



# NEW APPLICATION ORIGINAL



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

RECEIVED

2010 JAN 28 11: 51 Arizona Corporation Commission

DOCKETED

JAN 28 2010

2600 Maitland Center Pkwy.  
Suite 300  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL  
32790-0200  
Tel: 407-740-8575  
Fax: 407-740-0613  
www.tminc.com

RE: **tw telecom of arizona llc**  
**Tariff Revision for Arizona C.C. Tariff No. 7**  
**T-03943A-10-**

T-03943A-10-0029

DOCKETED BY

Dear Sir/Madam:

Enclosed please find the original and thirteen copies (13) copies of the revised local exchange services tariff pages submitted on behalf of **tw telecom of arizona llc**, Arizona CC. Tariff No. 7. The purpose of this filing is to add the Company's new Digital Trunk and PRI Features, Voice Mail Service, Recorded Announcement Service and Automatic Intercept Service (AIS). This filing also updates local and supplemental services, grandfathers services, rates and charges and makes text changes including the VersiPak Flex and Power product service marks.

No current customers will be affected by the grandfathering, revised rates or the addition of the new services unless they sign a new contract at which time they will be notified. The Company respectfully requests these tariff revisions to become effective on February 26, 2010. The following tariff pages are included with this filing:

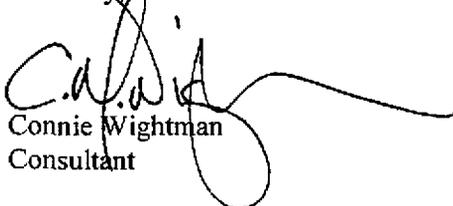
- |   |  |
|---|--|
| 2 <sup>nd</sup> Revised Pages 1 - 4         | Updates Check Sheets   |
| 2 <sup>nd</sup> Revised Page 6              | Updates Table of Contents  |
| 1 <sup>st</sup> Revised Page 7              | Updates Table of Contents  |
| 1 <sup>st</sup> Revised Page 10             | Adds definition  |
| 2 <sup>nd</sup> Revised Pages 56-57         | Adds text for Basic Business Line and Business Terminal  |
| 1 <sup>st</sup> Revised Pages 62 - 65       | Revises, relocates text, relocates maximum rates - Foreign Exchange  |
| 1 <sup>st</sup> Revised Page 66             | Revises, relocates text, relocates, adds maximum rate - Foreign Exchange   |
| 1 <sup>st</sup> Revised Pages 71 - 72       | Revises, adds text - Complete Lines/Trunks   |
| 1 <sup>st</sup> Revised Page 73             | Deletes maximum rates for Complete Lines/Trunks  |
| 1 <sup>st</sup> Revised Page 73.3           | Revises Complete Dynamic One text  |
| 1 <sup>st</sup> Revised Page 73.4           | Adds text for VersiPak Lines and Trunks  |
| 2 <sup>nd</sup> Revised Pages 76 - 78       | Relocates, text, maximum rates (grandfathers) Business Features  |
| 1 <sup>st</sup> Revised Pages 79 - 80       | Revises text for Blocking Service  |
| 1 <sup>st</sup> Revised Pages 81 - 86       | Revises, relocates text for Listings   |
| 1 <sup>st</sup> Revised Page 87             | Revises and relocates text, relocates and adds new maximum rates - Listings  |
| 1 <sup>st</sup> Revised Pages 88 - 89       | Revises text for Non-Published Service   |
| 1 <sup>st</sup> Revised Pages 90 - 91       | Revises text for Non Listed Service  |
| 1 <sup>st</sup> Revised Page 92             | Revises, relocates text and adds maximum rates for Hunting   |
| 1 <sup>st</sup> Revised Pages 93 - 94       | Revises, relocates text for Directory Assistance   |
| 1 <sup>st</sup> Revised Page 94             | Revises text for Local Operator Service and Individual Telephone Numbers   |
| 1 <sup>st</sup> Revised Page 96             | Revises text for Emergency Reroute Service   |
| 1 <sup>st</sup> Revised Page 97             | Revises text and adds text, maximum rate - Busy Verification, Busy Interrupt and Customer Originated Trace Service |
| 1 <sup>st</sup> Revised Pages 100.7 - 100.8 | Revises text for Business Line and Terminal Features   |
| Original Pages 100.9 - 100.14               | Adds new service - Digital Trunk and PRI Features  |
| Original Pages 100.15 - 100.17              | Adds new service -Voice Mail   |
| Original Page 100.17                        | Adds new service - Recorded Announcement   |
| Original Page 100.18                        | Adds new service - Automatic Intercept Service (AIS)   |
| 1 <sup>st</sup> Revised Page 307.7          | Grandfathers Business Features descriptions  |
| Original Pages 307.8 - 307.9                | Grandfathers Business Features descriptions and maximum rates  |

Docket Control Center  
Arizona Corporation Commission  
January 26, 2010

1 <sup>st</sup> Revised Page 311	Adds text for VersiPak Mach2
1 <sup>st</sup> Revised Page 315	Adds text for VersiPak Mach3
2 <sup>nd</sup> Revised Pages 319 - 324	Revises service descriptions for VersiPak Flex T and Power T Products
<u>Current Price List</u>	
2 <sup>nd</sup> Revised Page 335	Adds text to Business Features (grandfathers)
1 <sup>st</sup> Revised Page 336	Revises text for Blocking Service
1 <sup>st</sup> Revised Page 337	Adds rate for Listings and revises rates for Non-Published Service, Max Rates on P. 87
1 <sup>st</sup> Revised Page 338	Revises rates for Non-Listed, Hunting, text for Directory Assistance Services, Max Rates on P. 91, 92,92.1,
1 <sup>st</sup> Revised Page 339	Relocates, revises text for Foreign Exchange
Original Page 339.1	Relocates, revises text, adds rate for Foreign Exchange, Max Rates P. 66
1 <sup>st</sup> Revised Page 342	Deletes rates for Complete Lines/Trunks
1 <sup>st</sup> Revised Page 343	Revises Individual Telephone Number rate, Max Rates P. 94
1 <sup>st</sup> Revised Page 344	Adds rate - Busy Verification/Interrupt and Customer Originated Trace, Max Rate P. 97
2 <sup>nd</sup> Revised Pages 380 – 381	Grandfathers rates and adds new rates for VersiPak Flex T, Max Rates P. 319 - 321
2 <sup>nd</sup> Revised Page 381	Grandfathers rates for VersiPak Powe, Max Rates P. 322 - 324
Original Page 381.1	Adds new rates for VersiPak Power, Max Rates P. 322 - 324
3 <sup>rd</sup> Revised Pages 382 -- 383	Grandfathers rates and adds new rates for VersiPak Flex T, Max Rates P. 319 - 321
3 <sup>rd</sup> Revised Page 383	Grandfathers rates for VersiPak Power, Max Rates P. 322 - 324
2 <sup>nd</sup> Revised Page 384	Revises tw telecom One Solution: Connect rates and charges, Max Rates P. 326
Original Page 381.3	Adds new rates for VersiPak Power, Max Rates P. 322 - 324
1 <sup>st</sup> Revised Page 388	Revises text for Business Line and Terminal Features
Original Pages 389 -392	Adds Digital Trunk and PRI Features rates/charges, Max Rates 100.9 – 100.14
Original Page 393	Adds rates/charges for Voice Mail, Recorded Announcement and Automatic Intercept Services, Max Rates P. 100.17, 100.18

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. Any questions you may have regarding this filing may be directed to my attention at (407) 740-3002 or via e-mail to [cwrightman@tminc.com](mailto:cwrightman@tminc.com). Thank you for your assistance.

Sincerely,



Connie Wightman  
Consultant

CW/bc

Enclosures

cc: Tammy Chatfield, tw telecom  
file: tw telecom - AZ – Local  
tms: AZ11001

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
Title	Original		37	Original		73.1	Original
1	2 <sup>nd</sup> Revised	*	38	Original		73.2	Original
2	2 <sup>nd</sup> Revised	*	39	Original		73.3	1 <sup>st</sup> Revised *
3	2 <sup>nd</sup> Revised	*	40	Original		73.4	1 <sup>st</sup> Revised *
4	2 <sup>nd</sup> Revised	*	41	Original		74	1 <sup>st</sup> Revised
5	Original		42	Original		75	1 <sup>st</sup> Revised
6	2 <sup>nd</sup> Revised	*	43	Original		76	2 <sup>nd</sup> Revised *
7	1 <sup>st</sup> Revised	*	44	Original		77	2 <sup>nd</sup> Revised *
8	Original		45	Original		78	2 <sup>nd</sup> Revised *
9	Original		46	1 <sup>st</sup> Revised		79	1 <sup>st</sup> Revised *
10	1 <sup>st</sup> Revised	*	47	Original		80	1 <sup>st</sup> Revised *
11	Original		48	Original		81	1 <sup>st</sup> Revised *
12	Original		49	Original		82	1 <sup>st</sup> Revised *
13	Original		50	Original		83	1 <sup>st</sup> Revised *
14	Original		51	Original		84	1 <sup>st</sup> Revised *
15	Original		52	Original		84.1	Original *
16	Original		53	Original		85	1 <sup>st</sup> Revised *
17	Original		54	Original		86	1 <sup>st</sup> Revised *
18	Original		55	1 <sup>st</sup> Revised		87	1 <sup>st</sup> Revised *
19	Original		56	2 <sup>nd</sup> Revised	*	88	1 <sup>st</sup> Revised *
20	Original		57	2 <sup>nd</sup> Revised	*	89	1 <sup>st</sup> Revised *
21	Original		58	1 <sup>st</sup> Revised		90	1 <sup>st</sup> Revised *
22	1 <sup>st</sup> Revised		59	1 <sup>st</sup> Revised		91	1 <sup>st</sup> Revised *
23	Original		60	1 <sup>st</sup> Revised		92	1 <sup>st</sup> Revised *
24	Original		61	1 <sup>st</sup> Revised		92.1	Original *
25	Original		62	1 <sup>st</sup> Revised	*	93	1 <sup>st</sup> Revised *
26	Original		63	1 <sup>st</sup> Revised	*	93.1	Original *
27	Original		64	1 <sup>st</sup> Revised	*	94	1 <sup>st</sup> Revised *
28	Original		65	1 <sup>st</sup> Revised	*	95	Original
29	Original		66	2 <sup>nd</sup> Revised	*	96	1 <sup>st</sup> Revised *
30	Original		67	1 <sup>st</sup> Revised		97	1 <sup>st</sup> Revised *
31	Original		68	1 <sup>st</sup> Revised		98	Original
32	Original		69	1 <sup>st</sup> Revised		99	Original
33	Original		70	1 <sup>st</sup> Revised		100	Original
34	Original		71	1 <sup>st</sup> Revised	*	100.1	Original
35	1 <sup>st</sup> Revised		72	1 <sup>st</sup> Revised	*	100.2	Original
36	1 <sup>st</sup> Revised		73	1 <sup>st</sup> Revised	*	100.3	Original

\* - indicates those pages included with this filing

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

CHECK SHEET, (CONT'D.)

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
100.4	Original		126	Original		166	Original
100.5	Original		127	Original		167	Original
100.6	Original		128	Original		168	Original
100.7	1 <sup>st</sup> Revised	*	129	Original		169	Original
100.8	1 <sup>st</sup> Revised	*	130	Original		170	Original
100.9	Original	*	131	Original		171	Original
100.10	Original	*	132	Original		172	Original
100.11	Original	*	133	Original		173	Original
100.12	Original	*	134	Original		174	Original
100.13	Original	*	135	Original		175	Original
100.14	Original	*	136	Original		176	Original
100.15	Original	*	137	Original		177	Original
100.16	Original	*	138	Original		178	Original
100.17	Original	*	139	Original		179	Original
100.18	Original	*	140	Original		180	Original
101	Original		141	Original		181	Original
102	Original		142	Original		182	Original
103	Original		143	Original		183	Original
104	1 <sup>st</sup> Revised		144	Original		184	Original
105	1 <sup>st</sup> Revised		145	Original		185	Original
106	Original		146	Original		186	Original
107	Original		147	Original		187	Original
108	Original		148	Original		188	Original
109	Original		149	Original		189	Original
110	Original		150	Original		190	Original
111	Original		151	Original		191	Original
112	Original		152	Original		192	Original
113	Original		153	Original		193	Original
114	Original		154	Original		194	Original
115	Original		155	Original		195	Original
116	Original		156	Original		196	Original
117	Original		157	Original		197	Original
118	Original		158	Original		198	Original
119	Original		159	Original		199	Original
120	Original		160	Original		200	Original
121	Original		161	Original		201	Original
122	Original		162	Original		202	Original
123	Original		163	Original		203	Original
124	Original		164	Original			
125	Original		165	Original			

\* - indicates those pages included with this filing

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

CHECK SHEET, (CONT'D.)

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
204	Original	244	Original	284	Original
205	Original	245	Original	285	Original
206	Original	246	Original	286	Original
207	Original	247	Original	287	Original
208	Original	248	Original	288	Original
209	Original	249	Original	289	Original
210	Original	250	Original	290	Original
211	Original	251	Original	291	Original
212	Original	252	Original	293	Original
213	Original	253	Original	294	Original
214	Original	254	Original	295	Original
215	Original	255	Original	296	Original
216	Original	256	Original	297	Original
217	Original	257	Original	298	Original
218	Original	258	Original	299	Original
219	Original	259	Original	300	Original
220	Original	260	Original	301	Original
221	Original	261	Original	302	Original
222	Original	262	Original	303	Original
223	Original	263	Original	304	Original
224	Original	264	Original	305	Original
225	Original	265	Original	306	Original
226	Original	266	Original	307	Original
227	Original	267	Original	307.1	Original
228	Original	268	Original	307.2	Original
229	Original	269	Original	307.3	Original
230	Original	270	Original	307.4	Original
231	Original	271	Original	307.5	Original
232	Original	272	Original	307.6	Original
233	Original	273	Original	307.7	1 <sup>st</sup> Revised *
234	Original	274	Original	307.8	Original *
235	Original	275	Original	307.9	Original *
236	Original	276	Original	308	1 <sup>st</sup> Revised
237	Original	277	Original	309	1 <sup>st</sup> Revised
238	Original	278	Original	310	1 <sup>st</sup> Revised
239	Original	279	Original	311	1 <sup>st</sup> Revised *
240	Original	280	Original	312	1 <sup>st</sup> Revised
241	Original	281	Original	313	1 <sup>st</sup> Revised
242	Original	282	Original	314	1 <sup>st</sup> Revised
243	Original	283	Original	315	1 <sup>st</sup> Revised *

\* - Indicates pages included with this filing.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

## CHECK SHEET, (CONT'D.)

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION	
316	1 <sup>st</sup> Revised	353	Original	389	Original	*
317	1 <sup>st</sup> Revised	354	Original	390	Original	*
318	1 <sup>st</sup> Revised	355	Original	391	Original	*
319	2 <sup>nd</sup> Revised *	356	Original	392	Original	*
320	2 <sup>nd</sup> Revised *	357	Original	393	Original	*
321	2 <sup>nd</sup> Revised *	358	Original			
322	2 <sup>nd</sup> Revised *	359	Original			
323	2 <sup>nd</sup> Revised *	360	Original			
324	2 <sup>nd</sup> Revised *	361	Original			
325	Original	362	Original			
326	1 <sup>st</sup> Revised	363	Original			
327	Original	364	Original			
328	Original	365	Original			
329	Original	366	Original			
330	1 <sup>st</sup> Revised	367	Original			
331	1 <sup>st</sup> Revised	368	Original			
332	1 <sup>st</sup> Revised	369	Original			
333	1 <sup>st</sup> Revised	370	Original			
334	1 <sup>st</sup> Revised	371	1 <sup>st</sup> Revised			
335	2 <sup>nd</sup> Revised *	372	1 <sup>st</sup> Revised			
336	1 <sup>st</sup> Revised *	373	Original			
337	1 <sup>st</sup> Revised *	374	1 <sup>st</sup> Revised			
338	1 <sup>st</sup> Revised *	375	1 <sup>st</sup> Revised			
339	1 <sup>st</sup> Revised *	376	1 <sup>st</sup> Revised			
339.1	Original *	377	1 <sup>st</sup> Revised			
340	1 <sup>st</sup> Revised	378	1 <sup>st</sup> Revised			
341	1 <sup>st</sup> Revised	379	1 <sup>st</sup> Revised			
342	1 <sup>st</sup> Revised *	380	2 <sup>nd</sup> Revised *			
343	1 <sup>st</sup> Revised *	381	2 <sup>nd</sup> Revised *			
344	1 <sup>st</sup> Revised *	381.1	Original *			
345	Original	382	2 <sup>nd</sup> Revised *			
346	Original	383	2 <sup>nd</sup> Revised *			
347	Original	383.1	Original *			
348	Original	384	2 <sup>nd</sup> Revised *			
349	Original	385	Original			
350	Original	386	Original			
351	Original	387	Original			
352	Original	388	1 <sup>st</sup> Revised *			

\* - Indicates pages included with this filing.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CHECK SHEET, (CONTD.)

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
316	1 <sup>st</sup> Revised		353	Original		389	Original	*
317	1 <sup>st</sup> Revised		354	Original		390	Original	*
318	1 <sup>st</sup> Revised		355	Original		391	Original	*
319	2 <sup>nd</sup> Revised	*	356	Original		392	Original	*
320	2 <sup>nd</sup> Revised	*	357	Original		393	Original	*
321	2 <sup>nd</sup> Revised	*	358	Original				
322	2 <sup>nd</sup> Revised	*	359	Original				
323	2 <sup>nd</sup> Revised	*	360	Original				
324	2 <sup>nd</sup> Revised	*	361	Original				
325	Original		362	Original				
326	1 <sup>st</sup> Revised		363	Original				
327	Original		364	Original				
328	Original		365	Original				
329	Original		366	Original				
330	1 <sup>st</sup> Revised		367	Original				
331	1 <sup>st</sup> Revised		368	Original				
332	1 <sup>st</sup> Revised		369	Original				
333	1 <sup>st</sup> Revised		370	Original				
334	1 <sup>st</sup> Revised		371	1 <sup>st</sup> Revised				
335	2 <sup>nd</sup> Revised	*	372	1 <sup>st</sup> Revised				
336	1 <sup>st</sup> Revised	*	373	Original				
337	1 <sup>st</sup> Revised	*	374	1 <sup>st</sup> Revised				
338	1 <sup>st</sup> Revised	*	375	1 <sup>st</sup> Revised				
339	1 <sup>st</sup> Revised	*	376	1 <sup>st</sup> Revised				
339.1	Original	*	377	1 <sup>st</sup> Revised				
340	1 <sup>st</sup> Revised		378	1 <sup>st</sup> Revised				
341	1 <sup>st</sup> Revised		379	1 <sup>st</sup> Revised				
342	1 <sup>st</sup> Revised	*	380	2 <sup>nd</sup> Revised	*			
343	1 <sup>st</sup> Revised	*	381	2 <sup>nd</sup> Revised	*			
344	1 <sup>st</sup> Revised	*	381.1	Original	*			
345	Original		382	2 <sup>nd</sup> Revised	*			
346	Original		383	2 <sup>nd</sup> Revised	*			
347	Original		383.1	Original	*			
348	Original		384	1 <sup>st</sup> Revised				
349	Original		385	Original				
350	Original		386	Original				
351	Original		387	Original				
352	Original		388	1 <sup>st</sup> Revised	*			

\* - Indicates pages included with this filing.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

## TABLE OF CONTENTS, (CONT'D.)

	<u>Page</u>	
SECTION 2 - GENERAL REGULATIONS, (CONT'D.)		
2.25 Customer Requested Suspension of Service	44	
2.26 Automatic Number Identification	45	
2.27 Government Emergency Telecommunications Service (GETS)	46	
2.28 Additional Rules Relating to Resale of Service	52	
 SECTION 3 - EXCHANGE SERVICE AREAS	 53	
 SECTION 4 - BUSINESS NETWORK SWITCHED SERVICES	 54	
4.1 General	54	
4.2 Basic Business Line Service	56	
4.3 Business Terminal Service	57	
4.4 Analog Trunk Service	59	
4.5 Voice T-1 Service	61	
4.6 Foreign Exchange Services	62	
4.7 Reserved for Future Use	66	
4.8 Reserved for Future Use	68	
4.9 Complete Lines and Trunks Service	71	
4.10 tw telecom Channel 12 Service	73.1	
4.11 Complete Dynamic One Service	73.3	
4.12 VersiPak® Lines and Trunks	73.4	
 SECTION 5 - SUPPLEMENTAL SERVICES	 74	
5.1 Reserved for Future Use	76	(T)
5.2 Blocking Service	79	
5.3 Listings	81	
5.4 Non-Published Service	88	
5.5 Non-Listed Service	90	
5.6 Information Service Provider NXX Access	92	
5.7 Hunting	92	
5.8 Directory Assistance	93	
5.9 Local Operator Services	94	(T)
5.10 Individual Telephone Numbers	94	
5.11 Disaster Routing Service	95	
5.12 Emergency Reroute Service	96	
5.13 Busy Verification, Interrupt and Customer Originated Trace Services	97	(T)
5.14 N11 Dialing Service	98	
5.15 Automatic Reroute Service	99	
5.16 Business Line and Terminal Features	100.1	
5.17 Digital Trunk and PRI Features	100.9	(N)
5.18 Voice Mail Service	100.15	
5.19 Recorded Announcement Service	100.17	
5.20 Automatic Intercept Service (AIS)	100.18	(N)
 (M) – Certain material previously found on this page is now located on Page 7.		 (M)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

## TABLE OF CONTENTS, (CONT'D.)

	<u>Page</u>	
SECTION 6 – 911 SERVICES	101	(M)
6.1 Description	101	
6.2 Definitions	101	
6.3 Conditions	103	
6.4 911 Rates	108	(M)
 SECTION 7 – TOLL SERVICES	 109	
7.1 Toll Blocking	109	
7.2 Interstate Calling Services	110	
7.3 Pay Telephone Surcharge	116	
7.4 InterLATA Directory Assistance	116	
7.5 Primary Interexchange Carrier Change	117	
7.6 Bolt On Buckets ("BOBs") Long Distance Rate Plans	118	
 SECTION 8 – SPECIAL ARRANGEMENTS	 119	
8.1 Individual Case Basis (ICB) Arrangements	119	
8.2 Special Customer Arrangements	119	
8.3 Service and Promotional Trials	120	
8.4 Negotiated Rates and Competitive Discounts	121	
 SECTION 9 – PROMOTIONAL OFFERINGS	 122	
 SECTION 10 – GRANDFATHERED SERVICES	 128	
 SECTION 11 – INTEGRATED BUSINESS LINE/VERSIPAK SERVICES	 308	
11.1 VersiPak® IPRI Service	308	
11.2 Bonded Integrated Service Offerings	311	
11.3 VersiPak® Flex T and Power T Products	319	
 SECTION 12 – tw telecom One Solution: Connect	 325	
 CURRENT PRICE LIST	 327	

(M) – Material now found in this page was previously located on Page 6.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 1 - TECHNICAL TERMS

1.1 Definitions

Certain terms used generally throughout this tariff are defined below:

**Central Office:** A facility within a telecommunications system where calls are switched and which contains all necessary equipment, operating arrangements and interface points for terminating and interconnecting facilities such as subscriber lines and interoffice trunks.

**Competitive Telecommunications Service:** Any telecommunications service where Customers of the service within the relevant market have or are likely to have reasonably available service alternatives.

**Commission:** The Arizona Corporation Commission.

**Company:** tw telecom of arizona llc, the issuer of this tariff.

**Customer or Subscriber:** The person, firm, corporation or other entity that orders, cancels, amends or uses service and is responsible for the payment of charges and compliance with the Company's tariffs and regulations.

**Customer Premises Equipment (CPE):** Terminal equipment connected to the Company's network and residing on Customer's premises.

**Dual Tone Multi-Frequency (or "DTMF"):** The pulse type employed by tone dial station sets.

**End User:** Any person, firm, corporation or other entity that uses the Company's services under the provisions and regulations of this tariff.

**Handicapped Person -** A person, who is legally blind, visually handicapped or physically handicapped as that term is defined in the Federal Register (Vol. 35 #126 dated June 30, 1970). (N)  
(N)

**ICB:** Individual Case Basis.

**LATA:** Local Access and Transport Area. A geographic area established under the Modified Final Judgment entered by the U.S. District Court for the District of Columbia in Civil Action No. 82 - 0192, or any other geographic area designated as a LATA in the National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.2 Basic Business Line Service

4.2.1 Description

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

The Basic Business Line Service Customer is also eligible to purchase the Premium Feature Package as defined in Section 5.16.

(N)  
(N)

4.2.2 Maximum Rates and Charges

A. Maximum Rates and Charges

		12 Month	24 Month	36 Month	60 Month
	<u>Monthly</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	ICB	\$33.75	\$32.70	\$31.73	\$31.05
Nonrecurring Charge	ICB	\$67.50	\$67.50	\$67.50	\$67.50

See applicable VersiPak® rates on Page 73.4.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.3 Business Terminal Services

4.3.1 Description

Business Terminal Service is generally used in a hunting arrangement or a multi-line hunt group. The group may have a main telephone number assigned to the first terminal in the group or they may have individual telephone numbers assigned to each terminal. Common applications include modem pools and large hunting applications for analog lines. Business Terminals have a physical appearance in the switch and are assigned to a unique channel. Business Terminals may or may not have a telephone number assigned to them. Additionally, Business Lines can have separate and unique features per line whereas Business Terminals may or may not take on characteristics of the group.

The Business Terminal Services Customer is also eligible to purchase the Premium Feature Package as defined in Section 5.16.

(N)  
(N)

4.3.2 Maximum Rates and Charges

A. Maximum Rates and Charges

1. Business Terminal with and without Telephone Number (All Markets)

		12 Month	24 Month	36 Month	60 Month
	<u>Monthly</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	ICB	\$33.75	\$32.40	\$31.75	\$31.05
Nonrecurring Charge	ICB	\$67.50	\$67.50	\$67.50	\$67.50

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.6 Foreign Exchange Services

4.6.1 Description of Service

(T)

A. General

(T)

Foreign Exchange Service allows a Customer to receive local exchange service from a rate center different from the Customer's physical location.

B. Limitations

(T)

Except as specified below, Foreign Exchange Service is furnished in conjunction with local exchange service such as Voice T1 pursuant to the applicable local tariff. Foreign Exchange Service may only be provisioned where the Company offers local exchange switched services and as facility and switch conditions permit.

(T)

The dial plan (local calling) is associated with this "foreign" rate center. The Company does not guarantee call completion to any Foreign Exchange telephone number from exchanges other than the exchange with which the telephone number is associated, even though end users in the other exchanges may have local calling plans that include calls to end users physically located in the exchange with which the Foreign Exchange telephone number is associated.

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

The Customer may be required to change its virtual telephone number(s) if the Company adds equipment or network components, such as a Central Office, in its serving area and transfers NXX codes into the new equipment.

(T)

(M) – Certain material previously found on this page is now located on Page 63.

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.6 Foreign Exchange Services, (Cont'd.)

4.6.2 Application of Rates

(T)

A. Rate Elements

The Company's Foreign Exchange Services are offered under the configurations described below. Under all options, the Local Access Service component is priced pursuant to the applicable rate schedule. The rate elements that are applicable to Foreign Exchange service are:

- Local Access Service – the current tariffed or listed rate under which the Customer purchases local service in the home exchange.
- Foreign Exchange (FX) Premium Charge to extend the Customer's Local Access Service beyond the Customer's home local exchange
- Interoffice Transport – the charges that apply when service is provisioned on Company-provided interoffice facilities.
- Individual Telephone Numbers – the charge for assigning multiple telephone numbers in the Foreign Exchange.

B. Rate Changes

In the event that regulatory conditions and/or interconnection agreements affecting the Company's provision of Foreign Exchange Service change after the date of any Agreement, the Company reserves the right in its discretion, upon thirty (30) days' notice to the Customer, to discontinue provisioning or increase the price of any Foreign Exchange Service subject to this rate schedule. In the event that the Customer does not accept the Company's rate increase, the Customer may discontinue the affected Foreign Exchange Service without penalty upon thirty (30) days' notice to the Company.

(M)

(M)(T)

(M) – Certain material now found on this page was previously located on Page 62.

(M) – Certain material previously found on this page is now located on Page 64.

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.6 Foreign Exchange Services, (Cont'd.)

4.6.3 Foreign Exchange Service Option Maximum Rates and Charges

(M,T)

The Company's Foreign Exchange Service is available in the following configurations:

A. Business Expansion Service (BES) – inbound only, intraLATA only service.

Local Access Service	See Section 4.5 for Voice T1; 4.9 for Complete Lines/Trunks; 4.10 for tw telecom Channel 12 Service; 4.11 for Complete Dynamic One; 4.12 for VersiPak® Lines and Trunks	
Individual Telephone Numbers	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, per rate center	\$100.00	\$0.00
Interoffice Transport	n/a	n/a

B. Expanded Exchange Service (EES) - two way, intraLATA only service.

Local Access Service	See Section 4.5 for Voice T1; 4.9 for Complete Lines/Trunks; 4.10 for tw telecom Channel 12 Service; 4.11 for Complete Dynamic One; 4.12 for VersiPak® Lines and Trunks	
Individual Telephone Number	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, Per trunk, line or channel	\$31.25	\$0.00
Per PRI	\$750.00	\$0.00
Interoffice Transport	n/a	n/a

(M,T)

(M) – Certain material now found on this page was previously located on Page 63 and Page 65.

(M) – Certain material previously found on this page is now located on Page 65 and Page 66.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.6 Foreign Exchange Services, (Cont'd.)

4.6.3 Foreign Exchange Service Option Maximum Rates and Charges, (Cont'd.)

(M,T)

C. Intercity Switched Service (ISS)

Intercity Switched Service (ISS) is a two way service limited to those areas in which the Company has its own interoffice facilities between localities.

ISS may be purchased in conjunction with BES, in which case BES and ISS monthly recurring charges apply.

Local Access Service	See Section 4.5 for Voice T1; 4.9 for Complete Lines/Trunks; 4.10 for tw telecom Channel 12 Service; 4.11 for Complete Dynamic One; 4.12 for VersiPak® Lines and Trunks	
Individual Telephone Numbers	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, per rate center	\$200.00	\$0.00
Interoffice Transport	Provided pursuant to Private Line Tariff or ICB	

(M,T)

(M) – Certain material now found on this page was previously located on Page 64 and Page 65.

(M) – Certain material previously found on this page is now located on Page 64 and Page 66.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

## SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

## 4.6 Foreign Exchange Services, (Cont'd.)

## 4.6.3 Foreign Exchange Service Option Maximum Rates and Charges, (Cont'd.)

## D. One Reach - one way (VirtualReach) or two way (LocalReach)

One Reach Products are provisioned over IP based switching and transport. LocalReach is a two way service whereas VirtualReach is an inbound only service. One Reach products include up to five (5) foreign exchange rate centers within the LATA for no additional charge. If available, the Customer may add rate centers. If usage exceeds a DS1 equivalent (300k MOU per month) the Customer must purchase additional One Reach products. The Company reserves the right to restrict the number of One Reach products purchased, Customer-requested routing specifications and the size/composition of trunk groups and their related rate centers.

Local Access Service	See Section 4.5 for Voice T1	
Individual Telephone Numbers	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, LocalReach per DS1 Equivalent	\$600.00	\$0.00
FX Premium Charge, VirtualReach, per DS1 Equivalent	\$500.00	\$0.00
Interoffice Transport, LocalReach per DS1 Equivalent	\$150.00	\$0.00
Interoffice Transport, VirtualReach, per DS1 Equivalent	\$500.00	\$0.00
Individual Telephone Numbers Per Number	\$1.00	\$5.00
Additional Rate Center, each	\$50.00	\$0.00

(M,T)

(M,T)  
(N)

(M) – Certain material now found on this page was previously located on Page 64 and Page 65.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.9 Complete Lines/Trunks Service

4.9.1 Description

Complete Lines/Trunks Service is a local exchange service offered to local end user Customers served from a Company switch who are also purchasing one of the following products: Complete Dynamic Service, Channel 12 Service or Voice T1 Service. Complete Lines/Trunks Service will be provisioned on either a DS0 or DS1 access facility basis, depending on the minimum and maximum line/trunk counts identified below. The Complete Lines/Trunks Service Customer who selects line based channels is also eligible to purchase the Premium Feature Package as defined in Section 5.16. Toll services are provided pursuant to the Company's published tariffs and rate schedules.

(T)  
|  
|  
(T)

The Complete Lines/Trunks Service Customer purchasing the service with a DS1 access facility may select any combination of the following product types. The Customer must select a minimum of 8 lines, trunks or channels.

- Business Exchange Lines
- PBX DID Trunks
- PBX DOD Trunks
- PBX Combination Trunks
- PBX Combination Trunks w/DID
- PRI B Channel -DID Trunks
- PRI B Channel -DOD Trunks
- PRI B Channel -Combination Trunks
- PRI B Channel -Combination Trunks w/DID
- PRI D Channel (per DS1 access facility)

The Customer who purchases Complete Lines/Trunks Service at a DS0 level may select one of the following product types. The Customer who selects over 7 lines or trunks will be provisioned at the DS1 facility level.

- Business Exchange Lines
- PBX DOD Trunks
- PBX Combination Trunks

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.9 Complete Lines/Trunks Service, (Cont'd.)

4.9.2 Complete Lines/Trunks Feature Pack (Grandfathered) This part of the service is grandfathered and is only available to existing Customers at existing locations without modification as of February 26, 2010.

(T)  
|  
(T)

The Complete Lines/Trunks Feature Pack includes the following line-based features:

- Last Call Return
- Anonymous Call Rejection
- Automatic Recall
- Call Forward
- Call Hold
- Call Transfer
- Call Waiting
- Caller ID Number Only
- Combined Caller ID
- Distinctive Ringing
- DNIS (Dialed Number Identification Service)\*\*
- Calling Number and Name Transmission
- Remote Activation Call Forwarding
- 8/10 Number Speed Calling
- 30 Number Speed Calling
- Three Way Calling

\*\* Only available on the DS1 product.

The Customer may purchase Complete Lines and Trunks Feature Pack at a monthly rate per line/trunk. Line-based features may only be provisioned on business exchange lines.

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.9 Complete Lines/Trunks Service, (Cont'd.)

4.9.3 Maximum Rates and Charges

Complete Lines/Trunks is available under Month to Month, 12 Month, 24 Month or 36 Month Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

A. Nonrecurring Charges

	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>
Tucson	\$100.00	\$100.00	\$100.00	\$100.00

B. Monthly Recurring Charges

1. Complete Lines/Trunks (with DS1 access facility) per line or trunk

	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>
<u>Tucson</u> B Channel per Line/Trunk	\$100.00	\$100.00	\$100.00	\$100.00
D Channel per DS1 Acces Facility	\$250.00	\$250.00	\$250.00	\$250.00

(D)  
(D)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.11 Complete Dynamic One Service

4.11.1 Description

Complete Dynamic One Service is a flexible bandwidth bundled service consisting of local exchange service with selected features, as described below; a Long Distance and/or Toll Free usage allowance of 2,500 minutes; shared web hosting; and Internet access. Internet access is available in 128 Kbps increments up to 1280 Kbps. Additional Toll services are provided pursuant to the Company's published tariffs and rate schedules.

Complete Dynamic One Service is limited to Customers served from a Company switch, and a minimum of 4 voice channels must be purchased and provisioned on a T1 access facility. The Complete Dynamic One bundle consists of 24 total channels or 1.5 Mbps.

The Complete Dynamic One Customer may select 4-22 channels of the following product types:

- Business Exchange Lines
- Analog Trunks

The remainder of the 24 channels will be provisioned as Internet Access.

For the Customer who selects line based channels, the Select Feature Package defined in Section 5.16 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package defined in Section 5.16. (T)

4.11.2 Maximum Rates and Charges - Tuscon

<u>Complete Dynamic One</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>Nonrecurring Charges</u>
On-Net	\$790.00	\$710.00	\$670.00	\$350.00, per order
Off-Net Colocated	\$840.00	\$756.00	\$714.00	\$350.00, per order
Off-Net	\$980.00	\$885.00	\$840.00	\$350.00, per order

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 4 – BUSINESS NETWORK SWITCHED SERVICE, (CONT'D.)

4.12 VersiPak® Lines and Trunks

4.12.1. Service Description

VersiPak Lines and Trunks are the voice portion of an integrated, multi-service, packet-based access service that delivers voice and data services over a single DS-1 (1.544Mbps) transport facility. On-Net VersiPak requires a minimum six (6) voice grade equivalent channels and 128K (2 DS-0 equivalent channels) for Internet Access. Internet Access CIR is offered in increments of 128K. Off-Net VersiPak requires a minimum of six (6) voice grade equivalent channels, 128K for internet access and a total of 12 channels are required. The Customer may select a combination of voice grade equivalent channels business lines analog trunks, business terminals or digital trunks) and Internet bandwidth. Configuration limitations may occur due to the technical requirements of the voice cards and customer interfaces. Signaling on both the digital and analog trunks will be wink-start. Music or Message on Hold impacts the available bandwidth or channel capacity of the service.

4.12.2. Maximum Rates and Charges

A. VersiPak Business Lines or Terminals and Analog or Digital Trunks – Flat Rate

	per Line, Terminal or Trunk			
	12 Month	24 Month	36 Month	60 Month
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$55.50	\$50.25	\$45.00	\$40.50

B. VersiPak Business Lines and Trunks Installation Charges

	Nonrecurring Charge
VersiPak Installation-On Net	\$675.00
VersiPak Installation-Off Net	\$675.00*
*Plus any applicable Off-Net Expense	

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply. The VersiPak Lines and Trunks Customer who selects line based channels is also eligible to purchase the Premium Feature Package as defined in Section 5.16.

(N)  
|  
(N)

Multi-location Customers may also purchase private data transmission channels – ILAN as specified in the private line tariff.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

---

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 [Reserved for Future Use]

(M)

(M)

(M) - Material previously found on this page is now located on Page 307.7.

---

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

---

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

[Reserved for Future Use]

(M)

(M)

(M) - Material previously found on this page is now located on Page 307.8.

---

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

---

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

[Reserved for Future Use]

(M)

(M)

(M) - Material previously found on this page is now located on Page 307.9

---

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.2 Blocking Service

5.2.1 General

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

(T)  
(T)

A. *Call Blocking:* 900, 971, 974, 976 and 700 NPA – allows the Customer to block all calls beginning with the NPA of 900, 971, 974, 976 and 700 (i.e. 900-XXX-XXXX) from being placed.

(T)

B. *Toll Restriction (1+ and 0+ Blocking)* - provides the Customer a method of denying access to some or all of the toll network and operator services. Toll Restriction will not block the following types of calls: 911 (Emergency) and 1 + 800 (Toll Free) calls.

(T)

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

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

(T)  
|  
|  
|  
|  
(T)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.2 Blocking Service, (Cont'd.)

5.2.1 General, (Cont'd.)

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

One or both of the following blocking options are available:

- 1. Third Number Billed
- 2. Collect Call

5.2.2 Regulations

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

5.2.3 Maximum Rates and Charges

- A. Pricing for Blocking Service for a business Customer with more than 200 lines will be based on the costs incurred by the Company to provide the service on an individual case basis.
- B. Connection charges apply as specified in Section 2 of this tariff. (T)
- C. Recurring and Nonrecurring Charges (T)
  - 1. All LATAs (T)

<u>Type of Blocking</u>	<u>Maximum Monthly Recurring Charges</u>	<u>Maximum Nonrecurring Charges</u>	
Call Blocking:	\$3.50	\$7.50	(T)
Toll Restriction:	\$3.50	\$7.50	
Billing Restriction:	\$3.50	\$7.50	(T)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.3 Listings

5.3.1 General

The Company does not own or control directory publishing in the service area, but does offer Customers listings in local directories through external agreements. No liability of any nature whatsoever shall attach to the Company or to any other common carrier that furnishes any portion of the Company's service for damages arising from errors, mistakes, omissions or delays of the Company or its agents or employees in handling directory listings or listings in any directory assistance database.

(T)  
|  
|  
|  
|  
(T)

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

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

(T)  
(T)

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

(T)

5.3.2 Composition of Listings

A. Name

1. Business Service

The following names may be included in business service listings:

(T)

- a. The name of Customer or joint user.
- b. The name of each business enterprise which the Customer or joint user conducts.
- c. The name by which the business of a Customer or joint user is known to the public. Only one such name representing the same general line of business will be accepted.

(D)  
(D)  
(T)

- d. The name of any person, firm or organization which Customer or joint user is authorized to represent, or the name of an authorized representative of the Customer or joint user.

## SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

## 5.3 Listings, (Cont'd.)

## 5.3.2 Composition of Listings, (Cont'd.)

## A. Name, (Cont'd.)

## 1. Business Service, (Cont'd.)

- |    |  |              |
|----|--|--------------|
| e. | Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing is not for advertising purposes.  | (T)<br> <br> |
| f. | The name of a publication issued periodically by the Customer or joint user.   | (T)          |
| g. | The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.   | (T)          |
| h. | The name of a member of Customer's domestic establishment when business service is furnished in the Customer's residence.  | (T)          |
| i. | The name of a corporation which is the parent or a subsidiary of the Customer.   | (T)          |
| j. | The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service. | (T)          |
| k. | The name of the Customer to a sharing arrangement.   | (T)          |

## B. Designation

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

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

---

 Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.3 Listings, (Cont'd.)

5.3.2 Composition of Listings, (Cont'd.)

B. Designation, (Cont'd.)

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

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

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

(D)  
(D)

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

(N)  
|  
|  
(N)

C. Address

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

(T)  
(T)  
  
(T)



SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.3 Listings, (Cont'd.)

5.3.3 Types of Listings, (Cont'd.)

B. Premium Listings

1. Additional Listing

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

(M)

(T)

(T)

(T)

(M)

(M) – Certain material now found on this page was previously located on Page 84.

## SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

## 5.3 Listings, (Cont'd.)

## 5.3.3 Types of Listings, (Cont'd.)

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

## 2. Extra Listing Lines (T)

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

## 3. Alternate Call Listings (T)

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

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

## 4. Alternate User Listings (T)

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

## 5. Cross Reference Listings (T)

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

---

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.3 Listings, (Cont'd.)

5.3.3 Types of Listings, (Cont'd.)

B. Premium Listings, (Cont'd.)

6. Suite Listing

(T)

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

(T)

(D)

|

|

|

(D)

5.3.4 Maximum Rates for Business Listings

(T)

A. There is a monthly recurring and a one time nonrecurring charge for premium business listings. This charge takes effect as soon as the listing is shown on the Directory Assistance Records.

(T)

|

(T)

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

(M)

|

(M)

(M) - Material previously found on this page is now located on Page 87.

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.3 Listings, (Cont'd.)

5.3.4 Maximum Rates for Business Listings

(T)

A. (Cont'd.)

Type of Listing

Maximum Rate

(M)

Monthly Recurring	Nonrecurring
<u>Charges</u>	<u>Charges</u>

(T)

Main Standard Listing - Local	\$0.00	\$33.00
Main Standard Listing - Foreign	\$5.00	\$33.00
Additional Main Listing	\$0.00	\$ 7.50
Additional Listing	\$5.00	\$33.00
CD-ROM White Pages Listing	ICB	ICB
Extra Listing Lines	\$5.00	\$33.00
Alternate Call Listing	\$5.00	\$33.00
Alternate User Listing	\$5.00	\$33.00
Cross Reference Listing	\$5.00	\$33.00
Suite Listing	\$5.00	\$33.00
Move/Change Charge	N/A	\$15.00
Late Charge	N/A	\$75.00

(T)

(N)

(M)

(T)

(T)

(D)

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

(T)

---

**SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)****5.4 Non-Published Service****5.4.1 General**

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

**5.4.2 Regulations**

- A. This service is subject to the rules and regulations for E911 service, where applicable.
- B. The Company will complete calls to a non-published number only when the caller dials direct or verbally gives the operator the number. No exceptions will be made, even if the caller says it is an emergency. (T)
- C. When the Company agrees to keep a number non-published, 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-published number in the directory or disclosing it to someone. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service. (T)
- D. The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person. (T)

---

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

5.4.3 Maximum Rates and Charges

(T)

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

(T)

(D)

(D)

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

(D)

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Non-Published Service	\$2.70	\$33.00
Move/Change Charge	N/A	\$15.00
Late Charge	N/A	\$75.00

(T)

(T)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

---

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.5 Non-Listed Service

5.5.1 General

(T)

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.

5.5.2 Regulations

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

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

When the Company agrees to keep a number unlisted, it 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 someone. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service.

(T)

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



SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.6 Information Service Provider NXX Access

The Company provides access to Information Service Provider (ISP) NXXs provisioned by the incumbent Local Exchange Carrier. The Company will bill the End User for ISP calls at rates designated by the ISP. See Section 5.2 for optional blocking service, which will prohibit the completion, and billing of unwanted ISP calls to a Customer service line.

(T)

5.7 Hunting

5.7.1 Series Completion Hunting (Regular and Circular)

(M,T)

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

A. Regular Series Completion

Any of the numbers in the series can be called. If the called number is busy, the switch will hunt to the next in line. The hunting will always stop at the last number in the group.

B. Circular Series Completion

Any number in the series can be called. If the called number is busy, the switch will hunt to the next in line. The hunting will stop when the number preceding the called number is reached.

5.7.2 Maximum Rates and Charges

A. All LATAs

(M,T)

<u>Service</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>	
Series Completion Hunting - Circular	\$10.00	\$10.00	(N)
Series Completion Hunting - Regular	\$10.00	\$10.00	(N)

(M) – Certain material previously located on this page is now located on Page 92.1.

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

- 5.7 Hunting, (Cont'd.) (T)(M)
- 5.7.3 Multi-Line Hunting (T)
  - There are three types of Multi-Line Hunting (MLHG) available: Regular, Circular and Universal Call Distribution (UCD).
  - A. Regular: Hunting starts with the dialed DN and ends with last member of the hunt group. (T)
  - B. Circular: Hunting starts with the dialed DN and ends with the terminal prior to the called DN. (T)
  - C. Universal Call Distribution: When the main MLHG is called, the calls are distributed to the most idle member of the hunt group. If a terminal DN is dialed, circular hunting is used. (T)
- 5.7.4 Maximum Rates and Charges (T)
  - A. All LATAs (T)
 

<u>Service</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>	(T)
Multi-Line Hunting - Circular	\$2.00	\$20.00	(M)
Multi-Line Hunting - Regular	\$2.00	\$20.00	
Multi-Line Hunting - Universal Call Distribution	\$2.00	\$20.00	(T)

(M) – Certain material now found on this page was previously located on Page 92.

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Directory Assistance Service

5.8.1 General

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

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

5.8.2 Regulations

A. A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

(T)

- 1. Calls from coin telephones, including COCOTs. (T)
- 2. Requests for telephone numbers of non-published service. (T)
- 3. Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit. (T)
- 4. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. . Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 1 of this tariff, up to a maximum of 50 requests per month. (T)
- 5. Calls from Hospital (N)

(T)  
(T)  
(T)  
(T)  
(N)

(M) – Certain material previously located on this page is now located on Page 92.1.

(M)  
|  
|  
|  
(M)



SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.9 Local Operator Services (T)

5.9.1 General (T)

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

5.9.2 Rates

	<u>Maximum Charge Per Call</u>
Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$1.28
Person-to-Person	\$5.25
Collect	\$1.95
Third Number Billed	\$1.95
All Other Operator Assistance	\$1.95

5.10 Individual Telephone Numbers (T)

5.10.1 Description of Service (T)

Customers may purchase individual telephone numbers for use with Inward and Two-Way Trunks. (D)

The first telephone number per trunk group is provided at no charge. (D)

The Company will consider requests for large quantities of numbers on an individual case basis. (T)

All LATAs (T)

Monthly Recurring Charge, Per Number \$0.67

Nonrecurring Charge, Per Number \$0.52

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.12 Emergency Reroute Service

5.12.1 Description of Service

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

(T)

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

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

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

(T)

(T)

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

5.12.2 Maximum Rates and Charges

	<u>Per Reroute Occurrence</u>
Nonrecurring Charge	\$750.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.13 Busy Verification, Interrupt, and Customer Originated Trace Services (T)

5.13.1 General (T)

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

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

5.13.2 Rate Application (T)

A. A Verification Charge will apply when: (T)

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

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

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

5.13.3 Maximum Rates and Charges (T)

Verification Charge, each request	\$4.50	
Interrupt Charge, each request	\$9.50	
Customer Originated Trace, each traced call	\$4.00	(N)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

5.16.3 Maximum Rates and Charges

A. Recurring and Nonrecurring Charges

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

Feature

- Calling Number Delivery
- Caller ID Blocking – Per Line
- Hunting (See Section 5.7)
- Blocking (See Section 5.2)

(T)  
(T)

- 2. Select Feature Package – Available at no additional charge to Customers purchasing lines/terminals as part of an integrated service bundle as described in Section 4. Customer may select any combination of the following features.

Feature

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

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

5.16.3 Maximum Rates and Charges, (Cont'd.)

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

- 3. Premium Feature Package – Available at \$15.00/line Monthly Recurring Charge to Customers purchasing lines or terminals. Customer may select any combination of the following features.

Feature

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

- 4. Remote Call Forwarding - All LATAs

<u>Feature</u>	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>	(T)
Remote Call Forwarding – Initial Path	\$24.00	\$10.00	
Remote Call Forwarding – Addl Path	\$24.00	\$10.00	

B. Connection Charges

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

C. Trial Period

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

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.17 Digital Trunk and PRI Features

(N)

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

5.17.1 Calling Number Delivery

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

Maximum Rates and Charges

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product	Not Available	Not Available
With PRI Service as part of an integrated product	\$10.00	\$10.00
With Voice T1, where technically feasible	\$10.00	\$10.00

5.17.2 Calling Name and Number Delivery

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

Maximum Rates and Charges

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of VersiPak® Service	Not Available	Not Available
With PRI Service as part of VersiPak Service	\$10.00	\$10.00
With Complete Dynamic Service, Complete Lines & Trunks Service and Channel 12 Service per trunk group	\$100.00	\$10.00
With Voice T1, where technically feasible	\$10.00	\$10.00

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

(N)

5.17.3 Calling Name and Number Transmission

This feature allows the Customer to send the calling name and number to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 5.7.

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

Maximum Rates and Charges

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product	\$10.00	\$10.00
With PRI Service as part of an integrated product	\$10.00	\$10.00
With Voice T1, where technically feasible	\$10.00	\$10.00

5.17.4 E911 CPN Management

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

Maximum Rates and Charges

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

5.17.5 CARE CPN Management

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

Maximum Rates and Charges

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

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

(N)

5.17.6 Additional Trunk Groups

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

Maximum Rates and Charges

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product		
Up to 3 trunk groups	\$10.00	\$10.00
More than 3 trunk groups, per trunk group	\$100.00	\$100.00
With PRI Service as part of an integrated product		
Up to 3 trunk groups	\$10.00	\$10.00
More than 3 trunk groups, per trunk group	\$100.00	\$100.00
With Voice T1, where technically feasible		
Up to 3 trunk groups	\$10.00	\$10.00
More than 3 trunk groups, per trunk group	\$100.00	\$100.00

5.17.7 Call by Call

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

Maximum Rates and Charges

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	\$10.00	\$10.00
With Voice T1, where technically feasible	\$10.00	\$10.00

(N)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

(N)

5.17.8 Two-B Channel Transfer (TBCT)

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

Maximum Rates and Charges

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

5.17.9 Call Transfer on Trunks

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

Maximum Rates and Charges

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

5.17.10 Blocking Service

See Section 5.2 for details

(N)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

(N)

5.17.11 Dialed Number Identification Service (DNIS)

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

Maximum Rates and Charges

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service Per Trunk	\$10.00	\$10.00

5.17.12 Additional Route Index

Maximum Rates and Charges

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$10.00	\$10.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$100.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$10.00	\$10.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$100.00
With Voice T1, where technically feasible		
Up to 3 route indexes per trunk group	\$10.00	\$10.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$100.00

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

## SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

(N)

## 5.17.13 Redirecting Number on PRI

Maximum Rates and Charges

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$10.00	\$10.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$10.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$10.00	\$10.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$10.00
With Voice T1, where technically feasible		
Up to 3 route indexes per trunk group	\$10.00	\$10.00
More than 3 route indexes per trunk group, per route index	\$100.00	\$10.00

## 5.17.14 Redirected Dialed Number Identification Service (RDNIS)

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

Requires ISDN compatible equipment provided by the Customer.

Maximum Rates and Charges

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With Voice T1, where technically feasible, per T1	\$100.00	\$10.00

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZI1001

## SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

## 5.18 Voice Mail Service (N)

## 5.18.1 General

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

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

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

## 5.18.2 Business VMS Offerings

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

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

---

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

## SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

## 5.18 Voice Mail Service, (Cont'd.)

(N)

## 5.18.2 Business VMS Offerings, (Cont'd.)

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

## 5.18.3 Other Services

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

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

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

Sub Mailboxes - personal mailboxes grouped under a master mailbox.

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

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

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

Virtual Auto Receptionist/ Auto Attendant

Virtual Basic Mailbox

Virtual Deluxe Mailbox

Virtual Enhanced Mailbox

Virtual Greeting Only (5 minutes)

Virtual Greeting Only (10 minutes)

Virtual Tree

Virtual Pager Notification

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.18 Voice Mail Service, (Cont'd.)

(N)

5.18.4 Maximum Recurring and Nonrecurring Charges

Service order charges apply per main billing account as described in Section 2 of this tariff. Service is offered on a month to month basis.

All LATAs where available

Per Individual Mailbox (up to 100 Mail Addresses):

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Basic Mailbox	\$14.00	\$44.00
Enhanced Mailbox	\$18.00	\$44.00
Deluxe Mailbox	\$22.00	\$44.00

5.19 Recorded Announcement Service

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

Charges Applicable to Calling Parties

5.19.1 Maximum Rates and Charges

A. All LATAs

Each completed Local Recorded Announcement Call	\$1.60
---	--------

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Automatic Intercept Service (AIS) (N)

5.20.1 General

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

5.20.2 Regulations

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

	Monthly Recurring Charge
Initial 3 Month Service Period	\$10.00
Extended Service Period	ICB

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 10 – GRANDFATHERED SERVICES, (CONT'D.)

10.26 Business Features, (Cont'd.)

10.26.2 Description of Features, (Cont'd.)

- H. Caller ID Blocking (T)

This service allows the Customer to restrict delivery of its name and number to the called party.

**Section 10.26.2.I through 10.26.2.P of Business Features descriptions are grandfathered and only available to existing Customers at existing locations without modification as of February 26, 2010.** (T)  
| (T)

- I. Calling Number Delivery (ISDN PRI and Digital Trunk Service) (M)

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

- J. Calling Number Transmission (ISDN PRI and Digital Trunk Service)

This feature allows the Customer to send the calling number to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 5.2.

- K. Calling Name Transmission (ISDN PRI and Digital Trunk Service)

This feature allows the Customer to send the calling name to the called party's station equipment. The Customer can restrict delivery through the use of Caller ID Blocking as described in 5.2.

- L. E911 CPN Management (ISDN PRI Service)

This feature allows the Customer to send its station ANI information to the E911 PSAP during an emergency call.

- M. CARE CPN Management (ISDN PRI Service)

Using this feature, the Company will transmit the Customer's station ANI information to the Customer's long distance provider. (M)

(M) - Material now found on this page was previously located on Page 76.  
(M) – Certain material previously found on this page is now located on Page 307.9.

---

SECTION 10 – GRANDFATHERED SERVICES, (CONT'D.)

10.26 Business Features, (Cont'd.)

10.26.2 Description of Features, (Cont'd.)

N. Call by Call (ISDN PRI Service)

This feature allows the Customer to set inbound and outbound call thresholds on two-way PRI service to avoid call blockage in either direction

O. Additional Trunk Groups (ISDN PRI and Digital Trunk Service)

This feature allows the Customer to divide one facility into two or more trunk groups.

P. Customer Originated Trace

This feature allows the tracing of nuisance calls to a specific telephone number. Entering the specified dial code activates the tracing. The originating telephone number, outgoing trunk number or terminating number and the time and date are generated for each call.

(M) - Material now found on this page was previously located on Page 76 and Page 77.

## SECTION 10 – GRANDFATHERED SERVICES, (CONT'D.)

## 10.26 Business Features, (Cont'd.)

## 10.26.3 Maximum Rates and Charges

<u>Feature</u>	<u>Maximum Monthly Recurring Charges</u>	<u>Maximum Nonrecurring Charge</u>	(M)	
Three-Way Calling	\$5.40	\$10.00	 	
Call Forwarding	\$7.05	\$10.00		
- Busy				
- Don't Answer				
- Variable				
Call Waiting	\$10.05	\$10.00		
Speed Calling				
- 8 Number List	\$4.05	\$10.00		
- 30 Number List	\$6.75	\$10.00		
Call Transfer	\$8.10	\$10.00		
Caller ID with Number Delivery	\$10.05	\$10.00		
Caller ID Blocking	\$0.00	\$10.00		
Last Call Return	\$4.05	\$10.00		(M)

(M) - Material now found on this page was previously located on Page 307.7

**The following Business Features rates and charges are grandfathered and only available to existing Customers at existing locations without modification as of February 26, 2010.**

<u>Feature</u>	<u>Maximum Monthly Recurring Charges</u>	<u>Maximum Nonrecurring Charge</u>	(M)
Calling Number Delivery	\$10.00	\$50.00	                 
Calling Number Transmission	\$10.00	\$50.00	
Calling Name Transmission	\$10.00	\$50.00	
E911 CPN Management	ICB	ICB	
CARE CPN Management	ICB	ICB	
Call by Call	\$10.00	\$50.00	
Additional Trunk Groups			
- Up to 3	\$10.00	\$10.00	
- 4 or More	ICB	ICB	
Customer Originated Trace	N/A	\$ 5.00	

(M) - Material now found on this page was previously located on Page 78.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK SERVICES, (CONT'D.)

11.2 Bonded Integrated Service Offerings

11.2.1 VersiPak Mach2 Service

A. Description

VersiPak Mach2 Service consists of 3.0 Mbps of Integrated voice and Internet bandwidth. Customers may purchase up to 36 equivalent voice channels with any of the remaining bandwidth sold as Internet bandwidth CIR. The voice channels may be analog (lines or trunks), digital (trunks or PRI) or a combination of both analog and digital. The OutBurst SB is an IAD that integrates voice and data services into a single shared uplink that can provide maximum efficiency by dynamically allocating bandwidth between voice and data. The SB has a built-in Fast Ethernet interface and three universally configurable slots. One of the slots is used for the uplink to the PPN. The other two slots can be configured for analog or digital voice. The analog voice module supports up to 12 POTS interfaces. One or two of these modules may be used in a SB. The digital voice module supports one DS1 with up to 24 DS0 channels. The voice configuration must fit within the card port capacity of the FXS, FXO and/or DS1v cards.

<u>VersiPak Mach2</u>	<u>Minimum</u>	<u>Maximum</u>	<u>CIR</u>	<u>PIR</u>
Voice	8 Channels	36 Channels	N/A	N/A
Internet*	512 Kbps (8 Channels)	2304 Kbps	Customer Specific	3 Mbps
Voice & Internet	36 Channels	48 Channels	N/A	N/A

*\*Total Internet throughput is less than the actual CIR due to the bandwidth used for packet headers.*

- Internet channels must be ordered in increments of 256 Kbps.
- Peak Information Rate (PIR) is equal to the total voice and Internet bandwidth.

The VersiPak Mach2 Customer who selects line based channels is also eligible to purchase the Premium Feature Package defined in Section 5.16.

(T)  
(T)

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK SERVICES, (CONT'D.)

11.2 Bonded Integrated Service Offerings, (Cont'd.)

11.2.2 VersiPak Mach3 Service

A. Description

The VersiPak Mach3 consists of 4.5 Mbps of Integrated voice and Internet bandwidth. Customers may purchase up to 36 (dependant on IAD card configuration) equivalent voice channels with any of the remaining bandwidth sold as the Internet bandwidth CIR. The voice channels may be analog (lines or trunks), digital (trunks or PRI) or a combination of both and must fit the IAD card configuration. The OutBurst SB is an IAD that integrates voice and data services into a single shared uplink that can provide maximum efficiency by dynamically allocating bandwidth between voice and data. The SB has a built-in Fast Ethernet interface and three universally configurable slots. One of the slots is used for the uplink to the PPN. The other two slots can be configured for analog or digital voice. The analog voice module supports up to 12 POTS interfaces. One or two of these modules may be used in a SB. The digital voice module supports one DS1 with up to 24 DS0 channels. The voice configuration must fit within the card port capacity of the FXS, FXO and/or DS1v cards.

<u>VersiPak Mach3</u>	<u>Minimum</u>	<u>Maximum</u>	<u>CIR</u>	<u>PIR</u>
Voice	8 Channels	36 Channels	N/A	N/A
Internet*	2048 Kbps	3584 Kbps	Customer Specific	4.5 Mbps
Voice & Internet	56 Channels	72 Channels	N/A	N/A

*\*Total Internet throughput is less than the actual CIR due to the bandwidth used for packet headers.*

- Internet channels must be ordered in increments of 512 kbps.
- Peak Information Rate (PIR) is equal to the total voice and Internet bandwidth.

The VersiPak Mach3 Customer who selects line based channels is also eligible to purchase the Premium Feature Package defined in Section 5.16.

(T)  
(T)

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK® SERVICES, (CONT'D.)

11.3 VersiPak® Flex T and Power T Products

The following service packages are available as equipment and facilities permit.

11.3.1 VersiPak® Flex T-6

A. Description

VersiPak® Flex T-6 Service provides six business lines or terminals and 384K Internet Access on DS1 access. It offers flat rated local service, six voice mail boxes, 30 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 3,000 minutes of long distance usage.

(C)  
 (D)  
 |  
 |  
 (D)

For the Customer who selects line based channels, the Select Feature Package defined in Section 5.16 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package as defined in Section 5.16.

(T)  
 |  
 (T)

Default signal type may be loop or ground. Service is provided on two-wire only. Requires AC power.

B. Maximum Rates and Charges (All Markets)

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$1,000.00	\$750.00	\$675.00	\$600.00
Nonrecurring Charge – Initial	\$ 350.00	\$350.00	\$350.00	\$350.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK® SERVICES, (CONT'D.)

11.3 VersiPak® Flex T and Power T Products, (Cont'd.)

11.3.2 VersiPak® Flex T-12

A. Description

VersiPak® Flex T-12 Service provides 12 business lines or terminals and 512K Internet Access on DS1 access. It offers flat rated local service, 12 voice mail boxes, 30 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage.

(C)  
 (D)  
 |  
 |  
 |  
 |  
 (D)

For the Customer who selects line based channels, the Select Feature Package defined in Section 5.16 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package as defined in Section 5.16.

(T)  
 |  
 (T)

Default signal type may be loop or ground. Service is provided on two-wire only. Requires AC power.

B. Maximum Rates and Charges (All Markets)

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$1,200.00	\$950.00	\$750.00	\$700.00
Nonrecurring Charge – Initial	\$ 350.00	\$350.00	\$350.00	\$350.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK® SERVICES, (CONT'D.)

11.3 VersiPak® Flex T and Power T Products, (Cont'd.)

11.3.3 VersiPak® Flex T-24

A. Description

VersiPak® Flex T-24 Service provides 24 business lines or terminals and 1024K Internet Access on DS1 access. It offers flat rated local service, 24 voice mail boxes, 30 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage.

(C)  
 (D)  
 |  
 |  
 |  
 |  
 (D)

For the Customer who selects line based channels, the Select Feature Package defined in Section 5.16 is available at no additional charge. The Customer is also eligible to purchase the Premium Feature Package as defined in Section 5.16.

(T)  
 |  
 (T)

Default signal type may be loop or ground. Service is provided on two-wire only. Requires DC power.

B. Maximum Rates and Charges (All Markets)

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$1,750.00	\$1,350.00	\$1,150.00	\$1,050.00
Nonrecurring Charge – Initial	\$ 600.00	\$ 600.00	\$ 600.00	\$ 600.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK® SERVICES, (CONT'D.)

11.3 VersiPak® Flex T and Power T Products, (Cont'd.)

11.3.4 VersiPak® Power T-12

A. Description

VersiPak® Power T-12 Service provides 12 analog, digital or PRI Trunks with the remainder to be used for Internet Access, not to exceed a DS1 maximum. It offers flat rated local service, 30 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. For Customers utilizing Analog Trunks, Service includes up to 100 Individual Telephone Numbers. For Customers utilizing Digital Trunks, Service includes: Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indicies at no additional charge. For Customers utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. PRI Customers may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge.

(C)

Analog Trunks default signal type may be loop or ground, Line Code/Framing B8Za-ESF. Service may be provisioned as inward only. Requires DC power.

Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way. Requires DC power.

PRI Service is provisioned only as standard switch protocol option 5E, N1-2, N1-1, Line Coding B8Za – ESF, Pulsing ISDN. Customer yields to glare. Requires DC Power.

B. Maximum Rates and Charges (All Markets)

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$1,500.00	\$1,150.00	\$950.00	\$750.00
Nonrecurring Charge – Initial	\$ 300.00	\$ 300.00	\$300.00	\$350.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK® SERVICES, (CONT'D.)

11.3 VersiPak® Flex T and Power T Products, (Cont'd.)

11.3.5 VersiPak® Power T-24

A. Description

VersiPak® Power T-24 Service provides 24 digital trunks or PRIs with the remainder to be used for Internet Access, not to exceed a 2xDS1 maximum. It offers flat rated local service, 30 email addresses, 1 GB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. For Customers utilizing Digital Trunks, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. Digital Trunk Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indicies at no additional charge. For Customers utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. PRI Customers may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge.

(C)

Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way. Requires DC power.

PRI service is provisioned only as standard, switch protocol option 5E, N1-2, N1-1, Line Coding B8ZA-ESF, Pulsing ISDN. Customer yields to glare. Requires DC power.

B. Maximum Rates and Charges (All Markets)

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$2,000.00	\$1,650.00	\$1,400.00	\$1,350.00
Nonrecurring Charge – Initial	\$ 600.00	\$ 600.00	\$ 600.00	\$ 600.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

SECTION 11 - INTEGRATED BUSINESS LINE /VERSIPAK® SERVICES, (CONT'D.)

11.3 VersiPak® Flex T and Power T Products, (Cont'd.)

11.3.6 VersiPak® Power T-48

A. Description

VersiPak® Power T-48 Service provides 48 digital trunks or PRIs with the remainder to be used for Internet Access, not to exceed a 3xDS1 maximum. It offers flat rated local service, 60 email addresses, 3 GB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. For Customers utilizing Digital Trunks, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. Digital Trunk Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indicies at no additional charge. For Customers utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. PRI Customers may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge.

(T)

Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way. Requires DC power.

PRI service is provisioned only as standard, switch protocol option 5E, N1-2, N1-1, Line Coding B8ZA-ESF, Pulsing ISDN. Customer yields to glare. Requires DC power.

B. Maximum Rates and Charges (All Markets)

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>60 Month Term</u>
Monthly Recurring Charge	\$2,400.00	\$2,000.00	\$1,800.00	\$1,675.00
Nonrecurring Charge – Initial	\$ 600.00	\$ 600.00	\$ 600.00	\$ 600.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

## CURRENT PRICE LIST, (CONT'D.)

Business Features – Grandfathered

**This part of this service is grandfathered and is only available to existing Customers at existing locations without modification as of October 25, 2009.**

<u>Feature</u>	<u>Maximum Monthly Recurring Charges</u>	<u>Maximum Nonrecurring Charge</u>
Three-Way Calling	\$3.50	\$0.00
Call Forwarding	\$4.70	\$0.00
Busy Don't Answer Variable		
Call Waiting	\$6.70	\$0.00
Speed Calling		
8 Number List	\$2.70	\$0.00
30 Number List	\$4.00	\$0.00
Call Transfer	\$5.40	\$0.00
Caller ID with Number Delivery	\$6.70	\$0.00
Caller ID Blocking	\$0.00	\$0.00
Last Call Return	\$2.70	\$0.00

Business Features (Section 5.1)

**This part of this service is grandfathered and is only available to existing Customers at existing locations without modification as of February 26, 2010.**

(T)  
(T)

<u>Feature</u>	<u>Maximum Monthly Recurring Charges</u>	<u>Maximum Nonrecurring Charge</u>
Calling Number Delivery	\$0.00	\$0.00
Calling Number Transmission	\$0.00	\$0.00
Calling Name Transmission	\$0.00	\$0.00
E911 CPN Management	\$0.00	ICB
CARE CPN Management	ICB	ICB
Call by Call	\$0.00	\$0.00
Additional Trunk Groups		
- Up to 3	\$0.00	\$0.00
- 4 or More	ICB	ICB
Customer Originated Trace	N/A	\$2.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

---

CURRENT PRICE LIST, (CONT'D.)

Blocking Service (Section 5.2)

Recurring and Nonrecurring Charges

All LATA's	Monthly Recurring	Nonrecurring	(T)
<u>Type of Blocking</u>	<u>Charges</u>	<u>Charges</u>	
Call Blocking:	\$0.00	\$0.00	(T)
Toll Restriction:	\$0.00	\$0.00	
Billing Restriction:	\$0.00	\$0.00	(T)

---

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

Listings (Section 5.3)

<u>Type of Listing</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>	
Main Standard Listing – Local Exchange	\$0.00	\$0.00	
Main Standard Listing – Foreign Exchange	\$5.00 (I)	\$10.00 (I)	
Additional Main Listing	\$0.00	\$7.50 (I)	
Additional Listing	\$5.00 (I)	\$10.00 (I)	
CD-ROM White Pages Listing	ICB	ICB	(N)
Extra Listing Lines	\$5.00 (I)	\$10.00 (I)	
Alternate Call Listing	\$5.00 (I)	\$10.00 (I)	
Alternate User Listing	\$5.00 (I)	\$10.00 (I)	
Cross Reference Listing	\$5.00 (I)	\$10.00 (I)	
Suite Listing	\$5.00 (I)	\$10.00 (I)	
Move / Change Charge	N/A (T)	\$10.00 (I)	
Late Charge	N/A (T)	\$25.00	

Non-Published Service Section 5.4

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>	(C)
Non-Published Service	\$2.70 (I)	\$10.00 (I)	
Move/Change Charge	N/A	\$10.00 (I)	
Late Charge	N/A	\$25.00	(C)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

CURRENT PRICE LIST, (CONT'D.)

Non-Listed Service (Section 5.5)

	Monthly Recurring Charge	Nonrecurring Charge	(C)
Non-Listed Service	\$2.18 (I)	\$10.00 (I)	
Move/Change Charge	N/A	\$10.00 (I)	
Late Charge	N/A	\$25.00	(C)

Hunting (Section 5.7)

All LATA's

A. Series Completion Hunting Rates and Charges

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

B. Multi-Line Hunting Rates and Charges

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

Directory Assistance (Section 5.8)

Directory Assistance, per Query	\$ 0.90	(T)
National Directory Assistance, per Query	\$ 0.90	
Call Completion, Charge per Call Completed	\$ 0.35	(T)

Operator Services (Section 5.9)

Customer Dialed Calling Card	\$ 0.50
Operator Dialed Calling Card	\$ 0.85
Person-to-Person	\$ 3.50
Collect	\$ 1.30
Third Number Billed	\$ 1.30
All Other Operator Assistance	\$ 1.30

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

CURRENT PRICE LIST, (CONT'D.)

Foreign Exchange Services (Section 4.6.3)

(M,T)

The Company's Foreign Exchange Service is available in the following configurations:

A. Business Expansion Service (BES) – inbound only, intraLATA only service.

Local Access Service	See Section 4.5 for Voice T1; 4.9 for Complete Lines/Trunks; 4.10 for tw telecom Channel 12 Service; 4.11 for Complete Dynamic One; 4.12 for VersiPak® Lines and Trunks	
Individual Telephone Numbers	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, per rate center	\$40.00	\$0.00
Interoffice Transport	n/a	n/a

B. Expanded Exchange Service (EES) - two way, intraLATA only service.

Local Access Service	See Section 4.5 for Voice T1; 4.9 for Complete Lines/Trunks; 4.10 for tw telecom Channel 12 Service; 4.11 for Complete Dynamic One; 4.12 for VersiPak® Lines and Trunks	
Individual Telephone Number	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, Per trunk, line or channel	\$20.85	\$0.00
Per PRI	\$500.00	\$0.00
Interoffice Transport	n/a	n/a

(M,T)

(M) – Certain material previously found on this page is now located on Page 339.1.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

Foreign Exchange Services, (Cont;d,) (Section 4.6.3)

(M,T)

C. Intercity Switched Service (ISS)

Local Access Service	See Section 4.5 for Voice T1; 4.9 for Complete Lines/Trunks; 4.10 for tw telecom Channel 12 Service; 4.11 for Complete Dynamic One; 4.12 for VersiPak® Lines and Trunks	
Individual Telephone Numbers	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, per rate center	\$100.00	\$0.00
Interoffice Transport	Provided pursuant to Private Line Tariff or ICB	

D. One Reach - one way (VirtualReach) or two way (LocalReach)

Local Access Service	See Section 4.5 for Voice T1	
Individual Telephone Numbers	See Section 5.10	
	Monthly Recurring Charge	Nonrecurring Charge
FX Premium Charge, LocalReach per DS1 Equivalent	\$300.00	\$0.00
FX Premium Charge, VirtualReach, per DS1 Equivalent	\$250.00	\$0.00
Interoffice Transport, LocalReach per DS1 Equivalent	\$75.00	\$0.00
Interoffice Transport, VirtualReach, per DS1 Equivalent	\$50.00	\$0.00
Individual Telephone Numbers Per Number	\$0.20 (R)	\$0.35
Additional Rate Center, each	\$25.00	\$0.00

(M,T)  
(N)

(M) – Certain material now found on this page was previously located on Page 339.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

Complete Lines/Trunks Service (Section 4.9)

A. Nonrecurring Charges

	Month to	12	24	36
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
Tucson	\$20.00	\$20.00	\$20.00	\$20.00

B. Monthly Recurring Charges

Complete Lines/Trunks (with DS1 access facility) per line or trunk

	Month to	12	24	36
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
Tucson B Channel per Line/Trunk	\$40.50	\$40.50	\$36.45	\$34.43
D Channel per DS1 Acces Facility	\$110.00	\$110.00	\$ 99.00	\$93.50

(D)  
(D)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

## CURRENT PRICE LIST, (CONT'D.)

Individual Telephone Numbers (Section 5.10)

Monthly Recurring Charge per Number	\$0.15 (R)
Nonrecurring Charge per Number	\$0.35

Disaster Routing Service\*(Section 5.11)

## Charge Per Trunk Group Rerouted

	Monthly Recurring Charge	Nonrecurring Charge	Move Charge	Change Charge	Restore Charge
1 Call Path, 12 Month Term	\$50.00	\$250.00	\$250.00	\$50.00	\$250.00
1 Call Path 24 Month Term	\$45.00	\$200.00	\$200.00	\$50.00	\$200.00
1 Call Path 36 Month Term	\$40.00	\$150.00	\$150.00	\$50.00	\$150.00
1 Call Path, 60 Month Term	\$40.00	\$150.00	\$150.00	\$50.00	\$150.00
Multiple Call Paths, 12 Month Term	\$65.00	\$250.00	\$250.00	\$50.00	\$250.00
Multiple Call Paths, 24 Month Term	\$55.00	\$200.00	\$200.00	\$50.00	\$200.00
Multiple Call Path, 36 Month Term	\$50.00	\$150.00	\$150.00	\$50.00	\$150.00
Multiple Call Path, 60 Month Term	\$50.00	\$150.00	\$150.00	\$50.00	\$150.00

\*This service is limited to the Company's Customers of record as of February 9, 2007.

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

## CURRENT PRICE LIST, (CONT'D.)

Automatic Reroute Service (Section 5.15)

<u>Automatic Reroute</u>	Per Trunk Group Rerouted	
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Up to 6 Call Paths	\$ 10.00	\$100.00
Up to 12 Call Paths	\$ 20.00	\$100.00
Up to 18 Call Paths	\$ 30.00	\$100.00
Up to 24 Call Paths	\$ 40.00	\$100.00
Up to 30 Call Paths	\$ 50.00	\$100.00
Up to 36 Call Paths	\$ 60.00	\$100.00
Up to 42 Call Paths	\$ 70.00	\$100.00
Up to 48 Call Paths	\$ 80.00	\$100.00
Up to 54 Call Paths	\$ 90.00	\$100.00
Up to 60 Call Paths	\$100.00	\$100.00
Up to 66 Call Paths	\$110.00	\$100.00
Up to 72 Call Paths	\$120.00	\$100.00
Up to 78 Call Paths	\$130.00	\$100.00
Up to 84 Call Paths	\$140.00	\$100.00
Up to 90 Call Paths	\$150.00	\$100.00
Up to 96 Call Paths	\$160.00	\$100.00

Emergency Reroute Service (Section 5.12)

Charge per Reroute Occurrence	\$250.00
-------------------------------	----------

Busy Verification, Interrupt and Customer Originated Trace Service (Section 5.13)

Verification Charge, each request	\$3.00	(T)
Interrupt Charge, each request	\$6.00	
Customer Originated Trace, each traced call	\$2.00	(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

VersiPak Flex® T and Power® T Products (Section 11.3) (T)

1. VersiPak Flex® T - Phoenix (T)

a. This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of February 26, 2010. (T)

VersiPak® Flex T-6 (T)

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$550.00	\$445.00	\$355.00	\$290.00
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00

VersiPak® Flex T-12 (T)

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$625.00	\$525.00	\$430.00	\$365.00
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00

VersiPak® Flex T-24 (T)

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$1,150.00	\$900.00	\$750.00	\$700.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

b. Current Rates and Charges (N)

VersiPak Flex® T-6

	<u>per Line or Trunk</u>			
	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$550.00	\$426.00	\$340.00	\$290.00
Nonrecurring Charge - Initial	\$350.00	\$350.00	\$350.00	\$350.00

VersiPak Flex® T-12

	<u>per Line or Trunk</u>			
	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$625.00	\$458.00	\$375.00	\$338.00
Nonrecurring Charge - Initial	\$350.00	\$350.00	\$350.00	\$350.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

VersiPak Flex® T and Power® T Products (Section 11.3), (Cont'd.) (T)

1. VersiPak Flex® T - Phoenix, (Cont'd.) (T)

b. Current Rates and Charges, (Cont'd.) (N)

VersiPak Flex® T-24

	<u>per Line or Trunk</u>				
	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$920.00	\$720.00	\$600.00	\$560.00	
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00	(N)

2. VersiPak Power® T- Phoenix (T)

a. This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of February 26, 2010.

VersiPak Power® T-12 (T)

	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$1,025.00	\$680.00	\$550.00	\$455.00	
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00	

VersiPak Power® T- 24 (T)

	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$1,350.00	\$1,100.00	\$950.00	\$900.00	
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00	

VersiPak Power® T-48 (T)

	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$1,600.00	\$1,350.00	\$1,200.00	\$1,150.00	
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00	

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

VersiPak Flex® T and Power® T Products (Section 11.3), (Cont'd.) (T)

2. VersiPak Power® T- Phoenix, (Cont'd.) (T)

b. Current Rates and Charges (N)

VersiPak Power® T-12

	<u>per Line or Trunk</u>			
	12 Month	24 Month	36 Month	60 Month
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$783.00	\$550.00	\$469.00	\$400.00
Nonrecurring Charge - Initial	\$300.00	\$300.00	\$300.00	\$300.00

VersiPak Power® T- 24

	<u>per Line or Trunk</u>			
	12 Month	24 Month	36 Month	60 Month
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$920.00	\$720.00	\$600.00	\$560.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

VersiPak Power® T-48

	<u>per Line or Trunk</u>			
	12 Month	24 Month	36 Month	60 Month
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$1,360.00	\$1,148.00	\$1,020.00	\$978.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

VersiPak Flex® T and Power® T Products (Section 11.3)

3. VersiPak Flex® T- Tucson

a. This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of February 26, 2010.

VersiPak Flex® T-6

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$750.00	\$575.00	\$450.00	\$400.00
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00

VersiPak Flex® T-12

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$825.00	\$650.00	\$525.00	\$475.00
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00

VersiPak Flex® T-24

	12 Month <u>Term</u>	24 Month <u>Term</u>	36 Month <u>Term</u>	60 Month <u>Term</u>
Monthly Recurring Charge	\$1,150.00	\$900.00	\$750.00	\$700.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

b. Current Rates and Charges

VersiPak Flex® T-6

	12 Month <u>Term</u>	<u>per Line or Trunk</u>		60 Month <u>Term</u>
		24 Month <u>Term</u>	36 Month <u>Term</u>	
Monthly Recurring Charge	\$550.00	\$445.00	\$355.00	\$290.00
Nonrecurring Charge - Initial	\$350.00	\$350.00	\$350.00	\$350.00

VersiPak Flex® T-12

	12 Month <u>Term</u>	<u>per Line or Trunk</u>		60 Month <u>Term</u>
		24 Month <u>Term</u>	36 Month <u>Term</u>	
Monthly Recurring Charge	\$625.00	\$525.00	\$430.00	\$365.00
Nonrecurring Charge - Initial	\$350.00	\$350.00	\$350.00	\$350.00

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

CURRENT PRICE LIST, (CONT'D.)

VersiPak Flex® T and Power® T Products (Section 11.3), (Cont'd.) (T)

3. VersiPak Flex® T - Tucson, (Cont'd.) (T)

b. Current Rates and Charges, (Cont'd.) (N)

VersiPak Flex® T-24

	<u>per Line or Trunk</u>				
	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$1,150.00	\$900.00	\$750.00	\$700.00	
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00	(N)

4. VersiPak Power® T- Tucson (T)

a. This section of rates is grandfathered and is only available to existing Customers at existing locations without modification as of February 26, 2010. (T)

VersiPak® Power T-12 (T)

	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$1,025.00	\$750.00	\$625.00	\$575.00	
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00	(T)

VersiPak® Power T- 24 (T)

	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$1,350.00	\$1,100.00	\$950.00	\$900.00	
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00	(T)

VersiPak® Power T-48 (T)

	12 Month	24 Month	36 Month	60 Month	
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>	
Monthly Recurring Charge	\$1,600.00	\$1,350.00	\$1,200.00	\$1,150.00	
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00	(T)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZI1001

CURRENT PRICE LIST, (CONT'D.)

tw telecom One Solution: Connect (Section 12)

Rates and Charges

One Trunk

	<u>24 Month Term</u>	<u>36 Month Term</u>
Monthly Recurring Charge	\$375.00	\$340.00
Nonrecurring Charge – Initial	\$500.00	\$500.00
Nonrecurring Charge – Each Add'l	\$500.00	\$500.00

Two Trunks

	<u>24 Month Term</u>	<u>36 Month Term</u>
Monthly Recurring Charge	\$750.00	\$540.00
Nonrecurring Charge – Initial	\$1,000.00	\$1,000.00
Nonrecurring Charge – Each Add'l	\$1,000.00	\$1,000.00

Three Trunks

	<u>24 Month Term</u>	<u>36 Month Term</u>
Monthly Recurring Charge	\$1,070.00	\$970.00
Nonrecurring Charge – Initial	\$1,500.00(I)	\$1,000.00(I)
Nonrecurring Charge – Each Add'l	\$1,500.00(I)	\$1,000.00(I)

Four Trunks

	<u>24 Month Term</u>	<u>36 Month Term</u>
Monthly Recurring Charge	\$1,425.00	\$1,290.00
Nonrecurring Charge – Initial	\$1,500.00(I)	\$1,000.00(I)
Nonrecurring Charge – Each Add'l	\$1,500.00(I)	\$1,000.00(I)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

VersiPak® Flex T and Power T Products (Section 11.3), (Cont'd.)

(T)

4. VersiPak Power® T- Tucson, (Cont'd.)

(T)

b. Current Rates and Charges, (Cont'd.)

(N)

VersiPak® Power T-12

	<u>per Line or Trunk</u>			
	12 Month	24 Month	36 Month	60 Month
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$1,025.00	\$680.00	\$550.00	\$455.00
Nonrecurring Charge - Initial	\$300.00	\$300.00	\$300.00	\$300.00

VersiPak Power® T- 24

	<u>per Line or Trunk</u>			
	12 Month	24 Month	36 Month	60 Month
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$1,350.00	\$1,100.00	\$950.00	\$900.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

VersiPak Power® T-48

	<u>per Line or Trunk</u>			
	12 Month	24 Month	36 Month	60 Month
	<u>Term</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
Monthly Recurring Charge	\$1,600.00	\$1,350.00	\$1,200.00	\$1,150.00
Nonrecurring Charge - Initial	\$500.00	\$500.00	\$500.00	\$500.00

(N)

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

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

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

4. Remote Call Forwarding - All LATAs

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

B. Connection Charges

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

C. Trial Period

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

Issued: January 27, 2010

Effective: February 26, 2010

Issued by: Lyndall Nipps, Vice President - Regulatory Affairs  
 10475 Park Meadows Drive, Suite 400  
 Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

Digital Trunk and PRI Features (Section 5.25)

(N)

A	Calling Number Delivery	Monthly <u>Recurring Charges</u>	Nonrecurring <u>Charges</u>
	With Digital Trunk Service as part of an integrated product	Not Available	Not Available
	With PRI Service as part of an integrated product	\$0.00	\$0.00
	With Voice T1, where technically feasible	\$0.00	\$0.00
B.	Calling Name and Number Delivery	Monthly <u>Recurring Charges</u>	Nonrecurring <u>Charges</u>
	With Digital Trunk Service as part of VersiPak® Service	Not Available	Not Available
	With PRI Service as part of VersiPak Service	\$0.00	\$0.00
	With Complete Dynamic Service, Complete Lines & Trunks Service and Channel 12 Service per trunk group	\$50.00	\$0.00
	With Voice T1, where technically feasible	\$0.00	\$0.00
C.	Calling Name and Number Transmission	Monthly <u>Recurring Charges</u>	Nonrecurring <u>Charges</u>
	With Digital Trunk Service as part of an integrated product	\$0.00	\$0.00
	With PRI Service as part of an integrated product	\$0.00	\$0.00
	With Voice T1, where technically feasible	\$0.00	\$0.00
D.	E911 CPN Management	Monthly <u>Recurring</u> <u>Charges</u>	Nonrecurring <u>Charges</u>
	With Digital Trunk Service	Not Available	Not Available
	With PRI Service as part of an integrated product	ICB	ICB
	With Voice T1, where technically feasible	ICB	ICB

(N)

Date Issued: January 27, 2010

Date Effective: February 26, 2010

Issued By: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

E.	CARE CPN Management	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>	(N)
	With Digital Trunk Service	Not Available	Not Available	
	With PRI Service as part of an integrated product	ICB	ICB	
	With Voice T1, where technically feasible	ICB	ICB	
F.	Additional Trunk Groups	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>	
	With Digital Trunk Service as part of an integrated product			
	Up to 3 trunk groups	\$0.00	\$0.00	
	More than 3 trunk groups, per trunk group	\$50.00	\$50.00	
	With PRI Service as part of an integrated product			
	Up to 3 trunk groups	\$0.00	\$0.00	
	More than 3 trunk groups, per trunk group	\$50.00	\$50.00	
	With Voice T1, where technically feasible			
	Up to 3 trunk groups	\$0.00	\$0.00	
	More than 3 trunk groups, per trunk group	\$50.00	\$50.00	
G.	Call by Call	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>	
	With Digital Trunk Service	Not Available	Not Available	
	With PRI Service as part of an integrated product	\$0.00	\$0.00	
	With Voice T1, where technically feasible	\$0.00	\$0.00	
H.	Two-B Channel Transfer (TBCT)	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>	
	With Digital Trunk Service	Not Available	Not Available	
	With PRI Service as part of an integrated product	ICB	ICB	
	With Voice T1, where technically feasible	ICB	ICB	(N)

Date Issued: January 27, 2010

Date Effective: February 26, 2010

Issued By: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

I.	Call Transfer on Trunks	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
	With Digital Trunk Service, as part of an integrated service	ICB Not Available	ICB Not Available
	With PRI Service With Voice T1, where technically feasible	ICB	Available ICB
J.	Blocking Service - See Section 3.12 for details		
K.	Dialed Number Identification Service (DNIS)	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
	With Digital Trunk Service	Not Available	Not Available
	With PRI Service Per Trunk	\$5.00	\$0.00
L.	Additional Route Index	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
	With Digital Trunk Service, as part of an integrated product		
	Up to 3 route indexes per trunk group	\$0.00	\$0.00
	More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00
	With PRI Service, as part of an integrated product		
	Up to 3 route indexes per trunk group	\$0.00	\$0.00
	More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00
	With Voice T1, where technically feasible		
	Up to 3 route indexes per trunk group	\$0.00	\$0.00
	More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00

(N)

(N)

Date Issued: January 27, 2010

Date Effective: February 26, 2010

Issued By: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

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

M.	Redirecting Number on PRI	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
	With Digital Trunk Service, as part of an integrated product		
	Up to 3 route indexes per trunk group	\$0.00	\$0.00
	More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
	With PRI Service, as part of an integrated product		
	Up to 3 route indexes per trunk group	\$0.00	\$0.00
	More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
	With Voice T1, where technically feasible		
	Up to 3 route indexes per trunk group	\$0.00	\$0.00
	More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
N.	Redirected Dialed Number Identification Service (RDNIS)	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
	With Voice T1, where technically feasible, per T1	\$50.00	\$0.00

(N)  
-----  
(N)

Date Issued: January 27, 2010

Date Effective: February 26, 2010

Issued By: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZ11001

CURRENT PRICE LIST, (CONT'D.)

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

Voice Mail Service (Section 5.18)

Per Individual Mailbox, (Cont'd.)

All LATAs where available

Per Individual Mailbox (up to 100 Mail Addresses):

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

Recorded Announcement Service (Section 5.19)

All LATAs

Each Completed Local Recorded Announcement - \$0.80

Automatic Intercept Service (AIS) (Section 5.20)

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

(N)  
-----  
(N)

Date Issued: January 27, 2010

Date Effective: February 26, 2010

Issued By: Lyndall Nipps, Vice President - Regulatory Affairs  
10475 Park Meadows Drive, Suite 400  
Littleton, CO 80124

AZI1001