company or the Customer contact the proper law enforcement authorities about requesting the results of a call trace?

Response:

The Company will file an amendment to remove this offering from the tariff.

LLM 1.16 Referencing Attachment B2, will the Company be offering any type of toll restriction feature that would allow a customer to prevent a local exchange line from placing long distance or toll calls? If so, where is that feature located within this tariff? If not, why not?

Response:

The Company does not currently anticipate offering toll restriction. It does not intend to offer service to residential customers and does not anticipate that this feature will be desired by its target commercial market. If in the future the Company determines that its customer base demands a toll restriction offering, the Company will introduce one.

LLM 1.17 Referencing Attachment B2, will the Company be offering access operator services to its local exchange customers? If so, how will a customer be able to access an operator? If not, why not?

Response:

Yes, see Section 6 pages 6-7 of the tariff. Customers can access an operator by dialing 0+ or 0-.

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LLM 1.18 Referencing Attachment B3, Original Page 9, the definition for **Interstate** is "The regulatory jurisdiction of services used for communications between one or more originating points located in different states within the United States **or between one or more points in the United States and at least one international location.**" Isn't the latter part of this sentence the definition of an international call as opposed to an interstate call?

Response:

Yes; however, in the context of applying access charges, international traffic is treated as interstate traffic. Accordingly, the definition of interstate includes both interstate and international.

LLM 1.19 Referencing Attachment B3, Original Page 30, Subsection 2.10.6 outlining the Returned Check Charge policy states that "a service charge equal to \$25.00 or the actual fee incurred by the Company from a bank or financial institution, whichever is greater..." Since the Commission is not able to review any "actual fee" that the Company may incur, the inclusion of an open ended return check charge does not appear to be in the public interest. Please explain why the Company believes that its proposed policy is just and reasonable and in the public interest. Please include any supporting materials.

Response:

The Company will file an amended tariff page which deletes the phrase "or the actual fee incurred by the Company from a bank or financial institution, whichever is greater."

LLM 1.20 For the rates and nonrecurring charges proposed in Attachment B1 for resold long distance services, please explain why the Company believes that its proposed rates and nonrecurring charges are just and reasonable using a fair value or cost basis. Please include economic justification or cost support data. Please include any supporting materials.

Response:

Qwest's current rate for standard intrastate message telecommunications service (MTS) is \$.42 per minute for business customers. The Company's proposed rate of \$.25 per minute for standard business MTS service is well below that rate. To the extent that Qwest's tariffed rates have been determined to be just and reasonable, the Company's much lower rate should be considered as such. As a new competitive entrant into both the local and long distance market in Arizona, Entelegent has no market power and therefore lacks any ability to set the price for its services using a "fair value" or "cost basis"; rather, it must set its prices in response to competitive market conditions. If its prices exceed those of other competitors for comparable levels of service, consumers will not purchase service from the Company. Once it begins operating in the Arizona market, the Company may introduce other toll calling plans that include lower rates than those initially tariffed.

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LLM 1.21 For the rates and nonrecurring charges proposed in Attachment B2 for facilities-based local exchange services, please explain why the Company believes that its proposed rates and nonrecurring charges are just and reasonable using a fair value or cost basis. Please include economic justification or cost support data. Please include any supporting materials.

Response:

As a new competitive entrant into both the local and long distance market in Arizona, Entelegent has no market power and therefore lacks any ability to set the price for its services using a "fair value" or "cost basis"; rather, it must set its prices in response to competitive market conditions. If its prices exceed those of other competitors for comparable levels of service, consumers will not purchase service from the Company. Once it begins operating in the Arizona market, the Company may introduce other local calling plans that include lower rates than those initially tariffed.

LLM 1.22 For the rates and nonrecurring charges proposed in the Attachment B3 for Access Services, please explain why the Company believes that its proposed rates are just and reasonable using a fair value or cost basis. Please include economic justification or cost support data. Please include any supporting materials.

Response:

For its initial rates, the Company reviewed rates charged by other CLECs in AZ and chose a rate level that is consistent with the rates charged by these carriers. The Company is aware, however, that Arizona is presently investigating intrastate access charge rates and rate levels (Docket No. T-00000D-00-0672). The Company anticipates that additional guidance on access charges will be provided in this docket.

LLM 1.23 The follow comparison is limited to services and rates proposed in Attachments B1 and B2:  
Please indicate why the Company believes that its rates are just and reasonable using a competitive market analysis. The analysis should contain publicly available examples of tariff rates and charges charged by the incumbent and other carriers for similar services. Include supporting material and any other information that the Company believes demonstrates that the proposed tariff rates and charges are just and reasonable.

Use a matrix format to list the Company's proposed services, rates, and charges (see attached Excel file). Based on the Company's tariff, list all of the telecommunications services the company will provide in Arizona. For each of the telecommunications services listed, provide the Company's tariff page numbers that support each of the company's services, rates, and charges. Also, provide the same information requested of the Company for Qwest and two other

STAFF'S FIRST SET OF DATA REQUESTS TO  
 ENTELEGENT SOLUTIONS, INC.  
 DOCKET NO. T-20663A-09-0130

Arizona local exchange competitors using the same matrix format. List each competitor's services, rates, and charges for the same or comparable services and include copies of the tariff page of each service, rate and charge of each competitor. Please provide the same format for long distance services by comparing the Company's rates with AT&T and two other major competitions. For a list of telecommunications carriers certified in Arizona, go to [www.azcc.gov/divisions/utilities/utilitylist.asp](http://www.azcc.gov/divisions/utilities/utilitylist.asp). For a list of Commission-approved telecommunications rates and tariffs, go to [www.azcc.gov/Divisions/Utilities/Tariff/util-tariffs-telecom.asp](http://www.azcc.gov/Divisions/Utilities/Tariff/util-tariffs-telecom.asp).

**(Please Note: Refer to Attachments A, B, C, and D for the prescribed format to submit the company's telecommunications services, rates, and charges and the telecommunications services, rates, and charges of its competitors. Please make sure to include all supporting tariff pages for each of the company's competitors. In filling out the rate matrix, any services/features not being provided by the company should have the value of n/a.)**

LLM 1.24 Referencing the Company's application, item B-1 to B-4, the Company indicates it does not have any financial statements for the two most recent years because it is a start-up company. The Company did provide a recent balance sheet for mid-February 2009, profit and loss for the first quarter of 2009 and the projected revenue and expenses for the first twelve months. Since 2 years worth of financial statements are not available, please provide the projected Assets, Equity and Net Income/(Loss) for providing service in Arizona for the next three years in the table below.

TOTAL COMPANY	2009	2010	2011
Projected Assets	\$ 2 M	\$ 2.6 M	\$3.4 M
Projected Equity	\$ 1.4 M	\$ 1.95 M	\$ 2.5 M
Projected Net Income/(Loss)	\$ 1.6 M	\$ 660 K	\$ 770 K

**ARIZONA CORPORATION COMMISSION**

**Application and Petition for Certificate of Convenience and Necessity to Provide Intrastate Telecommunications Services**

Mail original plus 13 copies of completed application to: For Docket Control Only:  
(Please Stamp Here)

Docket Control Center  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007-2927

Please indicate if you have current applications pending in Arizona as an Interexchange reseller, AOS provider, or as the provider of other telecommunication services.

Type of Service: \_\_\_\_\_

Docket No.: \_\_\_\_\_ Date: \_\_\_\_\_ Date Docketed: \_\_\_\_\_

Type of Service: \_\_\_\_\_

Docket No.: \_\_\_\_\_ Date: \_\_\_\_\_ Date Docketed: \_\_\_\_\_

**A. COMPANY AND TELECOMMUNICATION SERVICE INFORMATION**

(A-1) Please indicate the type of telecommunications services that you want to provide in Arizona and mark the appropriate box(s):

- Resold Long Distance Telecommunications Services (Answer Sections A, B).
- Resold Local Exchange Telecommunications Services (Answer Sections A, B, C).
- Facilities-Based Long Distance Telecommunications Services (Answer Sections A, B, D).
- Facilities-Based Local Exchange Telecommunications Services (Answer Sections A, B, C, D, E)
- Alternative Operator Services Telecommunications Services (Answer Sections A, B)
- Other Access Services (Please attach complete description)

(A-2) The name, address, telephone number (including area code), facsimile number (including area code), e-mail address, and World Wide Web address (if one is available for consumer access) of the Applicant:

**Entelegent Solutions, Inc.**  
**3800 Arco Corporate Drive, Suite 310**  
**Charlotte, North Carolina 28273**  
**Telephone: (704) 936 - 2365**  
**Facsimile: (866) 295 - 0471**  
**Email: dave.gibson@entelegent.com**

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the customer's location to a Entelegant Solutions, Inc. switching center or point of presence.

**Account Codes** - Optional, customer defined digits that allow the customer to identify the individual user, department, or client associated with a call.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Carrier's service.

**Call** - A completed connection established between a calling station and one or more called stations.

**Commission** - Refers to Arizona Corporation Commission.

**Company or Carrier** - Entelegant Solutions, Inc. unless otherwise clearly indicated by the context.

**Customer** - The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company's tariff.

**LEC** - Local Exchange Company.

**Special Access Origination** - Where originating access between the customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is billed by the access provider directly to the end user.

**Switched Access Origination** - Where originating access between the customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

**Travel Card** - A proprietary calling card offered by the Company which enables the Customer to use the Company's service by dialing a Company-provided access number.

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

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Issued:

Effective Date:

Issued By: David Gibson, VP of Operations  
3800 Arco Corporate Drive, Suite 310  
Charlotte, NC 28273

AZi0900

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

**2.5 Deposits**

**2.5.1 Commercial Customers**

- A. The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit or has a bad credit rating to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer which has established satisfactory credit and has no history of late payments to the Company.
- B. The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed two times the average monthly bill for residential Customers whose bills are payable in advance. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
- C. The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.
- D. The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Company will pay interest at the rate of 6% per year, simple interest.
- E. The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

**2.19 Return Check Charge**

The Company reserves the right to assess a charge of \$25.00, or the maximum amount allowed by law (whichever is less), whenever a check or draft present for payment of service not accepted by the institution upon which it is written.

**2.20 Complaint Procedures**

Customer complaints and inquiries regarding their bills may be directed to the toll-free number provided by the billing agent on the bill. In addition, inquiries and complaints may also be directed to:

Customer Service Department  
EnTelegant Solutions, Inc.  
3800 Arco Corporate Drive, Suite 310  
Charlotte, North Carolina 28273

800-975-7192

If not satisfied with the Company's response, customers may contact:

Consumer Service Section  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007  
(602) 542-4251  
(800) 222-7000

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**GP-3.2.4. Return Check Fee***Section effective date: 20-Dec-2006*

A Return Check Fee may be applied to Customer's bill for each occasion that a check, bank draft, or an electronic funds transfer item is returned for the reason of insufficient funds or no account.

Check Return Fee, per occasion	\$25.00
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**Applicability of Section**

- Applies to some but not all Contact Management Services (i.e. applies to Interactive Voice Services but not to Voice Tone).
- Applies to all other Services.

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**LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF**

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**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services by Entelegant Solutions, Inc., hereinafter referred to as the Company, to Customers within the state of Arizona. Entelegant's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

This tariff is on file with the Arizona Corporation Commission. In addition, this tariff is available for review at the main office of Entelegant Solutions, Inc., at 3800 Arco Corporate Drive, Suite 310, Charlotte, North Carolina 28273.

**SERVICE AREA MAP**

Entelegant Solutions, Inc. will provide local exchange service in areas currently served by the Incumbent Local Exchange Carrier ("ILEC") and intrastate toll service throughout the State of Arizona. Local calling areas are as defined in Section 3 of this tariff.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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**SECTION 1 - DEFINITIONS**

**Advance Payment** - Payment of all or part of a charge required before the start of service.

**Authorization Code** - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

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

**Automatic Numbering Identification (ANI)** - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

**Common Carrier** - An authorized company or entity providing telecommunications services to the public

**Company** - Entelegant Solutions, Inc., the issuer of this tariff.

**Customer** - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

**Customer Premises** - A location designated by the Customer for the purposes of connecting to the Company's services.

**Customer Terminal Equipment** - Terminal equipment provided by the Customer.

**Commission** - Arizona Corporation Commission.

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AZI0900

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.5 Deposits, (Cont'd.)**

**A. Commercial Customers, (Cont'd.)**

4. The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Company will pay interest at the rate of 6% per year, simple interest.
5. The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
6. Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the Company. A transfer of service from one location to another within the Company serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
7. Deposits will be refunded after twelve months of timely payment, with interest as specified above.

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3800 Arco Corporate Drive, Suite 310  
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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

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

**2.7.3 Use of Another Means of Communications**

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

**2.7.4 Application of Credits for Interruptions in Service**

- A. Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- B. For calculating credit allowances, every month is considered to have thirty (30) days.
- C. A credit allowance will be given for interruptions of two hours or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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

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

**2.7.4 Application of Credits for Interruptions in Service, (Cont'd.)**

**D. Interruptions of 24 Hours or Less**

<b>Length of Interruption</b>	<b>Amount of Service To Be Credited</b>
Less than 2 hours	None
Over 2 Hours	Credit Formula

**Credit Formula:**

$$\text{Credit} = A/720 \times B$$

A = outage time in hours (must be 2 or more)

B = total monthly Recurring Charge for affected service.

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

**2.7.5 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

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SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)

4.5 Public Telephone Surcharge

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). 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.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call:	<b>Maximum</b>
	<b>\$0.60</b>

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**SECTION 6 - SUPPLEMENTAL SERVICES**

**6.1 Optional 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.

**6.1.1 Feature Descriptions**

**Anonymous Call Rejection** - Gives the Customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. The screening list holds a maximum of fifteen (15) numbers.

**Auto Call Back** - Allows a Customer to return the most recent incoming call and hear an announcement of the last telephone number that called.

**Auto Redial** - Automatically redials a busy number for up to 30 minutes until line is available.

**Call Forwarding** - Allows incoming calls forwarded to be forwarded to another line specified by the Customer by dialing a code and the telephone number to which the calls will be forwarded.

**Call Waiting / Call Waiting with Caller ID** - Allows the Customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. Call Waiting with Caller ID provides Call Waiting service with the display of Caller ID information for the call that is waiting.

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

**6.1 Optional Calling Features, (Cont'd.)**

**6.1.2 Rates, (Cont'd.)**

**B. Features Offered on a Usage Sensitive Basis**

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer.

<b>Feature</b>	<b>Maximum Per Use</b>
Busy Redial	\$1.50
Return Call	\$1.50
Three Way Calling	\$1.50

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SECTION 10 - CURRENT RATES, (CONT'D.)

10.9 Operator Services

Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$2.50
Operator Assisted	
Collect	\$2.50
3rd Party Billed	\$2.50
Person-to-Person	\$4.50

10.10 Busy Line Verification and Emergency Interrupt Service

Busy Line Verification, per request:	\$2.50
Busy Line Interrupt, per request:	\$5.00

10.11 Directory Listing Service

	<b>Monthly Rate</b>
	<b>Business</b>
Additional Listings	\$1.50
Nonlisted Service	\$2.00
Nonpublished Service	\$4.50

10.12 Miscellaneous Charges

Returned Check Charge	\$25.00
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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.10 Billing and Payment For Service, (Cont'd.)**

**2.10.5 Late Payment Fees**

A late payment charge of 1.5% per month, or the highest rate permitted by applicable law, whichever is less, shall be due to the Company for any billed amount for which payment has not been received by the Company within thirty (30) days of the invoice date of the Company's invoice for service, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment. If the last calendar day for remittance falls on a Sunday, legal holiday or other day when the offices of the Company are closed, the date for acceptance of payments prior to assessment of any late payment fees shall be extended through to the next business day.

**2.10.6 Returned Check Charge**

A service charge equal to \$25.00 will be assessed for all checks returned by a bank or other financial institution for: insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

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ACCESS SERVICES TARIFF

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.12 Deposits and Advanced Payments****2.12.1 General**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. If a Customer's creditworthiness is unacceptable to the Company, Company may refuse to provide service, require a deposit or advance payment, or otherwise restrict or interrupt service to a Customer.

**2.12.2 Deposits**

- A.** To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges under Commission rules. A deposit may be required if the Customer's financial condition is not acceptable to the Company or is not a matter of general knowledge. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. A deposit may be required in addition to an advance payment.
- B.** The maximum amount of any deposit shall not exceed the equivalent of the customers estimated liability for two months service.
- C.** The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Company will pay interest at the rate of 6% per year, simple interest.
- D.** If the amount of a deposit is proven to be less than required to meet the requirements specified above, the Customer shall be required to pay an additional deposit upon request.
- E.** Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.

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ATTACHMENT A  
BY COMPETITOR

Residence Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Qwest's Arizona Tariff Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service	N/A					
Service Connect Fee	N/A					
Dispatch Call & Trouble isolated on cust. equip.	N/A					
Feature Change Order	N/A					
Toll Restriction Fee Order	N/A					
Transfer of Service (move order)	N/A					
Restoration of Service	N/A					
Directory Assistance	N/A					
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	N/A					
<b>Listings</b>						
Directory Listing Service	N/A					
Primary Listing	N/A					
Non-Published	N/A					
<b>PRI Service with Unlimited Local Calling</b>						
12 Months	N/A					
24 Months	N/A					
36 Months	N/A					
Non-Recurring on a PRI Install	N/A					
Order Cancellation Charge	N/A					
Order Sup Charge	N/A					

Residence Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Competitor #1 Arizona Tariff Name of Competitor			Competitor #2 Arizona Tariff Name of Competitor		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service						
Service Connect Fee						
Dispatch Call & Trouble isolated on cust. equip.						
Feature Change Order						
Transfer of Service (move order)						
Restoration of Service						
Directory Assistance						
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)						
<b>Listings</b>						
Directory Listing Service						
Primary Listing						
Non-Published						
<b>PRI Service with Unlimited Local Calling</b>						
12 Months						
24 Months						
36 Months						
Non-Recurring on a PRI Install						
Order Cancellation Charge						
Order Sup Charge						

\*The Company does not propose to provide service to residential customers.

ATTACHMENT B  
BY COMPETITOR

Business Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Qwest's Arizona Tariff Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service	\$60	10	2	\$30.40	5	22
Service Connect Fee	\$60	10	1	\$42.50	5	22
Dispatch Call & Trouble isolated on cust. equip.	\$91 (1/2 hour)	10	1	\$126 (1/2 hour)	13	17.1
Feature Change Order	\$25	10	1	?	?	?
Toll Restriction Fee Order	N/A	N/A	N/A	N/A	N/A	N/A
Transfer of Service (move order)	\$25	10	1	?	?	?
Restoration of Service	\$40	10	1	?	?	?
Directory Assistance	\$1.25	10	2	\$1.15	6	20
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	\$25	10	3	\$10	2	36
<b>Listings</b>						
Directory Listing Service - Primary Listing	\$0	10	3	\$0	5	159
Directory Listing Service - Non-Published	\$4.50	10	3	\$2.35	5	117
<b>Primary Rate Interface (DS0) Service</b>						
Month-to-month	N/A	N/A	N/A	N/A	N/A	N/A
12 Months	N/A	N/A	N/A	N/A	N/A	N/A
24 Months	N/A	N/A	N/A	N/A	N/A	N/A
36 Months	N/A	N/A	N/A	N/A	N/A	N/A
<b>Long Distance</b>						
Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)	\$.25/min			\$.42/min	6	9

Business Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Competitor #1 Arizona Tariff Bullseye Telecom, Inc.			Competitor #2 Arizona Tariff National Brands, Inc.		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service	\$30.40	11	3	\$25.49	10	4
Service Connect Fee	\$50	11	3	\$75.00	10	4
Dispatch Call & Trouble isolated on cust. equip.	\$95	11	1	\$85 (1/2 hr)	10	2
Feature Change Order	\$27.50	11	1	N/A	N/A	N/A
Toll Restriction Fee Order	N/A	N/A	N/A	N/A	N/A	N/A
Transfer of Service (move order)	\$42.50	11	1	N/A	N/A	N/A
Restoration of Service	\$16.00	11	2	\$16.00	10	2
Directory Assistance	\$1.15	11	7	N/A	N/A	
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	\$25.00	11	3	\$25.00	10	3
<b>Listings</b>						
Directory Listing Service - Primary Listing	\$0	11	9	\$0	10	12
Directory Listing Service - Non-Published	\$2.35	11	9	\$1.55	10	12
<b>Primary Rate Interface (DS0) Service</b>						
Month-to-month	N/A	N/A	N/A	N/A	N/A	N/A
12 Months	N/A	N/A	N/A	N/A	N/A	N/A
24 Months	N/A	N/A	N/A	N/A	N/A	N/A
36 Months	N/A	N/A	N/A	N/A	N/A	N/A
<b>Long Distance</b>						
Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)	\$0.1989/Min	Tariff 2	39	\$0.045/min	10	13

ATTACHMENT C  
BY STATE

Residence Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Applicant's Tariff (State #1) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
	<b>Product/Services</b>					
Basic Local Service	N/A*					
Service Connect Fee	N/A*					
Dispatch Call & Trouble isolated on cust. equip.	N/A*					
Telephone Number Change order	N/A*					
Feature Change Order	N/A*					
Toll Restriction Fee Order	N/A*					
Record Change Order	N/A*					
Transfer of Service (move order)	N/A*					
Restoration of Service	N/A*					
Temporary Suspension Fee	N/A*					
Payphone Surcharge	N/A*					
Directory Assistance	N/A*					
Directory Assistance via Operator	N/A*					
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	N/A*					
<b>Listings</b>						
Directory Listing Service						
Primary Listing	N/A*					
Non-Published	N/A*					
Toll Free Directory Listings	N/A*					
Straight Line Under Directory Listing (indent listing)	N/A*					
<b>PRI Service with Unlimited Local Calling</b>						
12 Months	N/A*					
24 Months	N/A*					
36 Months	N/A*					
Non-Recurring on a PRI Install	N/A*					
Order Cancellation Charge	N/A*					
Order Sup Charge	N/A*					

Residence Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Tariff (State #2) Attach Tariff Sheets for Support			Applicant's Tariff (State #3) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
	<b>Product/Services</b>					
Basic Local Service						
Service Connect Fee						
Dispatch Call & Trouble isolated on cust. equip.						
Telephone Number Change order						
Feature Change Order						
Toll Restriction Fee Order						
Record Change Order						
Transfer of Service (move order)						
Restoration of Service						
Temporary Suspension Fee						
Payphone Surcharge						
Directory Assistance						
Directory Assistance via Operator						
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)						
<b>Listings</b>						
Directory Listing Service						
Primary Listing						
Non-Published						
Toll Free Directory Listings						
Straight Line Under Directory Listing (indent listing)						
<b>PRI Service with Unlimited Local Calling</b>						
12 Months						
24 Months						
36 Months						
Non-Recurring on a PRI Install						
Order Cancellation Charge						
Order Sup Charge						

\*The Company does not propose to provide service to residential customers.

ATTACHMENT D  
BY STATE

Business Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Applicant's Tariff (Nebraska) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service	\$60	10	2	\$60	5	4
Service Connect Fee	\$60	10	1	\$60	4	1
Dispatch Call & Trouble isolated on cust. equip.	\$91 (1/2 hr)	10	1	\$91 (1/2 hr)	4	2
Telephone Number Change order	\$25	10	1	\$25	4	1
Feature Change Order	\$25	10	1	\$25	4	1
Toll Restriction Fee Order	N/A	N/A	N/A	N/A	N/A	N/A
Record Change Order	\$25	10	1	\$25	4	1
Transfer of Service (move order)	\$25	10	1	\$25	4	1
Restoration of Service	\$40	10	1	\$40	4	2
Temporary Suspension Fee	N/A	N/A	N/A	N/A	N/A	N/A
Payphone Surcharge	\$0.60	10	1	\$0.60	4	7
Directory Assistance	\$1.25	10	2	\$1.25	6	5
Directory Assistance via Operator	\$1.25	10	2	\$1.25	6	5
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	\$25.00	10	3	\$25.00	2	22
<b>Listings</b>						
Directory Listing Service						
Primary Listing	\$0	10	3	\$0	6	12
Non-Published	\$4.50	10	3	\$4.50	6	12
Toll Free Directory Listings	N/A	N/A	N/A	N/A	N/A	N/A
Straight Line Under Directory Listing (indent listing)	N/A	N/A	N/A	N/A	N/A	N/A
<b>PRI Service with Unlimited Local Calling</b>						
12 Months	N/A	N/A	N/A	N/A	N/A	N/A
24 Months	N/A	N/A	N/A	N/A	N/A	N/A
36 Months	N/A	N/A	N/A	N/A	N/A	N/A
Non-Recurring on a PRI Install	N/A	N/A	N/A	N/A	N/A	N/A
Order Cancellation Charge	N/A	N/A	N/A	N/A	N/A	N/A
Order Sup Charge	N/A	N/A	N/A	N/A	N/A	N/A

  

Business Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Tariff (Massachusetts) Attach Tariff Sheets for Support			Applicant's Tariff (New York) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service	\$60	5	4	\$70	Att A	3
Service Connect Fee	\$60	4	1	\$86	Att A	2
Dispatch Call & Trouble isolated on cust. equip.	\$91 (1/2 hr)	4	2	\$98 (1/2 hr)	Att A	2
Telephone Number Change order	\$25	4	1	\$56	Att A	2
Feature Change Order	\$25	4	1	\$56	Att A	2
Toll Restriction Fee Order	N/A	N/A	N/A	N/A	N/A	N/A
Record Change Order	\$25	4	1	\$56	Att A	2
Transfer of Service (move order)	\$25	4	1	\$56	Att A	2
Restoration of Service	\$40	4	2	\$79	Att A	2
Temporary Suspension Fee	N/A	N/A	N/A	N/A	N/A	N/A
Payphone Surcharge	\$0.60	4	7	\$0.50	Att A	3
Directory Assistance	\$1.25	6	5	N/A	N/A	N/A
Directory Assistance via Operator	\$1.25	6	5	N/A	N/A	N/A
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	\$25	2	22	\$25	Att A	2
<b>Listings</b>						
Directory Listing Service						
Primary Listing	\$0	6	12	N/A	N/A	N/A
Non-Published	\$4.50	6	12	N/A	N/A	N/A
Toll Free Directory Listings	N/A	N/A	N/A	N/A	N/A	N/A
Straight Line Under Directory Listing (indent listing)	N/A	N/A	N/A	N/A	N/A	N/A
<b>PRI Service with Unlimited Local Calling</b>						
12 Months	N/A	N/A	N/A	N/A	N/A	N/A
24 Months	N/A	N/A	N/A	N/A	N/A	N/A
36 Months	N/A	N/A	N/A	N/A	N/A	N/A
Non-Recurring on a PRI Install	N/A	N/A	N/A	N/A	N/A	N/A
Order Cancellation Charge	N/A	N/A	N/A	N/A	N/A	N/A
Order Sup Charge	N/A	N/A	N/A	N/A	N/A	N/A

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 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF
 

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## SECTION 10 - CURRENT RATES

**10.1 Service Order Charges**

Line Connection Charge	<b>Business</b>
Primary Line	\$60.00
Secondary Line	\$60.00
Service Order Charge	
Moves/Adds/Changes	\$25.00

**10.2 Premises Visit Charge**

	<b>Business</b>
Installation Charge – 1 <sup>st</sup> Hour	\$120.00
Repair Charge – 1 <sup>st</sup> ½ Hour	\$91.00
Repair Charge – Each Add'l ½ Hour	\$46.00

**10.3 Restoral Charge**

	<b>Business</b>
Per occasion, per line:	\$40.00

**10.4 Carrier Presubscription**

Per business or residence line, trunk, or port	
Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

**10.5 Public Telephone Surcharge**

Rate Per Call:	\$0.60
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## SECTION 10 - CURRENT RATES, (CONT'D.)

**10.6 Flat Rate Local Exchange Service**

	<b>Business</b>
Monthly Rate, per line:	\$60.00

**10.7 Optional Calling Features**

	<b>Monthly Recurring Charge</b>
<b>Feature</b>	<b>Business</b>
Anonymous Call Rejection	\$3.00
Auto Call Back (*69)	\$4.00
Auto Redial	\$3.00
Call Forwarding - Busy Line	\$2.00
Call Waiting/ Call Waiting with Caller ID	\$6.00
Caller ID Name and Number	\$8.50
Distinctive Ringing	\$6.50
Priority Call	\$1.75
Speed Calling 8	\$3.00
Speed Calling 30	\$4.00
Three Way Calling	\$4.99

<b>Feature</b>	<b>Per Use</b>
Busy Redial	\$0.75
Return Call	\$0.75
Three Way Calling	\$0.75
Call Trace	\$1.50

**10.8 Directory Assistance Services**

Local Directory Assistance Per Call Charge	\$1.25
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**SECTION 10 - CURRENT RATES, (CONT'D.)****10.9 Operator Services**

Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$2.50
Operator Assisted	
Collect	\$2.50
3rd Party Billed	\$2.50
Person-to-Person	\$4.50

**10.10 Busy Line Verification and Emergency Interrupt Service**

Busy Line Verification, per request:	\$2.50
Busy Line Interrupt, per request:	\$5.00

**10.11 Directory Listing Service**

	<b>Monthly Rate</b>
	<b>Business</b>
Additional Listings	\$1.50
Nonlisted Service	\$2.00
Nonpublished Service	\$4.50

**10.12 Miscellaneous Charges**

Returned Check Charge	\$25.00
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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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**SECTION 5 - LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.3 Basic Local Exchange Service, (Cont'd.)**

**5.3.2 Flat Rate Local Exchange Service**

Flat Rate Local Exchange Service provides a Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Flat Rate Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephone, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Flat Rate Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Flat Rate Local Exchange Service includes unlimited local exchange calling per month.

Monthly Rate, per line:	<b>Business</b> \$60.00
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 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF
 

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## SECTION 4 - SERVICE CHARGES AND SURCHARGES

## 4.1 Service Order and Change Charges

4.1.1 Non-recurring charges apply to processing Service Orders for new service and for changes in service.

**Primary Line Connection Charge:** Applies to requests for initial connection or establishment of telephone service with the Company.

**Secondary Line Connection Charge:** Applies to installation of a second or additional access line.

**Service Order Charge:** Applies to connection of new lines and to services orders associated with Customer requests for changes in service, moves, and the addition of services, including the additional of calling features.

## 4.1.2 Rates

Line Connection Charge	<b>Business</b>
Primary Line	\$60.00
Secondary Line	\$60.00
Service Order Charge	
Moves/Adds/Changes	\$25.00

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.2 Premises 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.

	<b>Business</b>
Installation Charge – 1 <sup>st</sup> Hour	\$120.00
Repair Charge – 1 <sup>st</sup> ½ Hour	\$91.00
Repair Charge – Each Add'l ½ Hour	\$46.00

**4.3 Restoral Charge**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	<b>Business</b>
Per occasion, per line:	\$40.00

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**LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF**

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.5 Public Telephone Surcharge**

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). 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.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$0.60

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

**6.2 Directory Assistance Services**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

Local Directory Assistance Per Call Charge \$1.25

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

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.2 Billing and Collection of Charges, (Cont'd.)**

- E.** If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.
- F.** The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.
- G.** If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges. Service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.

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**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)****6.5 Directory Listing Service, (Cont'd.)****6.5.2 Listings, (Cont'd.)****D. Nonlisted Service**

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

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

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

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

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

**6.5.3 Monthly Rates**

	<b>Monthly Rate</b>
	<b>Business</b>
Additional Listings	\$1.50
Nonlisted Service	\$2.00
Nonpublished Service	\$4.50

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

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.2 Billing and Collection of Charges, (Cont'd.)**

- E.** If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%. Late payment fees are only applicable to business Customers, and will be applied in conformance with 220 CMR 26.10.
- F.** The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.
- G.** If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges. Service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.

Restoration of service to Residential Customers will be in accordance with M.D.T.E. 18448, Rules and Practices Relating to Telephone Service to Residential Customers.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES**

**4.1 Service Order and Change Charges**

**4.1.1** Non-recurring charges apply to processing Service Orders for new service and for changes in service.

**Primary Line Connection Charge:** Applies to requests for initial connection or establishment of telephone service with the Company.

**Secondary Line Connection Charge:** Applies to installation of a second or additional access line.

**Service Order Charge:** Applies to connection of new lines and to services orders associated with Customer requests for changes in service, moves, and the addition of services, including the additional of calling features.

**4.1.2 Rates**

Line Connection Charge	<b>Business</b>
Primary Line	\$60.00
Secondary Line	\$60.00
Service Order Charge	
Moves/Adds/Changes	\$25.00

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**LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF**

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.2 Premises 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.

	<b>Business</b>
Installation Charge -- 1 <sup>st</sup> Hour	\$120.00
Repair Charge -- 1 <sup>st</sup> ½ Hour	\$91.00
Repair Charge -- Each Add'l ½ Hour	\$46.00

**4.3 Restoral Charge**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	<b>Business</b>
Per occasion, per line:	\$40.00

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.5 Public Telephone Surcharge**

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). 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.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$0.60

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**SECTION 5 - LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.3 Basic Local Exchange Service, (Cont'd.)**

**5.3.2 Flat Rate Local Exchange Service**

Flat Rate Local Exchange Service provides a Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Flat Rate Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephone, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Flat Rate Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Flat Rate Local Exchange Service includes unlimited local exchange calling per month.

Monthly Rate, per line:	<b>Business</b> \$60.00
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**LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF**

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**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)****6.2 Directory Assistance Services****6.2.1 General**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance (DA).

A call to DA is considered completed whether or not the number(s) requested are available from DA records.

Direct-dialed calls to DA are exempt from rates and regulations when placed from:

- A. 10 free calls per month from main business and/or residence telephone lines or PBX trunk lines;
- B. all directory assistance calls made by customers who are 65 years old or older;
- C. a single-line registered main telephone exchange line of a handicapped user. A main line may be registered for exemption with the carrier in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Vol. 35 #126. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line, and not directly dialed, will also be exempt;
- D. all pay telephones;
- E. exchange lines in the Commonwealth of Massachusetts and its political subdivisions; and
- F. also exempt are directory assistance calls for telephone numbers which are non-listed, or non-listed and non-published, or when the DA operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit

**6.2.2 Rates**

Unless one of the exceptions listed in Section 6.2.1 above applies, the charges as shown below apply for each request made to the DA operator:

Local DA	\$1.25
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**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)****6.5 Directory Listing Service, (Cont'd.)****6.5.2 Listings, (Cont'd.)****D. Nonlisted Service**

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

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

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

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

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

**6.5.3 Monthly Rates**

	<b>Monthly Rate</b>
	<b>Business</b>
Additional Listings	\$1.50
Nonlisted Service	\$2.00
Nonpublished Service	\$4.50

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**CURRENT RATES, (CONT'D.)**

**Section 2.0 Rules and Regulations**

**2.18.1 Dishonored Checks**

Charge per Dishonored Check \$25.00

**Section 4.0 – Service Charges and Surcharges**

**4.1 Service Order and Change Charges**

	<u>Business</u>	<u>Residential</u>
New Installation Charge, per line:	\$86.00	\$16.00
Service Order Change Charge, per order:	\$56.00	\$16.00
Move Charge, per request:	\$56.00	\$16.00
Telephone Number Change Charge, per request:	\$56.00	\$16.00

**4.2 Restoral Charge**

	<u>Business</u>	<u>Residential</u>
Restoration, per line:	\$79.00	\$36.00

**4.3 Premises Visit Charge**

	<u>Business</u>	<u>Residential</u>
Premises Visit Charge, per visit	\$19.00	\$13.00
Premises Work Charge:		
Initial 30 minutes	\$98.00	\$91.00
Each Additional 15 minutes	\$46.00	\$46.00

**4.4 Carrier Presubscription Charges**

	<u>Business</u>	<u>Residential</u>
Per business or residence line, trunk, or port		
Initial Line, or Trunk or Port	\$ 5.00	\$ 5.00
Additional Line, Trunk or Port	\$ 5.00	\$ 5.00

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David Gibson, Vice President - Operations  
Entelegant Solutions, Inc. d/b/a Entelegant Communications Solutions  
3800 Arco Corporate Drive, Suite 310  
Charlotte, North Carolina 28273

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**CURRENT RATES, (CONT'D.)**

**Section 4.0 – Service Charges and Surcharges**

**4.5 Public Telephone Surcharge**

Rate Per Call: \$0.50

**Section 5.0 Local Exchange Service**

**5.2.1 Standard Flat Rate Service**

	<u>Business</u>	<u>Residential</u>
Initial Line:	\$70.00	\$70.00
Additional line, each:	\$70.00	\$70.00

**Section 6.0 – Supplemental Charges**

**6.1.2 Usage Charges**

Usage charges for operator assisted calls are those usage charges that would normally apply to the calling party's service.

**Per Call Service Charges**

Customer Dialed Calling Card	\$0.40
Operator Assisted Station-to-Station	\$1.33
Operator Assisted Person-to-Person	\$3.49

**6.2 Location Surcharge**

Subscriber Surcharge: up to \$1.50

**6.3 Busy Line Verification and Interrupt Service**

Busy Verification Charge, each request:	\$1.50
Emergency Interrupt Charge, each request:	\$1.00

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David Gibson, Vice President - Operations  
Entelegent Solutions, Inc. d/b/a Entelegent Communications Solutions  
3800 Arco Corporate Drive, Suite 310  
Charlotte, North Carolina 28273

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Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.4 FLAT RATE SERVICE**

A. Rates and Charges (Cont'd)

3. Business Flat Rate Service

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Individual line, each[1]	1FB	\$42.50 (R)	\$30.40 (R)

(D)  
(D)

4. Nonrecurring Change Charge

See 5.2.A.4.b. for applicable nonrecurring change charges.

[1] See the Competitive Exchange and Network Services Price Cap Tariff No. 2 for Business Flat Rate Service additional lines, in 5.2.4 of that tariff.

(N)  
(N)

Issued: 5-22-09

Effective: 7-20-09

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

**13.2.1 NETWORK PREMISES WORK CHARGES (CONT'D)**

(M)

C. Charges

1. Network Premises Work Charges - each 15 minutes or fraction thereof of billable premises work.

	USOC	NONCOMPLEX MAXIMUM	CURRENT
• Schedule I			
Applicable to work Performed during regularly scheduled business hours.			
- Initial Premises Work Charge			
First 15-minute Increments or fraction thereof, of billable premises work	HRH11	\$63.00	\$63.00
- Additional Premises Work Charge			
Each additional 15- minute increment, or fraction thereof, of billable premises work	HRHA1	27.00	25.00

(M) Material moved from Page 17.

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Per Decision No. 68604

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.4 DIRECTORY ASSISTANCE SERVICE**

A. Directory Assistance (Cont'd)

2. Allowances

- a. A customer is allowed one directly dialed Directory Assistance call per month at no charge for each central office line or trunk, excluding PALs.
- b. Centrex customers receive one directly dialed Directory Assistance call per month at no charge for each eight Centrex main station lines or fraction thereof if the total number of stations is not divisible by eight.
- c. For School Centrex service, the Centrex allowance applies for administrative main station lines. The regular central office line allowance applies to each dormitory station line or special student billing number.
- d. The call allowance is not transferable between separate accounts of the same customer.

3. Charges

- a. In locations, including Public Access Lines, where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a mechanized or operator-assisted customer-dialed calling card call or operator-assisted station-to-station call, the appropriate charge, specified in 6.2.1, preceding, applies in addition to the Directory Assistance charge.

	CHARGE	
	MAXIMUM	CURRENT
• Each call dialed directly by customer[1]	\$1.15	\$1.15
• Each call placed from Public Access Lines[2]		
- Direct Dial	0.60	0.60
- Alternately Billed	1.15	1.15

[1] Effective 04-01-2001, the maximum charge of each call dialed directly by the customer into Directory Assistance will be \$1.15.

[2] See 6.2.1, preceding, for additional charge applications.

Issued: 7-30-01

Effective: 8-29-01

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS (CONT'D)**

E. Payment of bills for telephone service may be made by any means mutually acceptable to the customer and the Company. Payment which is not honored or paid by the customer's designated financial institution will be considered as nonpayment. A charge will apply whenever a payment for service on an active account is not accepted by the customer's designated financial institution.

**CHARGE**

- Returned Payment Charge, per occasion \$10.00

F. The customer bill is due upon receipt. Customers have the following options as to the method of paying bills for telephone service:

- At any Company payment depository location.
- At the office of any authorized payment agent of the Company.
- By U.S. Mail, by check or money order.
- Through an agent of the customer.
- By electronic funds transfer.

G. In order to avoid collection procedures which could result in a temporary disconnection of service, payment must be received no later than the due and payable date shown on the customer's bill.

H. Payments received by the Company on or before the due and payable date on the customer's bill will prevent collection procedures which could result in a disconnect of service, provided the following billing information is remitted with payment. The following items are all contained on the customer's bill:

- Customer's name
- Customer's telephone number
- Customer's customer code
- Customer's account type
- Amount of payment

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Effective: 4-14-09

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES[1]

L. Rates and Charges (Cont'd)

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Each Listing changed to Nonpublished Service - Business[2]	NPU	\$4.65	\$2.35
• Each Listing changed to Nonlisted Service - Business[2]	NLT	3.60	1.85
• WATS Listings, each - Business	SZS	7.50	4.75 (1)
• Telephone Answering Service Bureau Patron Line Listing, each	9FK	18.60	6.20
• Mobile Radio Listing, each	L96	[3]	[3]
• Mobile Unit Number Listing, each	LMS	[3]	[3]
• "No Solicitation" Listing - Residence	NSW	0.75	0.25

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] See the Exchange and Network Services Price Cap Tariff for Residence Nonpublished and Nonlisted Service.

[3] Same rates and charges as (CLT).

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Effective: 4-14-09

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE (CONT'D)**

**E. Hearing or Speech Impaired Persons Discount**

A 50% rate reduction will apply to all direct dialed long distance calls, within the same LATA in the state of Arizona, that originate from a teletypewriter or similar device from a residential line of a certified hearing or speech impaired customer or his or her immediate family.

**F. Charge Determination**

1. The charge for residence, business or miscellaneous MTS is determined by the:

- Time of day and day of week
- Duration of call
- Class of call

2. MTS charges apply to calls placed to ScoopLine (SLS) on an MTS basis, in addition to the SLS call charges. The schedule is as follows:

- **RESIDENCE** - Applies to customer-dialed station-to-station calls

DAY RATE PER MINUTE		EVENING/NIGHT/WEEKEND RATE PER MINUTE	
MAXIMUM	CURRENT	MAXIMUM	CURRENT
\$0.72	\$0.40 (I)	\$0.45	\$0.40 (I)

- **BUSINESS** - Applies to customer-dialed station-to-station calls

DAY RATE PER MINUTE		EVENING/NIGHT/WEEKEND RATE PER MINUTE	
MAXIMUM	CURRENT	MAXIMUM	CURRENT
\$0.78	\$0.42 (I)	\$0.78	\$0.42 (I)

**SECTION 11 - CURRENT PRICE LIST, (CONT'D.)**

**11.3 Supplemental Services, (Cont'd.)**

**11.3.4 Busy Line Verification and Interrupt Service**

Busy Verification Charge, each request:	\$3.00
Emergency Interrupt Charge, each request:	\$6.00

**11.3.5 Directory Listing Services**

	<u>Monthly</u>	
Additional Listing, per listing:	\$3.80 (I)	
Alternate Listing, per listing:	\$3.80	(N)
Foreign Listing:	\$3.80 (I)	
Non-published Service, per listing:	\$2.35 (I)	
Non-directory Listed Service, per listing:	\$1.85 (I)	

**11.3.6 Toll Restriction Service**

Nonrecurring Charge:	\$27.50
Monthly Recurring Charge:	\$5.85

**11.3.7 Operator Screening**

Nonrecurring Charge:	\$27.50
Monthly Recurring Charge:	\$5.85

**11.3.8 Vanity Numbers**

Nonrecurring Charge, per number:	\$5.00	(N)
Monthly Recurring Charge, per number:	\$1.50	(N)

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**SECTION 11 – CURRENT PRICE LIST**

**11.1 Service Charges and Surcharges**

**11.1.1 Service Order and Change Charges**

New Installation Charge, per line:	\$42.50
Technician Dispatch Charge, per visit:	\$95.00
Service Order Change Charge, per order:	\$27.50
Move Charge, per request:	\$42.50
Telephone Number Change Charge, per request:	\$30.50

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**SECTION 11 – CURRENT PRICE LIST**

**11.1 Service Charges and Surcharges, (Cont'd.)**

**11.1.2 Restoral Charge**

Restoration, per line: \$16.00

**11.1.3 Premises Visit Charge**

Premises Visit Charge, per visit \$25.00

Premises Work Charge:

Initial 30 minutes \$60.00

Each Additional 15 minutes \$30.00

**11.1.4 Carrier Presubscription**

Per business or residence line, trunk, or port

Initial Line, or Trunk or Port \$5.00

Additional Line, Trunk or Port \$5.00

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**SECTION 11 – CURRENT PRICE LIST, (CONT'D.)**

**11.1 Service Charges and Surcharges, (Cont'd.)**

**11.1.5 Public Telephone Surcharge**

Rate Per Call: \$0.60

**11.1.6 Return Check Charge**

Per Check Returned: \$25.00

**11.2 Local Exchange Services**

**11.2.1 Local Exchange Term Services**

**A. Corporate Advantage Standard Business Local Exchange Service (T)**

**1. Flat Rate Service (T)**

**a. Set Up Fee (T)**

A one-time set up fee, applied per Account.

	<u>Term</u>	
	<u>1 year</u>	<u>3 year</u>
NRC, per account	\$50.00	\$0.00

**b. Access Line Charge, per month, per line (T)**

	<u>Term</u>	
	<u>1 year</u>	<u>3 year</u>
Initial Line:	\$30.40	\$30.40
Additional line, each:	\$30.40	\$30.40

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**SECTION 11 - CURRENT PRICE LIST, (CONT'D.)**

**11.3 Supplemental Services, (Cont'd.)**

**11.3.1 Call Management Services, (Cont'd.)**

**B. Features Offered on a Usage Sensitive Basis**

<b>Feature</b>	<b>Per Use</b>
3-Way Calling	\$0.75
Continuous Redial	\$0.75
Last Call Return (*69)	\$0.95
I-Called, per activation	\$0.95
Caller Originating Trace	\$2.00

**11.3.2 Directory Assistance Services**

**A. Local Directory Assistance**

	<u>Per query</u>
Local Directory Assistance	
Direct dialed:	\$1.15
Via operator :	\$3.45

**(D)**

**B. Call Completion**

Per completed call	\$0.30
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**C. National Directory Assistance Service**

Direct dialed	\$1.15 <b>(R)</b>
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 25900 Greenfield Road, Suite 330  
 Oak Park, Michigan 48237

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**SECTION 5 - CURRENT PRICE LIST**

<b>5.1</b>	<b>Public Telephone Surcharge</b>		
	Rate per Call:	\$0.60	
<b>5.2</b>	<b>Outbound Services</b>		<b>(T)</b>
<b>5.2.1</b>	<b>Corporate Advantage Standard IntraLATA Toll Service**</b>		<b>(T)</b>
	Per Minute Rate:	\$0.1989	
<b>5.2.2</b>	<b>Corporate Advantage Standard InterLATA Toll Service**</b>		<b>(T)</b>
	Rate Per Minute:	\$0.1989	
<b>5.2.3</b>	<b>Corporate Advantage Premium Long Distance Plan</b>		<b>(N)</b>
	Monthly Recurring Charge, per line:	\$1.50	
	Rate Per Minute:	\$0.1109	<b>(N)</b>
<b>5.3</b>	<b>[Reserved for Future Use]</b>		<b>(T)</b>
<b>5.4</b>	<b>Toll Free Services</b>		
<b>5.4.1</b>	<b>Corporate Advantage Switched Toll Free Plan 1**</b>		<b>(T)</b>
	Rate Per Minute:	\$0.20	
<b>5.4.2</b>	<b>Corporate Advantage Premium Toll Free Plan</b>		<b>(N)</b>
	Monthly Recurring Charge, per number:	\$2.00	
	Rate Per Minute:	\$0.0750	
<b>5.4.3</b>	<b>Toll Free Vanity Numbers</b>		
	Nonrecurring Charge, per number:	\$5.00	
	Monthly Recurring Charge, per number:	\$1.50	<b>(N)</b>
<b>**</b>	Effective March 2, 2009, this service is grandfathered and available to existing Customers only.		<b>(N)</b>

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 Oak Park, Michigan 48237

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**SECTION 10 – CURRENT PRICE LIST**

**10.1 Service Charges and Surcharges, (Cont'd.)**

**10.1.2 Restoral Charge**

Restoration, per line:	Nonrecurring Charge \$16.00
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**10.1.3 Premises Visit Charge**

Premises Visit Charge, per visit	Nonrecurring Charge \$25.00
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Premises Work Charge:	
Initial 30 minutes	\$60.00
Each Additional 15 minutes	\$30.00

**10.1.4 Carrier Presubscription**

Per business line, trunk, or port	Nonrecurring Charge
Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

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4633 West Polk Street  
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**SECTION 10 – CURRENT PRICE LIST, (CONT'D.)**

**10.1 Service Charges and Surcharges, (Cont'd.)**

**10.1.5 Public Telephone Surcharge**

Rate Per Call: \$ 0.50

**10.1.6 Return Check Charge**

Per Check Returned: \$ 25.00

**10.1.7 Duplicate Bill Charge**

Per Occasion \$ 5.00

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4633 West Polk Street  
Phoenix, Arizona 85043

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**SECTION 10 – CURRENT PRICE LIST, (CONT'D.)**

**10.2 Local Exchange Services**

**10.2.1 Local Service Packages**

**A. Rates and Charges**

Primary Line	Monthly Recurring Charge			
	Month-to Month	1 Year	2 Year	3 Year
- Single Line Basic	\$25.49	\$25.49	\$25.49	\$25.49
- Single Line Prime	\$28.89	\$27.89	\$26.89	\$25.89
- Single Line Choice	\$32.29	\$31.29	\$30.49	\$29.99
- Single Line Plus	\$43.69	\$42.69	\$41.69	\$40.69
 Add A Line				
Each Additional Line*	\$21.49	\$21.49	\$21.49	\$21.49
		Nonrecurring Charges		
Installation Charge, per line	\$75.00**	\$75.00**	\$0.00	\$0.00

\*Limited to two per primary line; only available to Single Line Choice or Single Line Plus subscribers

\*\* Invoiced but not included in the total amount due until service is discontinued; canceled or credited from the bill after the Customer has retained service for 12 consecutive months.

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4633 West Polk Street  
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SECTION 10 - CURRENT PRICE LIST, (CONT'D.)

10.3 Supplemental Services

10.4.3 Directory Listings

	<u>Monthly Recurring Charge</u>
Initial Listing	No Charge
Additional Listings, each	\$2.50
Alpha Listing, each	\$2.50
Client Main Listing, each	\$2.50
Foreign Listings, each	\$2.50
Each Listing changed to Nonpublished Service	\$1.55
Each Listing changed to Nonlisted Service	\$1.20
WATS Listings, each	\$2.50

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**SECTION 10 - CURRENT PRICE LIST, (CONT'D.)**

**10.4 Toll**

**A. Toll Direct Dial Service**

Direct Dial Service rates apply when the Customer dials the telephone number without the assistance of an operator and the call is billed to the calling number.

**Per Minute Usage Rate**

All Times of Day \$0.045

**B. Toll Free Service**

Toll Free Service rates apply when the Customer dials the telephone number without the assistance of an operator and the call is billed to the called number.

**Per Minute Usage Rate**

All Times of Day \$0.045

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4633 West Polk Street  
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