



NEW APPLICATION



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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

October 23, 2015
Via Overnight Delivery

Arizona Corporation Commission
DOCKETED

OCT 26 2015

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

T-03835A-15-0364

DOCKETED BY	JX
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**RE: ACN Communication Services, Inc.
Notification of Change in Company Name and Replacement Tariffs**

Docket Control:

The original and thirteen (13) copies of this notification, along with replacement tariffs, are submitted on behalf of ACN Communication Services, Inc. ("ACN" or "Company") to notify the Commission of a change in the Company name. ACN holds a Certificate of Convenience and Necessity ("CC&N") to provide Competitive Facilities-Based and Resold Local and Intrastate telecommunications services (Docket T-03835A, Decision Nos. 66618 and 62774) within the state of Arizona.

On July 24, 2015, ACN Communication Services, Inc., a Michigan corporation, underwent a statutory conversion to become ACN Communication Services, LLC, a Michigan limited liability company. The conversion of the Company to a limited liability company was merely a change in its corporate form accomplished through the filing of a Certificate of Conversion in Michigan and did not entail any merger or other transactions interrupting the existence of the Company. Enclosed as Exhibit A is a copy of the Certificate of Registration issued by the Arizona Corporation Commission and a copy of the Michigan Certificate of Conversion.

The change in corporate form will have no customer impact, as the name reflected in all customer communications (bills, notices, customer service, etc.) will remain "ACN Communication Services." Therefore, customer notice was not required. However, a bill message notice is being provided to customers stating: "ACN Communication Services, Inc.' has converted to a limited liability company and its name is now 'ACN Communication Services, LLC'. This change will be processed by the appropriate authority(ies) in your state, but it will not affect your service or rates, including any of your rights or obligations."

Enclosed as Exhibit B are replacement tariffs, Arizona Tariff No. 4 (Interexchange), No. 5 (Local Exchange) and No. 6 (Access), replacing tariffs issued under the name of ACN Communication Services, Inc. in their entirety. No changes have been made to the tariffs except to reflect the change in Company name and to sequentially number the pages and correct section numbering as necessary.

October 23, 2015
Docket Control Center
Arizona Corporation Commission
RE: ACN Communication Services, Inc.
Notification of Change in Company Name and Replacement Tariffs
Page 2

The Company requests the Commission to change the Company's name to ACN Communication Services, LLC in all Commission records , including updating of the Company's CC&N, to reflect the change in Company name and respectfully requests an effective date of November 25, 2015 for the enclosed tariffs.

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

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to sthomas@tminc.com. Thank you for your assistance in this matter.

Sincerely,



Sharon Thomas
Consultant to ACN Communication Services, LLC

cc: Legal Department - ACN Comm Serv
file: ACN Comm Serv - Arizona
tms: AZx1503

Enclosures
ST/sp

ACN Communication Services, LLC

Exhibit A

Arizona Certificate of Registration
Michigan Certificate of Conversion

STATE OF ARIZONA



Office of the
CORPORATION COMMISSION

CERTIFICATE OF REGISTRATION

To all to whom these presents shall come, greeting:

I, Jodi A. Jerich, Executive Director of the Arizona Corporation Commission, do hereby certify that

*****ACN COMMUNICATION SERVICES, LLC*****

a foreign limited liability company organized under the laws of the jurisdiction of Michigan did obtain a Certificate of Registration in Arizona on the 24th day of November 1999.

This certificate relates only to the legal authority of the above named entity as of the date issued. This certificate is not to be construed as an endorsement, recommendation, or notice of approval of the entity's condition or business activities and practices.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the Arizona Corporation Commission. Done at Phoenix, the Capital, this 21st Day of October, 2015, A. D.



Jodi A. Jerich

Jodi A. Jerich, Executive Director

By: *[Signature]*

SEP 15 2015

AUG 11 2015

05260139

FILE NO. R-2025381-4

FILE NO. R-2025381-4

AZ CORPORATION COMMISSION
FILED

**APPLICATION FOR REGISTRATION
OF FOREIGN LIMITED LIABILITY COMPANY**

OCT 13 2015

Please read Instructions LQ251

R-2025381-4

FILE NO.

1. ENTITY TYPE - check only one to indicate the type of entity applying for registration:

LIMITED LIABILITY COMPANY

PROFESSIONAL LIMITED LIABILITY COMPANY

2. NAME IN STATE OR COUNTRY OF FORMATION (FOREIGN NAME) - enter the exact, true name of the foreign LLC:

ACN Communication Services, LLC

3. NAME TO BE USED IN ARIZONA (ENTITY NAME) - identify the name the foreign LLC will use in Arizona by checking 3.1 or 3.2 (check only one), and follow instructions:

3.1 Name in state or country of formation, with no changes or additions - go to number 4 and continue.

3.2 Fictitious name - check this if the foreign LLC's name in its state or country of formation is not available for use in Arizona or if that name does not contain an LLC identifier, and enter the name in number 3.3 below. NOTE - a resolution of the company adopting the fictitious name must be attached to and submitted with this form.

3.3 If you checked 3.2, enter or print the name to be used in Arizona:

4. PROFESSIONAL LIMITED LIABILITY COMPANY SERVICES - If professional LLC is checked in number 1 above, describe the professional services that the professional LLC will provide (examples: law firm, accounting, medical):

5. FOREIGN DOMICILE - list the state or country in which the foreign LLC was formed:
Michigan

6. DATE OF FORMATION IN FOREIGN DOMICILE: 07/24/2015

7. PURPOSE OR GENERAL CHARACTER OF BUSINESS - describe or state the purpose of the foreign LLC or the general character of the business it proposes to transact in Arizona:
Telecommunications Reseller

8. STATUTORY AGENT IN ARIZONA:					
8.1 REQUIRED - give the name (can be an individual or an entity) and <i>physical or street address</i> (not a P.O. Box) in Arizona of the statutory agent:			8.2 OPTIONAL - Mailing address in Arizona of statutory agent, if different from street address (can be a P.O. Box):		
CT Corporation System					
Statutory Agent Name (required)					
Attention (optional)			Attention (optional)		
3800 North Central Avenue					
Address 1			Address 1		
Suite 460					
Address 2 (optional)		AZ	85012		
City	Phoenix	State	Zip	City	State Zip
8.3 REQUIRED - the <u>Statutory Agent Acceptance</u> form M002 must be submitted along with this Application For Registration.					

9. PRINCIPAL OFFICE ADDRESS - FOREIGN DOMICILE STREET ADDRESS - *see Instructions L0251* - give the **physical or street address** (not a P. O. Box) of the foreign LLC required to be maintained in its state of organization, or, if not so required, of the foreign LLC's statutory agent in its state or country of organization:

Attention (optional)		
30600 Telegraph Road		
Address 1		
Suite 2345		
Address 2 (optional)		
Bingham Farms	MI	48025
City	State or Province	Zip
Country	UNITED STATES	

10. OPTIONAL - ARIZONA KNOWN PLACE OF BUSINESS ADDRESS:

- 10.1** Is the Arizona known place of business street address the same as the street address of the statutory agent? Yes - go to the next page and continue.
 No - complete number 10.2 and continue.
- 10.2** If you answered "no" to number 10.1, give the physical or street address (not a P.O. Box) of the known place of business of the LLC in Arizona:

Attention (optional)		
Address 1		
Address 2 (optional)		
City	State or Province	Zip
Country		

COMPLETE NUMBER 11 OR NUMBER 12 – NOT BOTH.

- 11. **MANAGER-MANAGED LLC** – see *Instructions L025i* – check this box If management of the LLC is vested in a manager or managers, and complete and attach the Manager Structure Attachment form L040. *The filing will be rejected if it is submitted without the attachment.*
- 12. **MEMBER-MANAGED LLC** – see *Instructions L025i* – check this box if management of the LLC is reserved to the members, and complete and attach the Member Structure Attachment form L041. *The filing will be rejected if it is submitted without the attachment.*
- 13. **SIGNATURE:** By checking the box marked "I accept" below, I acknowledge *under penalty of perjury* that this document together with any attachments is submitted in compliance with Arizona law.

I ACCEPT

TECHNOLOGIES MANAGEMENT INC.
AS ATTORNEY-IN-FACT
BY SHARON THOMAS, CONSULTANT

Signature:  Printed Name: _____ Date: 9-14-15

REQUIRED – check only one and fill in the corresponding blank if signing for an entity:

<input type="checkbox"/> I am the Individual Manager of this manager-managed LLC or I am signing for an entity manager named:	<input type="checkbox"/> I am a Member of this member-managed LLC or I am signing for an entity member named:	<input checked="" type="checkbox"/> I am a duly authorized agent for this LLC.
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Filing Fee: \$150.00 (regular processing) Expedited processing – add \$35.00 to filing fee. All fees are nonrefundable – see Instructions.	Mail: Arizona Corporation Commission – Corporate Filings Section 1300 W. Washington St., Phoenix, Arizona 85007 Fax: 602-542-4100
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Please be advised that A.C.C. forms reflect only the minimum provisions required by statute. You should seek private legal counsel for those matters that may pertain to the individual needs of your business.
 All documents filed with the Arizona Corporation Commission are public record and are open for public inspection.
 If you have questions after reading the Instructions, please call 602-542-3026 or (within Arizona only) 800-345-5819.

Clear Form

Print Form

DO NOT WRITE ABOVE THIS LINE; RESERVED FOR ACC USE ONLY.

STATUTORY AGENT ACCEPTANCE

Please read Instructions M002i

1. **ENTITY NAME** – give the **exact** name in Arizona of the corporation or LLC that has appointed the Statutory Agent (this must match exactly the name as listed on the document appointing the statutory agent, e.g., Articles of Organization or Article of Incorporation):

ACN Communication Services, LLC

2. **STATUTORY AGENT NAME** – give the exact name of the Statutory Agent appointed by the entity listed in number 1 above (this will be *either* an individual or an entity). **NOTE** - the name must match **exactly** the statutory agent name as listed in the document that appoints the statutory agent (e.g. Articles of Incorporation or Articles of Organization), including any middle initial or suffix:

C T Corporation System

3. STATUTORY AGENT SIGNATURE:

By the signature appearing below, the individual or entity named in number 2 above accepts the appointment as statutory agent for the entity named in number 1 above, and acknowledges that the appointment is effective until the appointing entity replaces the statutory agent or the statutory agent resigns, whichever occurs first.

The person signing below declares and certifies *under penalty of perjury* that the information contained within this document together with any attachments is true and correct, and is submitted in compliance with Arizona law.

Jonker Vincent
Vice President & Assistant Secretary

10/12/2015

Signature

Printed Name

Date

REQUIRED – check only one:

<input type="checkbox"/> Individual as statutory agent: I am signing on behalf of myself as the individual (natural person) named as statutory agent.	<input checked="" type="checkbox"/> Entity as statutory agent: I am signing on behalf of the entity named as statutory agent, and I am authorized to act for that entity.
--	--

Filing Fee: none (regular processing) Expedited processing – not applicable. All fees are nonrefundable – see Instructions.	Mall: Arizona Corporation Commission - Corporate Filings Section 1300 W. Washington St., Phoenix, Arizona 85007 Fax: 602-542-4100
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Please be advised that A.C.C. forms reflect only the minimum provisions required by statute. You should seek private legal counsel for those matters that may pertain to the individual needs of your business. All documents filed with the Arizona Corporation Commission are public record and are open for public inspection. If you have questions after reading the Instructions, please call 602-542-3026 or (within Arizona only) 800-345-5819.

DO NOT WRITE ABOVE THIS LINE; RESERVED FOR ACC USE ONLY.

MEMBER STRUCTURE ATTACHMENT

1. **ENTITY NAME** – give the exact name of the LLC (foreign LLCs – give name in domicile state or country):

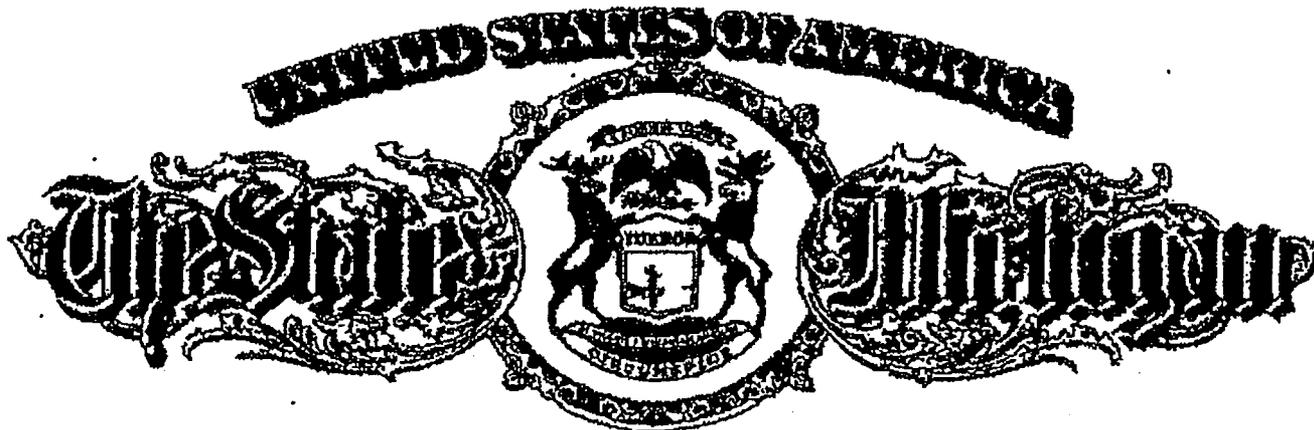
ACN Communication Services, LLC

2. **A.C.C. FILE NUMBER** (if known): _____

Find the A.C.C. file number on the upper corner of filed documents OR on our website at: <http://www.azcc.gov/Divisions/Corporations>

3. **MEMBERS** – give the name and address of **all Members**. If more space is needed, use another Member Structure Attachment form.

1. LKN Communications, Inc.			2.		
Name 1000 Progress Place			Name		
Address 1			Address 1		
Address 2 (optional) Concord		NC	28025		
City	State or Province	Zip	City	State or Province	Zip
Country	UNITED STATES		Country		
3.			4.		
Name			Name		
Address 1			Address 1		
Address 2 (optional)			Address 2 (optional)		
City	State or Province	Zip	City	State or Province	Zip
Country			Country		
5.			6.		
Name			Name		
Address 1			Address 1		
Address 2 (optional)			Address 2 (optional)		
City	State or Province	Zip	City	State or Province	Zip
Country			Country		
7.			8.		
Name			Name		
Address 1			Address 1		
Address 2 (optional)			Address 2 (optional)		
City	State or Province	Zip	City	State or Province	Zip
Country			Country		



Department of Licensing and Regulatory Affairs
 Lansing, Michigan

This is to Certify That

ACN COMMUNICATION SERVICES, LLC

was validly organized on July 24, 2015 as a Limited Liability Company. Said Limited Liability Company is validly in existence under the laws of this state and has satisfied its annual filing obligations.

This certificate is issued pursuant to the provisions of 1993 PA 23, as amended, to attest to the fact that the company is in good standing in Michigan as of this date.

This certificate is in due form, made by me as the proper officer, and is entitled to have full faith and credit given it in every court and office within the United States.



Sent by Facsimile Transmission
1331715

In testimony whereof, I have hereunto set my hand, in the City of Lansing, this 12th day of August, 2015

Alan J. Schafke, Director
Corporations, Securities & Commercial Licensing Bureau

**Michigan Department of
Licensing and Regulatory Affairs**

Filing Endorsement

This is to Certify that the

CERTIFICATE OF CONVERSION AND ARTICLES OF ORGANIZATION

for

**ACN COMMUNICATION SERVICES, INC.
ID Number: 10521A**

TO

**ACN COMMUNICATION SERVICES, LLC
ID Number: E6797H**

*received by facsimile transmission on July 24, 2015, is hereby endorsed filed on
July 24, 2015, by the Administrator.*

*The document is effective on the date filed, unless a
subsequent effective date within 90 days after
received date is stated in the document.*



*In testimony whereof, I have hereunto set my hand
and affixed the Seal of the Department, in the City of
Lansing, this 24th day of July, 2015.*

*, Director
Corporations, Securities & Commercial Licensing Bureau*

CSOL/CD-384 (Rev. 01/13)

MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS CORPORATIONS, SECURITIES & COMMERCIAL LICENSING BUREAU	
Date Received	(FOR BUREAU USE ONLY)
	This document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.
Name ACN Legal Department	
Address 1000 Progress Place	
City	State
Concord	North Carolina
ZIP Code	28028
EFFECTIVE DATE:	

Document will be returned to the name and address you enter above. If left blank, document will be returned to the registered office.

CERTIFICATE OF CONVERSION

For use by a Corporation Converting into a Business Organization

Pursuant to the provisions of Act 284, Public Acts of 1972 (profit corporations), Act 23, Public Acts of 1993 (limited liability companies), and Act 162, Public Acts of 1992 (nonprofit corporations), the undersigned corporation executes the following Certificate of Conversion.

1. Before Conversion

Entity Name: ACN Communication Services, Inc.		Entity ID: 10521A
Indicate (X) Entity Type	<input checked="" type="checkbox"/>	Domestic Profit Corporation
	<input type="checkbox"/>	Domestic Nonprofit Corporation
	Street Address, if different than the one provided in Item 3:	
	<input type="checkbox"/>	Foreign Profit Corporation
	<input type="checkbox"/>	Foreign Nonprofit Corporation

2. After Conversion

Entity Name: ACN Communication Services, LLC		
Indicate (X) Entity Type	<input type="checkbox"/>	Domestic Profit Corporation
	<input type="checkbox"/>	Domestic Nonprofit Corporation
	<input type="checkbox"/>	Foreign Profit Corporation
	<input type="checkbox"/>	Foreign Nonprofit Corporation
	<input checked="" type="checkbox"/>	Domestic Limited Liability Company
	<input type="checkbox"/>	Foreign Limited Liability Company
If the converting corporation is a domestic corporation that has not commenced business, has not issued any shares or memberships, and has not elected a board of directors, proceed to Item 8.		
If the converting corporation is a domestic corporation that has commenced business or a foreign corporation, proceed to Item 3.		

3. Surviving Business Organization

Governing Statute: Michigan Limited Liability Company Act (Act 23 of 1993)
Street Address: 1000 Progress Place, Concord, NC 28026
Principal Place of Business: 1000 Progress Place, Concord, NC 28025

4. Complete only if converting a profit corporation.

Designation and number of outstanding shares in each class and series <u>1,000 shares common stock</u>
Indicate class and series of shares entitled to vote <u>1 vote for each share of common stock</u>
Indicate class and series entitled to vote as a class, if any <u>N/A</u>
If the number of shares is subject to change prior to the effective date of the conversion, the manner in which the change may occur is as follows: <u>N/A</u>

5. Complete only if converting a nonprofit corporation and it is organized on a stock basis.

Designation and number of outstanding shares in each class _____
Indicate class of shares entitled to vote _____
Indicate class of shares entitled to vote as a class, if any _____
If the number of shares is subject to change prior to the effective date of the conversion, the manner in which the change may occur is as follows: _____

6. Complete only if converting a nonprofit corporation and it is organized on a membership basis.

For a corporation organized on a membership basis, state (a) a description of its members and (b) the number, classification, and voting rights of its members:

7. Complete only if converting a nonprofit corporation and it is organized on directorship basis.

For a corporation organized on a directorship basis, state (a) a description of the organization of its board and (b) the number, classification, and voting rights of its directors:

8. The manner and basis of converting the shares or memberships of the converting corporation into ownership interests or obligations of the surviving business organization, into cash, into other consideration that may include ownership interests or obligations of an entity that is not a party to the conversion, or into a combination of cash and other consideration.

On the effective date of the conversion, each of the shares of stock of the converting corporation outstanding immediately before the effective date, regardless of class, will be converted into membership interests of the surviving limited liability company. As a result, the sole shareholder of the converting corporation will be the sole member of the surviving limited liability company immediately following the conversion. This conversion constitutes a plan of liquidation for U.S. federal income tax purposes.

9. (Complete only if a later effective date is desired other than the date of filing. The date must be no more than 90 days after the receipt of this document by the administrator.)

The conversion is effective on the _____ day of _____, _____.

The plan of conversion will be furnished by the surviving business organization, on request and without cost, to any shareholder or member of the converting corporation.

The conversion is permitted by the law that will govern the internal affairs of the business organization after conversion and the surviving business organization complies with that law in converting.

10. The assumed names being transferred to continue for the remaining effective period of the Certificate of Assumed Name on file prior to the conversion are:

Assumed Name	Expiration Date

11. The converting corporation's name and/or assumed name(s) to be used as new assumed name(s) of the surviving business organization:

Assumed Name

12. Signatures: Complete only Section (a) or (b) if the converting corporation is domestic.
Complete only (c) if the converting corporation is foreign.

Complete if the domestic corporation has not commenced business:

a) The plan of conversion was approved by unanimous consent of the incorporators of the converting domestic corporation and the corporation has not yet commenced business, has not issued any shares or memberships, and has not elected a board of directors in accordance with Section 745(1)(d) of the Act.

Signed this _____ day of _____, _____.

(Signature of Incorporator)

(Signature of Incorporator)

(Type or Print Name)

(Type or Print Name)

(Signature of Incorporator)

(Signature of Incorporator)

(Type or Print Name)

(Type or Print Name)

Complete if the domestic corporation has commenced business:

b) The plan of conversion was adopted by the Board of Directors and approved by the shareholders of the domestic corporation in accordance with Section 745(1)(c) of the Act.

Signed this 24 day of July, 2015.

By _____
(Signature of Authorized Officer or Agent)

Paul Gagnier
(Type or Print Name)

Complete only if the converting corporation is foreign:

c) The plan of conversion was adopted and submitted for approval in the manner required by the law governing the internal affairs of the converting foreign corporation.

Signed this _____ day of _____, _____.

By _____
(Signature of Authorized Officer or Agent)

(Type or Print Name)

CS0100-700 (Rev. 01/14)

MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS CORPORATIONS, SECURITIES & COMMERCIAL LICENSING BUREAU		
Date Received	(FOR BUREAU USE ONLY)	
	This document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.	
Name ACN Legal Department		
Address 1000 Progress Place		
City Concord	State NC	ZIP Code 28025
		EFFECTIVE DATE:

Document will be returned to the name and address you enter above. If left blank, document will be returned to the registered office.

ARTICLES OF ORGANIZATION
For use by Domestic Limited Liability Companies
(Please read information and instructions on reverse side)

E6797H

Pursuant to the provisions of Act 23, Public Acts of 1993, the undersigned executes the following Articles:

ARTICLE I

The name of the limited liability company is: ACN Communication Services, LLC

ARTICLE II

The purpose or purposes for which the limited liability company is formed is to engage in any activity within the purposes for which a limited liability company may be formed under the Limited Liability Company Act of Michigan.

ARTICLE III

The duration of the limited liability company if other than perpetual is: _____

ARTICLE IV

1. The name of the resident agent at the registered office is: The Corporation Company

2. The street address of the location of the registered office is:
30800 Telegraph Rd, Suite 2346 Bingham Farms, Michigan 48025
(Street Address) (City) (Zip Code)

3. The mailing address of the registered office if different than above:
_____, Michigan _____
(P.O. Box or Street Address) (City) (Zip Code)

ARTICLE V (Insert any desired additional provision authorized by the Act; attach additional pages if needed.)

Signed this 24 day of July, 2015

By [Signature]
(Signature(s) of Organizer(s))

Paul Gagnier
(Type or Print Name(s) of Organizer(s))

ACN Communication Services, LLC

Exhibit B

Replacement Tariffs

Arizona Tariff No. 4 (Interexchange)
Arizona Tariff No. 5 (Local Exchange)
Arizona Tariff No. 6 (Access)

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

*This tariff, Arizona Tariff No.4,
issued by ACN Communication Services, LLC
replaces in its entirety
Arizona Tariff No. 1 issued by ACN Communication Services, Inc.*

TITLE SHEET

ARIZONA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the resale of telecommunications services provided by ACN Communication Services, LLC with principal offices at 1000 Progress Place, Concord, North Carolina 28025, for services furnished within the State of Arizona. This tariff is on file with the Arizona Corporation Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

ISSUED: October 26, 2015

EFFECTIVE: November 25, 2015

ISSUED BY: Treasurer/CFO
 1000 Progress Place NE
 Concord, NC 28025

AZx1503

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

CHECK SHEET

Pages, as listed below, are effective as of the date shown at the bottom of the respective page(s). 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	
Title	Original	*	31	Original	*
1	Original	*	32	Original	*
2	Original	*	33	Original	*
3	Original	*	34	Original	*
4	Original	*	35	Original	*
5	Original	*	36	Original	*
6	Original	*	37	Original	*
7	Original	*	38	Original	*
8	Original	*	39	Original	*
9	Original	*	40	Original	*
10	Original	*	41	Original	*
11	Original	*	42	Original	*
12	Original	*	43	Original	*
13	Original	*	44	Original	*
14	Original	*	45	Original	*
15	Original	*	46	Original	*
16	Original	*	47	Original	*
17	Original	*	48	Original	*
18	Original	*	49	Original	*
19	Original	*	50	Original	*
20	Original	*	51	Original	*
21	Original	*	52	Original	*
22	Original	*	53	Original	*
23	Original	*	54	Original	*
24	Original	*	55	Original	*
25	Original	*			
26	Original	*			
27	Original	*			
28	Original	*			
29	Original	*			
30	Original	*			

* included in this filing

ISSUED: October 26, 2015

EFFECTIVE: November 25, 2015

ISSUED BY: Treasurer/CFO
1000 Progress Place NE
Concord, NC 28025

AZx1503

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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ISSUED: October 26, 2015

EFFECTIVE: November 25, 2015

ISSUED BY: Treasurer/CFO
 1000 Progress Place NE
 Concord, NC 28025

AZx1503

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C** Changed regulation.
- D** Delete or discontinue.
- I** Change Resulting in an increase to a Customer's bill.
- M** Moved from another tariff location.
- N** New
- R** Change resulting in a reduction to a Customer's bill.
- T** Change in text or regulation.

ISSUED: October 26, 2015

EFFECTIVE: November 25, 2015

ISSUED BY: Treasurer/CFO
 1000 Progress Place NE
 Concord, NC 28025

AZx1503

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

TARIFF FORMAT

A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

ISSUED: October 26, 2015**EFFECTIVE: November 25, 2015**

ISSUED BY: Treasurer/CFO
1000 Progress Place NE
Concord, NC 28025

AZx1503

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 1 - TERMS AND ABBREVIATIONS

ACN - Used throughout this tariff to refer to ACN Communication Services, LLC

Authorization Code - A pre-defined series of numbers to be dialed by the Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

Authorized User - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Carrier's services under the terms and regulations of this tariff.

Commission - Refers to the Arizona Corporation Commission.

Company or Carrier - ACN Communication Services, LLC unless otherwise clearly indicated by the context.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Carrier to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Carrier's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 1 - TERMS AND ABBREVIATIONS (CONT'D.)

End User - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, Customers can presubscribe their telephone line(s) to their preferred interexchange carrier.

LATA - Local Area of Transport and Access.

LEC - Local Exchange Company.

Personal Identification Number (PIN) - See Authorization Code.

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

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

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of ACN Communication Services, LLC**

The Company provides long distance message telecommunications service to Customers for their direct transmission of voice, data and other types of telecommunications.

Communications originate when the Customer accesses the Company directly or through the facilities of another carrier via one or more access lines, equal access or on a dial-up basis. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangements.

The Company's services are provided on a monthly basis, unless otherwise stated in this tariff. Services are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Use

2.2.1 Services provided under this tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.

2.2.2 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.3 The Company may require applicants for service who intend to use the Company's offerings for resale, shared and/or joint use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Commission's regulations, policies, orders, and decisions.

2.2.4 A Customer may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

2.3 Limitations

- 2.3.1 The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this tariff, or in violation of the law.
- 2.3.2 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.
- 2.3.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.4 Service may be limited or discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, cities, or NXX exchanges when the Company deems it necessary to take such action to prevent unlawful use of its service. Service will be restored as soon as it can be provided without undue risk.
- 2.3.5 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.3.6 To the extent that any conflict arises between the terms and conditions of a service agreement or other contract and the terms and conditions of this tariff, the tariff shall prevail.
- 2.3.7 Title to all equipment provided by the Company under this tariff remains with the Company.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

2.4 Assignment and Transfer

- 2.4.1** All facilities provided under this tariff are directly or indirectly controlled by ACN and neither the Customer nor Subscriber may transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.4.2** Customer may request Carrier to assign one or more sub-accounts for billing purposes, and to direct sub-account invoices to Customer=s affiliates or other designated entities for payment. Such requests shall not affect the liability of the Customer, who shall remain solely liable to the Company for payment of all invoices for service requested and obtained by Customer, whether invoiced by the Company to the Customer, the Customer=s affiliates, or other designated entities.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

2.5 Liability of the Company

- 2.5.1** ACN=s liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed \$100.00 or an amount equivalent to the proportionate charge to the Customer, whichever is less, for the period during which the faults in transmission occur. Except as set forth above, the Company shall not be liable for any direct, indirect, consequential, special, actual, punitive or any other damages, or business interruption, or for any lost profits of any kind or nature whatsoever arising out of any defects or any other cause. In the event of an interruption in service or any defect in the service whatsoever, neither the Company nor any affiliated or unaffiliated third party provider or operator of facilities employed in the provision of the service shall be liable for any direct, indirect, consequential, special, actual, punitive or any other damages, or for any lost profits of any kind or nature whatsoever. Moreover, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service, which are caused or contributed to by the negligence or willful act of the Customer, or Authorized User, or joint user, or which arise from the use of Customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.
- 2.5.2** The Company shall not be liable for any claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an Act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.5.3** Indemnification - The Company=s liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit by a Customer or by any others, the Customer indemnifies and saves harmless the Company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from the use, placement or presence of the Company=s equipment, facilities and associated wiring of the Customer=s premises and further the Customer indemnifies and saves harmless the Company against claims for libel, slander, invasion of privacy or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the Company or the use thereof by the Customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company and apparatus, equipment and systems provided by the Customer; and against all other claims arising out of any act or omission of the Customer in connection with the services or facilities provided by the Company. No agents or employees of other carriers shall be deemed to be agents or employees of the Company.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.5 Liability of the Company (Cont'd.)**

- 2.5.4** Defacement of premises: No liability shall attach to the Company by reason of any defacement or damage to the Customer=s premises resulting from the existence of the Company=s equipment or facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
- 2.5.5** The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Customer.
- 2.5.6** Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.
- 2.5.7** The Company shall not be liable for any claim, loss, or refund as a result of loss or theft of Personal Identification Numbers issued for use with the Company's services.
- 2.5.8** The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of authorization codes of communications equipment. The unauthorized use of communications equipment includes, but is not limited to, the placement of calls from the Customer=s premises, and the placement of calls through equipment controlled and/or provided by the Customer that are transmitted over the company=s network without the authorization of the Customer. The Customer shall be fully liable for all such usage charges.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.6 Customer Responsibility**

2.6.1 All Customers assume general responsibilities in connection with the provisions and use of the Company=s service. When facilities, equipment, and/or communication systems provided by others are connected to the Company=s facilities, the Customer assumes additional responsibilities. All Customers are responsible for the following:

- A.** The Customer is responsible for placing orders for service, paying all charges for service rendered by the Company and complying with all of the Company=s regulations governing the service. The Customer is also responsible for assuring that its users comply with regulations.
- B.** When placing an order for service, the Customer must provide:
 - 1. The names and addresses of the persons responsible for the payment of service charges, and
 - 2. The names, telephone numbers, and addresses of the Customer contact persons.
- C.** The Customer must pay the Company for the replacement or repair of the Company=s equipment when the damage results from:
 - 1. The negligence or willful act of the Customer or user;
 - 2. Improper use of service; and
 - 3. Any use of equipment or service provided by others.
- D.** After receipt of payment for the damages, the Company will cooperate with the Customer in prosecuting a claim against any third party causing damage.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.6 Customer Responsibility, (Cont=d.)****2.6.2 Billing and Payment For Service****A. Responsibility for Charges**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

1. any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company;
2. any and all use of the services provided by the Company, including calls which the Customer did not individually authorize;
3. any calls placed by or through the Customer's equipment via any remote access feature(s);

Charges for installations, service connections, moves and rearrangements are payable upon demand to the Company or its authorized agent. Billing thereafter will include recurring charges and actual usage as defined in this tariff.

B. Disputed Charges

Any objections to billed charges must be reported to the Company or its billing agent in writing within twenty (20) days of the closing date printed on the invoice or statement issued to the Customer. Adjustments to Customers' account shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

C. Customer Complaints and/or Billing Disputes

Customers have the right to refer billing disputes and any other complaints to ACN Communication Services, LLC at 32991 Hamilton Court, Farmington Hills, Michigan 48333, or call 1-888-259-7100.

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

2.6 Customer Responsibility (Cont'd.)

2.6.3 Taxes and Fees

- A. All state and local taxes (e.g., gross receipts tax, sales tax, municipal utilities tax) are not included in the rates under this tariff, but shall be listed as separate line items on the Customer=s bill.
- B. To the extent that a municipality, other political subdivision or local agency of government, or commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the Customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- C. Service shall not be subject to taxes for a given taxing jurisdiction if the Customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the Customer has been granted a tax exemption.
- D. The Company may adjust its rates or impose additional rates on its Customer to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company=s services.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.6 Customer Responsibility (Cont'd.)****2.6.4 Late Payment Fees**

A late payment fee of \$5.00 or 2% per month, whichever is greater, will be charged on any past due balance. If an attorney or collection agency is required to collect any amounts due, the Customer shall pay the Company's reasonable costs. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Arizona state law.

2.6.5 Return Check Charge

Customers will be charged \$25.00 on all checks issued to the Company which are returned due to insufficient funds. At the discretion of the Company, the insufficient funds check charge may be waived under appropriate circumstances (e.g., a bank error).

2.6.6 Deposits

The Company does not collect Customer deposits.

2.6.7 Advance Payments

The Company does not require advance payments for service.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

2.6 Customer Responsibility (Cont'd.)

2.6.8 Cancellation by Customer

Customers may cancel service verbally or in writing at any time. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Charges may be avoided by dialing another carrier's access code. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.7 Refunds or Credits for Service Outages or Interruptions**

- 2.7.1** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. Credits for service outages or interruptions are subject to the regulations listed below.
- 2.7.2** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- 2.7.3** Credit allowances for interruption periods which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.
- 2.7.4** The Customer shall be responsible for the payment of service charges based upon time and materials for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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

2.7 Refunds or Credits for Service Outages or Interruptions (Cont'd.)

2.7.5 For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than four (4) hours. The Customer shall be credited for an interruption of four (4) or more hours at the rate of 1/720th of the monthly charge for the services affected for each hour that the interruption continues. The formula used for computation of credits is as follows:

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

A = outage time in hours (must be 4 or more)

B = total monthly recurring charge for affected service.

2.7.6 For usage sensitive long distance services, credits will be limited to, a maximum, the price of the Initial Period of the individual call that was interrupted plus any per call charges or surcharges required to reconnect the caller.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.8 Cancellation or Termination of Service by Customer**

2.8.1 Customers of presubscribed long distance services may cancel service at any time by providing ACN with written or verbal notification. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the cancellation notice is received, whichever is later.

2.9 Cancellation or Termination of Service by Company

2.9.1 For nonpayment: The Company may terminate service to a Customer or Subscriber for nonpayment of undisputed charges upon five (5) days written notice to the Customer or Subscriber without incurring any liability for damages due to loss of telephone service to the Customer or Subscriber.

2.9.2 ACN may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given five (5) days notice to comply with any rule or remedy any deficiency:

- A.** For non-compliance with or violation of any State, Municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- B.** For use of telephone service for any purpose other than that described in the application.
- C.** For neglect or refusal to provide reasonable access to ACN or its agents for the purpose of inspection and maintenance of equipment owned by ACN or its agents.
- D.** For noncompliance with or violation of Commission regulation or ACN's rules and regulations on file with the Commission.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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

2.9 Cancellation or Termination of Service by Company (Cont'd.)

2.9.2 Continued

- E.** Without notice in the event of Customer, Subscriber or Authorized User use of equipment in such a manner as to adversely affect ACN=s equipment or service to others.
- F.** Without notice in the event of tampering with the equipment or services owned by ACN or its agents.
- G.** Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, ACN may, before restoring service, require the Customer or Subscriber to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- H.** Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.10 Interconnection**

Service furnished by ACN may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with ACN=s service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

2.11 Terminal Equipment

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of ACN=s service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

2.12 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and credit for the interruption is requested by the Customer.

2.13 900, 976 and 700 Numbers

The Company does not provide 900, 976 or 700 number services. Customer calls placed to these numbers are routed to the local or long distance carrier providing the service. Customers may contact their local exchange carrier or the carrier providing the service to request blocking of access to these numbers.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.14 Toll Free Services**

- 2.14.1** The Company will make every effort to reserve toll free (i.e., A800/888") vanity numbers for Customers, but makes no guarantee or warranty that the requested number(s) will be available.
- 2.14.2** The Company will participate in porting toll free numbers only when all charges incurred as a result of the toll free number have been paid.
- 2.14.3** Toll free numbers shared by more than one Customer, whereby individual Customers are identified by a unique Personal Identification Number, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in this tariff, the Company will only honor Customer requests for a change in Responsible Organization or toll free service provider for toll free numbers dedicated to the sole use of that single Customer.
- 2.14.4** If a Customer who has received a toll free number does not subscribe to toll free service within thirty (30) days, the Company reserves the right to make the assigned number available for use by another Customer.

2.15 Other Rules

The Company may temporarily suspend service without notice to the Customer, by blocking traffic to certain cities of NXX exchanges, or by blocking calls using certain Personal Identification Numbers when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as service can be provided without undue risk.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES**3.1 General**

ACN provides direct dialed outbound, inbound, travel card and access to directory assistance for communications originating and terminating within the state. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration. Customers are billed based on their use of ACN's services and network.

Customers subscribing to both interstate and intrastate long distance service may be charged interstate fees in addition to the charges listed in this tariff. See the Company's Interstate and International Pricing and Services Guide and Complex Services Pricing Guide located at http://www.acnservices.com/local_long_distance/index.html for an explanation of interstate fees.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.2 Timing of Calls

Billing for calls placed over the ACN network is based in part on the duration of the call as follows, unless otherwise specified in this tariff:

- 3.2.1 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.2.2 Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3 The initial and additional billing increments are stated in the description of each service.
- 3.2.4 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, ACN will reasonably issue credit for the call.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.3 Rate Periods

The Company does not offer time-of-day discounts.

3.4 Calculation of Distance

The Company does not offer mileage-sensitive services.

3.5 Holidays

The Company does not offer Holiday discounts.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)**3.6 Public Telephone Surcharge**

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

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

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

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Maximum Rate per Call: \$0.35

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.7 Outbound Services

Outbound Service is the direct dialing of a destination telephone number from the Customer's telephone lines automatically presubscribed to the Company. Calls are completed by dialing 1+ the destination telephone number. Unless otherwise indicated, calls are billed in one (1) second increments after an initial period, for billing purposes, of six (6) seconds. Rates are not mileage nor time-of-day sensitive. Intrastate service is an add-on to interstate service.

3.7.1 Plan 1

Plan 1 is available to both commercial and residential Customers who have chosen the Company's interstate Residential 4.9, Residential 8.9* or Residential Choice 30 Plan for outbound calling from lines presubscribed to the Company.

	<u>InterLATA</u>	<u>IntraLATA</u>
Maximum Rate Per Minute:	\$0.20	\$0.20

3.7.2 Commercial 5.9 Plan**

	<u>InterLATA</u>	<u>IntraLATA</u>
Maximum Rate Per Minute:	\$0.30	\$0.30

3.7.3 Small Business Solutions Plans

Small Business Solutions is targeted primarily at business Customers for outbound calling from lines presubscribed to the Company. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. Each Small Business Solutions Plan is based on a Minimum Monthly Usage commitment of combined interstate and intrastate usage. If the Customer's usage does not meet or exceed the Minimum Monthly Usage commitment, the Customer will be charged a make up to the Minimum Monthly Usage commitment for their specific plan.

<u>Minimum Monthly Usage Commitment</u>	<u>Maximum Rate Per Minute</u>
\$10.00	\$0.3000
\$100.00	\$0.3000
\$500.00	\$0.3000

* Residential 8.9 interstate service not available to new customers since August 10, 2002.

** Service available to existing Customers only effective July 4, 2003.

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 INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)**3.8 Toll Free Services**

Toll Free Service is an inbound telecommunications service which permits calls to be completed to the Customer=s location without charge to the calling party.

3.8.1 Residential Toll Free Service

Access to the service is gained by dialing a ten-digit toll-free number and PIN which terminates at the Customer=s location. This service permits the Customer to receive incoming calls from all locations within the state of Arizona. Toll Free Services originate via normal shared use facilities and are terminated via the Customer=s local exchange service line. Utilization of the PIN number results in the call being routed to a specific termination point.

3.8.2 Commercial Toll Free Service

Access to the service is gained by dialing a ten-digit toll-free number which terminates at the Customer=s location. This service permits the Customer to receive incoming calls from all locations within the state of Arizona. Toll Free Services originate via normal shared use facilities and are terminated via the Customer=s local exchange service line.

The Company will reserve such numbers on a first-come first-served basis. All requests for Toll Free Service number reservations must be written, dated and signed by the Customer. The Company does not guarantee the availability of numbers until assigned. The requested Inbound Service telephone numbers, if available, will be reserved for and furnished to the Customer.

If a Customer who has received a Toll Service number does not subscribe to Toll Free Service within thirty (30) days, the Company reserves the right to re-assign the number to another Customer.

Rates are not mileage or time-of-day sensitive. Calls are billed in six (6) second increments after a minimum call duration for billing purposes of sixty (60) seconds.

3.8.3 Rates

	<u>InterLATA</u>	<u>IntraLATA</u>
Maximum Rate Per Minute:	\$0.20	\$0.20

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.9 [Reserved for Future Use]

3.10 Directory Assistance

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

Maximum Per Call Charge: \$1.50

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)**3.11 Business Connect Service**

Business Connect Service is a service consisting of switched and dedicated inbound and outbound services. Intrastate service is available only as an add on to interstate service.

3.11.1 Services**A. Switched Inbound and Outbound Service**

Outbound Service is the direct dialing of a destination telephone number from the Customer's telephone lines automatically presubscribed to the Company. Calls are completed by dialing 1+ the destination telephone number.

Switched Inbound Service allows for incoming calls over a toll-free number that terminates to a Customer-provided switched access line. Call charges are billed to the Subscriber rather than to the originating caller. Vanity toll free numbers are not available.

Intrastate calls are billed in six (6) second increments with a six (6) second minimum billing period. Rates are not mileage nor time-of-day sensitive.

B. Dedicated Inbound and Outbound Service

Service is available via DS1 or DS3. Inbound service is the usage of a standard toll free telephone number (prefixes: 800, 888, 877) that terminates to a dedicated facility. Vanity toll free numbers are not available.

Intrastate calls are billed in six (6) second increments with a six (6) second minimum billing period. Rates are not mileage nor time-of-day sensitive.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.11 Business Connect Service (Cont'd.)

3.11.2 Rates

A. Switched Rates

Inbound and Outbound Intrastate Per Minute Rates

	<u>Maximum</u>
IntraLATA:	\$0.2600*
InterLATA:	\$0.2600

B. Dedicated Rates

Inbound and Outbound Intrastate Per Minute Rates

	<u>Maximum</u>
IntraLATA:	\$0.1800*
InterLATA:	\$0.1800

* Should the Customer's intraLATA usage exceed 25% of overall traffic for two (2) consecutive months, the maximum intraLATA per minute rate for future usage will be \$0.3200 for switched service and \$0.2100 for dedicated service.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services

3.12.1 ACN Advantage Home **

Toll and toll free calling for Customers subscribed to the Company's ACN Advantage Home local exchange offering will be billed in one (1) minute increments.

	<u>Maximum</u>
Intrastate Toll Calling, per minute	\$0.20
Intrastate Toll Free Calling, per minute	\$0.20
	<u>Maximum</u>
<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.20

3.12.2 ACN Advantage Plus **

Toll and toll free calling for Customers subscribed to the Company's ACN Advantage Plus local exchange offering will be billed in one (1) minute increments.

	<u>Maximum</u>
Intrastate Toll Calling, per minute	\$0.20
Intrastate Toll Free Calling, per minute	\$0.20
	<u>Maximum</u>
<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.20

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

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 INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services

3.12.3 ACN Advantage Unlimited **

Toll and toll free calling for Customers subscribed to the Company's ACN Advantage Unlimited local exchange offering will be billed in one (1) minute increments.

	<u>Maximum</u>
Intrastate Toll Calling, per minute	\$0.20
Intrastate Toll Free Calling, per minute	\$0.20
	<u>Maximum</u>
<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.20

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

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 INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services (Cont'd.)

3.12.4 ACN Advantage Home – Standard and Value Options**

This toll program, available to Customers subscribed to the Company's ACN Advantage Home - Standard and Value Options local exchange offering, provides for intrastate toll calling based on usage per minute. Calls are billed and rounded to the nearest full minute increment. A Monthly Recurring Charge (MRC) is billed in addition to usage.

	<u>Maximum</u>
Advantage Home - Standard	
Monthly Recurring Charge:	\$5.00
Intrastate, per minute:	\$0.20
Advantage Home - Value	
Monthly Recurring Charge:	\$10.00
Intrastate, per minute:	\$0.20
Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.10
Toll Free	
Intrastate, per minute:	\$0.20

** *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services (Cont'd.)

3.12.5 ACN Advantage Plus – Standard and Value Options**

This toll program, available to Customers subscribed to the Company's ACN Advantage Plus - Standard and Value Options local exchange offering, provides for intrastate toll calling based on usage per minute. Calls are billed and rounded to the nearest full minute increment. A Monthly Recurring Charge (MRC) is billed in addition to usage.

	<u>Maximum</u>
Advantage Plus - Standard	
Monthly Recurring Charge:	\$5.00
Intrastate, per minute:	\$0.20
Advantage Plus - Value	
Monthly Recurring Charge:	\$10.00
Intrastate, per minute:	\$0.20
Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.10
Toll Free	
Intrastate, per minute:	\$0.20

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services (Cont'd.)

3.12.6 ACN Advantage Unlimited II**

Unlimited direct dial outbound long distance calling (intrastate and interstate) available to subscribers of the Company's ACN Advantage Unlimited II local exchange offering. Toll free calling is and will be billed in one (1) minute increments.

	<u>Maximum</u>
Intrastate Toll Free Calling, per minute	\$0.20
	<u>Maximum</u>
<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.20

** *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services (Cont'd.)

3.12.7 ACN Advantage Home – Standard and Value Options VI**

This toll program, available to Customers subscribed to the Company's ACN Advantage Home - Standard and Value Options VI local exchange offering, provides for intrastate toll calling based on usage per minute. Calls are billed and rounded to the nearest full minute increment. A Monthly Recurring Charge (MRC) is billed in addition to usage.

	<u>Maximum</u>
Advantage Home - Standard	
Monthly Recurring Charge:	\$5.00
Intrastate, per minute:	\$0.30
Advantage Home - Value	
Monthly Recurring Charge:	\$10.00
Intrastate, per minute:	\$0.20
Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.10
Toll Free	
Intrastate, per minute:	\$0.20

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 INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services (Cont'd.)

3.12.8 ACN Advantage Plus – Standard and Value Options VI**

This toll program, available to Customers subscribed to the Company's ACN Advantage Plus - Standard and Value Options VI local exchange offering, provides for intrastate toll calling based on usage per minute. Calls are billed and rounded to the nearest full minute increment. A Monthly Recurring Charge (MRC) is billed in addition to usage.

	<u>Maximum</u>
Advantage Plus - Standard	
Monthly Recurring Charge:	\$5.00
Intrastate, per minute:	\$0.30
Advantage Plus - Value	
Monthly Recurring Charge:	\$10.00
Intrastate, per minute:	\$0.20
Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.10
Toll Free	
Intrastate, per minute:	\$0.20

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 INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services (Cont'd.)

3.12.9 ACN Advantage Unlimited VI**

Unlimited direct dial outbound intraLATA, interLATA and interstate calling to the United States¹ and Canada available to subscribers of the Company's ACN Advantage Unlimited VI local exchange offering. Toll free calling is not included and will be billed in one (1) minute increments.

	<u>Maximum</u>
Intrastate Toll Free Calling, per minute	\$0.20
	<u>Maximum</u>
<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.20

¹ United States includes Alaska, Hawaii, US Virgin Islands, Puerto Rico and Guam.

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.12 Residential Bundled Services (Cont'd.)

3.12.10 ACN Advantage Plus VII

This toll program, available to Customers subscribed to the Company's ACN Advantage Plus VII local exchange offering, provides for intrastate toll calling based on usage per minute. Calls are billed and rounded to the nearest full minute increment. A Monthly Recurring Charge (MRC) is billed in addition to usage.

	<u>Maximum</u>
Advantage Plus - Standard Monthly Recurring Charge:	\$10.00
Intrastate, per minute:	\$0.10
Data/Fax Line Toll Service Intrastate, per minute:	\$0.10
Toll Free Intrastate, per minute:	\$0.20

3.12.11 ACN Advantage Unlimited VII

Unlimited direct dial outbound intraLATA, interLATA and interstate calling to the United States¹ and Canada available to subscribers of the Company's ACN Advantage Unlimited VII local exchange offering. Toll free calling is not included and will be billed in one (1) minute increments.

	<u>Maximum</u>
Intrastate Toll Free Calling, per minute	\$0.20
<u>Optional Data/Fax Line</u> Intrastate Toll Calling, per minute	<u>Maximum</u> \$0.20

¹ United States includes Alaska, Hawaii, US Virgin Islands, Puerto Rico and Guam.

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)**3.13 Stand -Alone Local Exchange Service**

Toll calling is available to Customers who subscribe to an Optional Data/Fax line with Stand-Alone Local Exchange Service. See Company's Arizona Tariff No. 2

	<u>Maximum</u>
<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.20

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.14 ACN Connect Home

ACN Connect Home provides Residential Customers with direct dial calling, the option to obtain a toll free number. Service includes thirty (30) minutes per month of direct dial toll calling (intrastate and interstate). Calling Card calls, toll free calls and international calls are not included in the thirty minute call allowance. ACN Connect Home includes ACN Subscriber to Subscriber Calling. For a full description of ACN Subscriber to Subscriber Calling, please see Section 3.7.4 of this tariff. Calls are billed in sixty (60) second increments with an initial billing period of sixty (60) seconds. An interstate Monthly Recurring Charge (MRC) is billed in addition to usage.

Direct Dial rate per minute:	<u>Maximum</u> \$0.30
Toll Free rate per minute:	\$0.20

3.15 ACN Connect Plus

ACN Connect Plus provides Residential Customers with direct dial calling, the option to obtain a toll free number. ACN Subscriber to Subscriber Calling is included with Residential Plans. For a full description of ACN Subscriber to Subscriber Calling, please see Section 3.7.4 of this tariff. Calls are billed in sixty (60) second increments with an initial billing period of sixty (60) seconds. An interstate Monthly Recurring Charge (MRC) is billed in addition to usage.

Direct Dial rate per minute:	<u>Maximum</u> \$0.20
Toll Free rate per minute:	\$0.20

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

3.16 ACN Business Advantage Unlimited

Unlimited direct dialed domestic/Canada long distance service is available to subscribers of the Company's ACN Business Advantage Unlimited local exchange offering. This service provides for Data Fax toll calling and toll free calling based on usage per minute. See Company's Arizona Tariff No. 2 for terms and rates.

3.17 ACN Business Advantage Plus

This service provides for toll calling, Data Fax toll calling and toll free calling based on usage per minute to subscribers of the Company's ACN Business Advantage Plus local exchange offering. See Company's Arizona Tariff No. 2 for terms and rates.

3.18 DigitalTalk Data/Fax Line

This service provides for unlimited local minutes and access to long distance calling within the United States and Canada to subscribers of the Company's DigitalTalk Data/Fax Line local exchange offering. See the Company's Arizona Tariff No. 2 for terms and rates.

	<u>Maximum</u>
Per Minute Rate	\$0.10

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 4 - PROMOTIONS

4.1 Demonstration of Service

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

4.2 Promotions - General

From time to time, the Carrier may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 - CURRENT PRICE LIST

5.1 Public Telephone Surcharge

Rate per Call: \$0.24

5.2 Outbound Services

Unless otherwise indicated, calls are billed in sixty (60) second increments after an initial period, for billing purposes, of sixty (60) seconds. Rates are neither mileage nor time-of-day sensitive.

Plan 1

Rate Per Minute:	<u>InterLATA</u>	<u>IntraLATA</u>
Residential 4.9 Plan:	\$0.07	\$0.07
Residential 8.9 Plan:	\$0.13	\$0.13
Residential Choice 30 Plan:	\$0.13	\$0.13

Commercial 5.9 Plan*

Calls are billed in six (6) second increments after an initial period, for billing purposes of sixty (60) seconds.

Rate Per Minute:	<u>InterLATA</u>	<u>IntraLATA</u>
	\$0.13	\$0.13

Small Business Solutions Plans

Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds.

<u>Minimum Monthly Usage Commitment</u>	<u>Rate Per Minute</u>
\$10.00	\$0.1350
\$100.00	\$0.1350
\$500.00	\$0.1350

* Service available to existing Customers only effective July 4, 2003.

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 - CURRENT PRICE LIST (CONT'D.)**5.6 Business Connect Service (Cont'd.)****A. Switched Rates**Inbound and Outbound Intrastate Per Minute Rates

IntraLATA: \$0.1325*

InterLATA: \$0.1325

B. Dedicated RatesInbound and Outbound Intrastate Per Minute Rates

IntraLATA: \$0.0900*

InterLATA: \$0.0900

* Should the Customer's intraLATA usage exceed 25% of overall traffic for two (2) consecutive months, the intraLATA per minute rate for future usage will be \$0.1650 for switched service and \$0.1050 for dedicated service.

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SECTION 5 - CURRENT PRICE LIST (CONT'D.)

5.7 Residential Bundled Services

5.7.1 ACN Advantage Home **

Intrastate Toll Calling, per minute	\$0.05
Intrastate Toll Free Calling, per minute	\$0.10

Optional Data/Fax Line

Intrastate Toll Calling, per minute	\$0.05
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5.7.2 ACN Advantage Plus **

Intrastate Toll Calling, per minute	\$0.05
Intrastate Toll Free Calling, per minute	\$0.10

Optional Data/Fax Line

Intrastate Toll Calling, per minute	\$0.05
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5.7.3 ACN Advantage Unlimited **

Intrastate Toll Calling, per minute	\$0.05
Intrastate Toll Free Calling, per minute	\$0.10

Optional Data/Fax Line

Intrastate Toll Calling, per minute	\$0.05
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SECTION 5 - CURRENT PRICE LIST (CONT'D.)

5.7 Residential Bundled Services (Cont'd.)

5.7.4 ACN Advantage Home – Standard and Value Options**

Advantage Home - Standard	
Monthly Recurring Charge:	\$0.99
Intrastate, per minute:	\$0.15
Advantage Home - Value	
Monthly Recurring Charge:	\$4.99
Intrastate, per minute:	\$0.05
Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.05
Toll Free	
Intrastate, per minute:	\$0.10

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SECTION 5 - CURRENT PRICE LIST (CONT'D.)

5.7 Residential Bundled Services (Cont'd.)

5.7.5 ACN Advantage Plus – Standard and Value Options**

Advantage Plus - Standard	
Monthly Recurring Charge:	\$0.99
Intrastate, per minute:	\$0.15

Advantage Plus - Value	
Monthly Recurring Charge:	\$4.99
Intrastate, per minute:	\$0.05

Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.05

Toll Free	
Intrastate, per minute:	\$0.10

5.7.6 ACN Advantage Unlimited II**

Intrastate Toll Free Calling, per minute	\$0.10
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<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.05

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SECTION 5 - CURRENT PRICE LIST (CONT'D.)**5.7 Residential Bundled Services (Cont'd.)****5.7.7 ACN Advantage Home – Standard and Value Options VI****

Advantage Home - Standard	
Monthly Recurring Charge:	\$0.99
Intrastate, per minute:	\$0.15
Advantage Home - Value	
Monthly Recurring Charge:	\$4.99
Intrastate, per minute:	\$0.05
Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.05
Toll Free	
Intrastate, per minute:	\$0.10

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SECTION 5 - CURRENT PRICE LIST (CONT'D.)

5.7 Residential Bundled Services (Cont'd.)

5.7.8 ACN Advantage Plus – Standard and Value Options VI**

Advantage Plus - Standard	
Monthly Recurring Charge:	\$0.99
Intrastate, per minute:	\$0.15

Advantage Plus - Value	
Monthly Recurring Charge:	\$4.99
Intrastate, per minute:	\$0.05

Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.05

Toll Free	
Intrastate, per minute:	\$0.10

5.7.9 ACN Advantage Unlimited VI**

Intrastate Toll Free Calling, per minute	\$0.10
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<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.05

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 Concord, NC 28025

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 - CURRENT PRICE LIST (CONT'D.)**5.7 Residential Bundled Services (Cont'd.)****5.7.10 ACN Advantage Plus VII**

Advantage Plus	
Monthly Recurring Charge:	\$0.00
Intrastate, per minute:	\$0.05
Data/Fax Line Toll Service	
Intrastate, per minute:	\$0.05
Toll Free	
Intrastate, per minute:	\$0.10

5.7.11 ACN Advantage Unlimited VII

Intrastate Toll Free Calling, per minute	\$0.10
<u>Optional Data/Fax Line</u>	
Intrastate Toll Calling, per minute	\$0.05

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 - CURRENT PRICE LIST (CONT'D.)

5.8 Stand-Alone Local Exchange Service

Optional Data/Fax Line

Intrastate Toll Calling, per minute \$0.05

5.9 ACN Connect Home

Calls are billed in sixty (60) second increments with an initial billing period of sixty (60) seconds. An interstate Monthly Recurring Charge (MRC) is billed in addition to usage.

Direct Dial rate per minute: \$0.14

Toll Free rate per minute: \$0.10

5.10 ACN Connect Plus

Calls are billed in sixty (60) second increments with an initial billing period of sixty (60) seconds. An interstate Monthly Recurring Charge (MRC) is billed in addition to usage.

Direct Dial rate per minute: \$0.10

Toll Free rate per minute: \$0.10

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INTEREXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 - CURRENT PRICE LIST (CONT'D.)

5.11 DigitalTalk Data/Fax Line

Calls are billed in sixty (60) second increments with an initial billing period of sixty (60) seconds. An interstate Monthly Recurring Charge (MRC) is billed in addition to usage.

Direct Dial rate per minute: \$0.05

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

*This tariff, Arizona Tariff No. 5,
issued by ACN Communication Services, LLC
replaces in its entirety
Arizona Tariff No. 2 issued by ACN Communication Services, Inc.*

Arizona

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

OF

ACN Communication Services, LLC

This tariff contains the descriptions, regulations, and rates applicable to the provision of local exchange telecommunications services provided by ACN Communication Services, LLC, with principal offices at 1000 Progress Place, Concord, North Carolina 28025, for services furnished within the State of Arizona. This tariff is on file with the Arizona Corporation Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

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1000 Progress Place
Concord, NC 28025

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

CHECK SHEET

Pages of this tariff are effective as of the date shown at the bottom of the respective page(s). 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.

SECTION	PAGE	REVISION	SECTION	PAGE	REVISION
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2	4	Original *	2	38	Original *
2	5	Original *	2	39	Original *
2	6	Original *	3	1	Original *
2	7	Original *	4	1	Original *
2	8	Original *	4	2	Original *
2	9	Original *	4	3	Original *
2	10	Original *	4	4	Original *
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2	12	Original *	4	6	Original *
2	13	Original *	4	7	Original *
2	14	Original *	5	1	Original *
2	15	Original *	5	2	Original *
2	16	Original *	5	3	Original *
2	17	Original *	5	4	Original *
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CHECK SHEET (CONT'D.)

SECTION	PAGE	REVISION		SECTION	PAGE	REVISION	
5	10	Original	*	12	1	Original	*
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6	9	Original	*	12	12	Original	*
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6	14	Original	*	12	17	Original	*
6	15	Original	*	12	18	Original	*
6	16	Original	*	13	1	Original	*
7	1	Original	*	13	2	Original	*
8	1	Original	*	13	3	Original	*
9	1	Original	*	13	4	Original	*
10	1	Original	*	13	5	Original	*
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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

APPLICATION OF TARIFF

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

This tariff is on file with the Arizona Corporation Commission. In addition, this tariff is available for review at the main office of ACN Communication Services, LLC at 1000 Progress Place, Concord, North Carolina 28025.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 1 - DEFINITIONS

ACN - ACN Communication Services, LLC, issuer of this tariff.

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

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

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

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

Commission - Arizona Corporation Commission.

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

Company - ACN Communication Services, LLC, the issuer of this tariff.

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

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

Customer Terminal Equipment - Terminal equipment provided by the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 1 - DEFINITIONS (CONT'D.)

Deposit - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

End Office - The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

Exchange Telephone Company or Telephone Company - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

Individual Case Basis (ICB) - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

IXC or Interexchange Carrier- A long distance telecommunications services provider.

Interruption - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Tariff by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Tariff or by applicable law.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 1 - DEFINITIONS (CONT'D.)

Joint User - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States 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, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).

LEC - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

Local Calling - A completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.

Monthly Recurring Charges - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

MOU - Minutes of Use.

NECA - National Exchange Carriers Association.

Non-Recurring Charge ("NRC") - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

PIN - Personal Identification Number. See Authorization Code.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 1 - DEFINITIONS (CONT'D.)

Point of Presence ("POP") - Point of Presence

Premises - The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

Recurring Charges - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

Service - Any means of service offered herein or any combination thereof.

Service Commencement Date - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

Service Order - The written or verbal request for Company services by the Customer and the Company in the format devised by the Company. A Service Order initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

Services - The Company's telecommunications services offered on the Company's network.

Shared Inbound Calls - Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls - Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company's outbound service such that "1 + 10-digit number" calls are automatically routed to the Company's or an IXC's network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 1 - DEFINITIONS (CONT'D.)

Station - The network control signaling unit and any other equipment provided at the Customer's premises that enables the Customer to establish communications connections and to effect communications through such connections.

Subscriber - The person, firm, partnership, corporation, or other entity who orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

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

Terminal Equipment - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

Usage Charges - Charges for minutes or messages traversing over local exchange facilities.

User or End User - A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the state of Arizona.

The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond Company control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- B. Except as otherwise stated in this tariff, Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations that by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D. In any action between the parties to enforce any provision of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E. Service may be terminated upon written notice to the Customer if:
 - 1. the Customer is using the service in violation of this tariff; or
 - 2. the Customer is using the service in violation of the law.
- F. This tariff shall be interpreted and governed by the laws of the state of Arizona regardless of its choice of laws provision.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions (Cont'd.)

- G. Any other telephone company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.

- H. To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.9 of this tariff.
- B. Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.9 of this tariff, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.1 Undertaking of the Company (Cont'd.)****2.1.4 Limitations on Liability (Cont'd.)**

- D.** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
 2. Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, terrorists acts, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 3. Any unlawful or unauthorized use of the Company's facilities and services;
 4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
 5. Breach in the privacy or security of communications transmitted over the Company's facilities;

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.1 Undertaking of the Company (Cont'd.)****2.1.4 Limitations on Liability (Cont'd.)****D. (Cont'd.)**

6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph A. of this Subsection 2.1.4.
7. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
9. Any noncompletion of calls due to network busy conditions;
10. Any calls not actually attempted to be completed during any period that service is unavailable;
11. And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability (Cont'd.)

- E. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F. The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G. Failure by the Company to assert its rights pursuant to one provision of this tariff does not preclude the Company from asserting its rights under other provisions.
- H. **Directory Errors** - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly tariff rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly tariff rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.1 Undertaking of the Company (Cont'd.)****2.1.4 Limitations on Liability (Cont'd.)****I. With respect to Emergency Number 911 Service:**

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability (Cont'd.)

I. With respect to Emergency Number 911 Service (Cont'd.)

3. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.1 Undertaking of the Company (Cont'd.)****2.1.6 Provision of Equipment and Facilities**

- A.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B.** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C.** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D.** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
- E.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities (Cont'd.)

F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment.

2.1.7 Non-routine Installation

At Customer request, installation and/or maintenance may be performed outside the regular business hours or the Company or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours, but, at Customer request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.1 Undertaking of the Company (Cont'd.)****2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request and expense of the Customer. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its partners, agents, contractors or suppliers.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3** The Company may block any signals being transmitted over its Network by Customers that cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4** A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.3 Obligations of the Customer

2.3.1 General

The Customer is responsible for making proper application for service; placing any necessary order, complying with tariff regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A. the payment of all applicable charges pursuant to this tariff;
- B. damage to or loss of Company facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.C Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.3 Obligations of the Customer (Cont'd.)****2.3.1 General (Cont'd.)**

- E.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company opinion, injury or damage to Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
- F.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G.** not creating, or allowing to be placed, any liens or other encumbrances on Company equipment or facilities; and
- H.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.3 Obligations of the Customer (Cont'd.)****2.3.2 Liability of the Customer**

- A. The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invitees, or contractors where such acts or omissions are not the direct result of Company negligence or intentional misconduct.
- B. To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party, pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C. The Customer shall not assert any claim against any other Customer or user of Company services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this tariff including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this tariff is intended either to limit or to expand the Customer right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels

2.4.1 General

A User may transmit or receive information or signals via the facilities of the Company. Company services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with Company equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

2.4.2 Station Equipment

- A. Terminal equipment on Customer Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer. The Customer is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.

- B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to Company employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at Customer expense, subject to prior Customer approval of the equipment expense.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B. Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all Customer-provided wiring shall be installed and maintained in compliance with those regulations.
- D. Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User", as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.4 Inspections

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.A. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.5 Payment Arrangements****2.5.1 Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company net income) imposed on or based upon the provision, sale or use of Network Services.

The security of the Customer PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.

Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

2.5.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

- A. Nonrecurring charges are due and payable within thirty (30) days after the invoice date, unless otherwise agreed to in advance.
- B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within thirty (30) days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.5 Payment Arrangements (Cont'd.)****2.5.2 Billing and Collection of Charges (Cont'd.)**

- C. The Monthly Recurring Charges are billed in advance. Monthly Recurring Charges are accrued in full as of the first day of the billing cycle in which the service is furnished. Therefore, the Monthly Recurring Charges are not subject to pro-rating if service is disconnected prior to the end of a billing period.
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty (20) days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be \$5.00 or that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 2%, whichever is greater. If an attorney or collection agency is required to collect any amounts due, the Customer shall pay the Company's reasonable costs.
- F. The Customer will be assessed a *maximum* charge of thirty-five (\$35.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor. See Section 11.1.6 of this tariff for current charges.
- G. If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.5 Payment Arrangements (Cont'd.)****2.5.3 Disputed Bills**

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company shall require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- B. Unless disputed the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Arizona Corporation Commission, 1200 West Washington Street, Phoenix, Arizona 85007.
- C. If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest, credits or penalties will apply.

2.5.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished and each month thereafter. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.5 Deposits

- A. The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit or fails to meet the Company's credit standards to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer which has established satisfactory credit and has no history of late payments to the Company.
- B. The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed two (2) times the estimated average monthly bill for residential Customers and two and one-half (2 ½) times the estimated average monthly bill for non-residential Customers. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
- C. The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.
- D. The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Company will pay interest at the rate prescribed by the Commission.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.5 Payment Arrangements (Cont'd.)****2.5.5 Deposits (Cont'd.)**

- E.** The Company shall keep a record of each deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
- F.** Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the Company. A transfer of service from one location to another within the Company's serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
- G.** Deposits will be refunded after twelve months of timely payment, with interest as specified above.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.6 Discontinuance of Service****2.6.1 Cancellation by Customer**

Customers may cancel service verbally or in writing. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

2.6.2 Discontinuance by the Company

A. Company may, by giving five (5) days written notice to the Customer, discontinue or suspend service without incurring any liability for any of the following reasons:

1. Failure of the Customer to pay a bill for utility service;
2. Customer violation of any of the Company tariffs on file with Commission;
3. Customer violation of the Commission's rules and regulations;
4. Failure to meet or maintain the Company's credit and deposit requirements;
5. Failure of the Customer to provide the Company reasonable access to its equipment and property;
6. Customer breach of contract for service between the Company and the Customer;
7. When necessary for the Company to comply with an order from any governmental agency having jurisdiction, or;
8. Unauthorized resale of the equipment or services of the Company.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.6 Discontinuance of Service (Cont'd.)

2.6.2 Discontinuance by the Company (Cont'd.)

- B.** The Company may disconnect service without advance written notice for any of the following:
1. The existence of an obvious hazard to the safety or health of the consumer, the general population or of the Company's personnel or facilities;
 2. The Company has evidence of tampering or evidence of fraud.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.7 Cancellation of Application for Service**

- 2.7.1** Applications for service cannot be canceled without Company agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- 2.7.2** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- 2.7.3** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- 2.7.4** The special charges described in 2.7.1 through 2.7.3 above, will be calculated and applied on a case-by-case basis.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.8 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.9 Allowances for Interruptions in Service**

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.9.1 below for the part of the service that the interruption affects.

2.9.1 General

- A.** A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- B.** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C.** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired, but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- D.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.9 Allowances for Interruptions in Service (Cont'd.)****2.9.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- A. Due to the negligence of or noncompliance with the provisions of this tariff by any person or entity other than the Company, including but not limited to the Customer;
- B. Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C. Due to circumstances or causes beyond the reasonable control of the Company;
- D. During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of such service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.9.3 below), or utilize another service provider;
- F. During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. That occurs or continues due to Customer failure to authorize replacement of any element of special construction; and
- H. That was not reported to the Company within thirty (30) days of the date that service was affected.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.9 Allowances for Interruptions in Service (Cont'd.)

2.9.3 Use of Another Means of Communications

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

2.9.4 Application of Credits for Interruptions in Service

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

 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.9 Allowances for Interruptions in Service (Cont'd.)

2.9.4 Application of Credits for Interruptions in Service (Cont'd.)

D. Interruptions of 24 Hours or Less

Length of Interruption	Amount of Service To Be Credited
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

E. Interruptions Over 24 Hours and Less Than 72 Hours

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

F. Interruptions Over 72 Hours

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.9 Allowances for Interruptions in Service (Cont'd.)

2.9.5 Cancellation For Service Interruption

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

2.10 Use of Customer Service by Others

2.10.1 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting ultimate Customer responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.11 Cancellation of Service/Termination Liability**

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.9.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2 of this tariff.

2.11.1 Termination Liability

The Customer's termination liability for cancellation of service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.12 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- 2.12.1 to any subsidiary, parent company or affiliate of the Company; or
- 2.12.2 pursuant to any sale or transfer of substantially all the assets of the Company; or
- 2.12.3 pursuant to any financing, merger or reorganization of the Company.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.13 Customer Liability for Unauthorized Use of the Network**

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains Company services provided under this tariff.

2.13.1 Customer Liability for Fraud and Unauthorized Use of the Network

- A. The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- B. A Company calling card is a telephone calling card issued by the Company at Customer request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- C. The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- D. The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this tariff, unless unauthorized use is due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, Customer employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.14 Notices and Communications

- 2.14.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which Company bills for service shall be mailed.
- 2.14.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.14.3 Except as otherwise stated in this tariff, all notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.14.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)**2.15 Taxes, Fees and Surcharges**

The Company reserves the right to bill any and all applicable taxes, fees and surcharges in addition to normal rates and charges for services provided to the Customer. Taxes and fees include, but are not limited to: Federal Excise Tax, State Sales Tax, Municipal Tax, and Gross Receipts Tax. Unless otherwise specified in this tariff, such taxes, fees and surcharges are in addition to rates as quoted in this tariff and will be itemized separately on Customer invoices.

2.15.1 Arizona Universal Service Fund (AUSF)

In addition to all other taxes and fees that are listed herein or passed through in the normal course of business (e.g. sales tax), the Company shall also add an amount to be collected to each bill for recovery of the Arizona Universal Service Fund (AUSF).

Towards the ultimate goal that basic service be available and affordable to all citizens of the state, the Arizona Corporation Commission has created support mechanisms to assist in the provision of such service in high-cost areas. Pursuant to Arizona Administrative Code, R14-2, Article 12, the Rule directs that the surcharge will be levied on all telecommunications service purchased by end-users.

The Arizona Universal Service Fund (AUSF) surcharge will be the amount set forth in the Arizona Administrative Code, R14-2, Article 12. The percentage and amounts set forth will be subject to periodic adjustment by the Company.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.16 Miscellaneous Provisions

2.16.1 Telephone Number Changes

Whenever any Customer telephone number is changed after a directory is published, the Company shall intercept all calls to the former number and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

2.16.2 Maintenance and Operations Records

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 3 - SERVICE AREAS

3.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs:

- 1) Qwest Corporation d/b/a CenturyLink QC

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 4 – SERVICE CHARGES AND SURCHARGES

4.1 Service Order and Change Charges

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

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

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

Moves: Applies to Customer request for a move or change in the physical location of the access line.

Transfer of Service: Applies to Customer request for a change in the service location.

Telephone Number Change: Applies to Customer request for a change of the Customer telephone number.

Service Order Changes/Adds: Applies to Customer requests for changes in service or additional to services, including the additional of calling features.

4.1.1 Maximum Rates

	Residence	Business
Line Connection Charge		
Primary Line	\$150.00	\$150.00
Secondary Line	\$150.00	\$150.00
Moves, per line	\$150.00	\$150.00
Transfer of Service, per order	\$150.00	\$150.00
Telephone Number Change	\$50.00	\$50.00
Service Order Changes/Adds	\$50.00	\$50.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

4.2 Temporary Suspension/Restoration of Service

Upon the request of the customer, service may be temporarily suspended. Suspension of service may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension. The monthly rate for service during the period of the temporary suspension is dependent upon the service plan to which the Customer is subscribed.

	<u>Residence</u> <u>Maximum</u>	<u>Business</u> <u>Maximum</u>
<u>Nonrecurring Charge</u>		
All Service Levels:	\$50.00	\$100.00
<u>Monthly Recurring Charge</u>		
ACN Advantage Home	\$50.00	\$100.00
ACN Advantage Plus	\$50.00	\$100.00
ACN Advantage Unlimited	\$50.00	\$100.00
ACN Advantage Unlimited II	\$50.00	\$100.00
ACN Advantage Home – Standard and Value Options	\$50.00	\$100.00
ACN Advantage Plus – Standard and Value Options	\$50.00	\$100.00
Stand Alone Service	\$50.00	\$100.00
Data/Fax Line	\$50.00	\$100.00

4.3 Restoral Charge

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

	<u>Residence</u>	<u>Business</u>
Maximum Per occasion, per line:	\$50.00	\$110.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)**4.4 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the A#@ symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

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

Maximum Rate Per Call: \$0.45

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)**4.5 Carrier Presubscription****4.5.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

4.5.2 Presubscription Options

Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company or no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 4 – SERVICE CHARGES AND SURCHARGES (CONT'D.)**4.5 Carrier Presubscription (Cont'd.)****4.5.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 4.5.5 below:

4.5.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 4.5.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

4.5 Carrier Presubscription (Cont'd.)

4.5.5 Presubscription Charges

A. Application of Charges

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

B. Maximum Nonrecurring Charges

Per business or residence line, trunk, or port: \$10.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES

5.1 Residential Bundled Services

5.1.1 General

ACN offers several service packages targeted at Residential Customers which bundle local and long distance services. Bundled Services may include several Calling Features (See Section 6.1 for Calling Feature descriptions). These packages are targeted primarily at residential customers and differ based on Customer call volume, patterns and features desired. Voice Mail * may be available with some packages at an additional charge.

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

Each local exchange access line for a specific service is billed at the same Monthly Recurring Charge. Customers may opt for a data or fax line at a reduced rate. Data/fax lines are only available to Customers of an ACN voice local exchange service and are purchased as an additional line to the voice local exchange service. Data/fax lines do not include a call allowance or calling features. In addition, toll free service is available as part of the Company's Bundled Services.

The local exchange access line is a voice-only line for use by residential customers. If it is determined that usage is not consistent with residential voice applications, the Customer's service may be assessed a \$50.00 monthly recurring data usage charge or be disconnected.

Any unlimited long distance calling plan is strictly for typical residential applications and is subject to the following restrictions: no more than ten lines per location may have such a plan; no unlimited plan shall be used in connection with auto-dialers, internet dialing, fax blasting, telemarketing, call centers, party lines, or similar activities. Incidental calling for dial-up internet access, data, and fax applications is permitted up to a maximum of 2,500 minutes within any 30-day period. Usage beyond this threshold is presumed to be inconsistent with typical residential voice applications and is strictly prohibited. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension, re-billing at the Company's standard long distance rates, and transition to a message-rate long distance service at the Company's standard rates.

* Voice Mail is not regulated by the Commission.

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SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.1 Residential Bundled Services (Cont'd.)

5.1.1 General (Cont'd.)

Customers subscribing to the Company's Bundled Services must choose ACN as the local, intraLATA and interLATA primary carrier. Customers who later choose a carrier other than ACN for intraLATA or interLATA calling will remain on this service until the Company is notified that this service is no longer the service of choice for the Customer.

All local exchange access lines block 900/976 calling.

Travel Card Service is available to Customers upon request. Travel card calling is not included in any call allowances.

Discontinuance of service for non-payment or partial payment of bundled service charges will be in accordance with Section 2.6.2.A of this tariff.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.1 Residential Bundled Services (Cont'd.)

5.1.2 ACN Advantage Plus VII

ACN Advantage Plus VII is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, an intrastate and interstate toll service plan.

A. Service Features

1. Voice lines include:

- a. Local line and unlimited local calling
- b. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Blocking/Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Anonymous Call Rejection, Distinctive Ring 1, Distinctive Ring 2. Additional features are available on a monthly subscription basis.

2. Voice Line Toll Program

This Toll Program provides for intrastate toll and interstate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.

3. Data/Fax lines include:

- a. Unlimited local calling.

B. Non-Recurring Charges

Service connection charges may apply, see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly and Usage Rates

<u>Local Service, per month</u>	
Local Exchange Access Line:	\$75.00
Data/Fax Line:	\$45.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.1 Residential Bundled Services (Cont'd.)

5.1.3 ACN Advantage Unlimited VII

ACN Advantage Unlimited VII provides Customers with a voice local exchange line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/ interstate toll calling. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited VII includes the following features:

- 1. Local exchange voice line and unlimited local calling.
- 2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Call Blocking/Screening, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
- 3. Unlimited direct dial outbound intraLATA, interLATA and interstate calling to the United States. Toll free calling is not included.
- 4. Optional Data/Fax lines include local exchange line and unlimited local calling.

B. Non-Recurring Charges

Service connection charges may apply. See Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly and Usage Rates

Monthly Recurring Charges:

ACN Advantage Unlimited Access Line:	\$90.00
Data/Fax Line:	\$50.00

¹ United States includes Alaska, Hawaii, US Virgin Islands, Puerto Rico and Guam.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.2 [Reserved for Future Use]

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SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.3 Residential ACN Subscriber to Subscriber Calling

Residential ACN Subscriber to Subscriber Calling allows Customers subscribed to selected ACN Residential Bundled Service to call other ACN Residential Bundled Service Customers without incurring per call usage charges or depleting the bundled minutes call allowance associated with a particular service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network. Subscriber to Subscriber Calling applies to both intrastate and interstate calling. There is no limit to the number of minutes included in this calling program.

Residential ACN Subscriber to Subscriber calling does not apply to data/fax lines presubscribed by the Customer to the Company. Toll free is not included.

This service is available where noted in the description of the specific service.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.4 [Reserved for future use]

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)**5.5 ACN Business Advantage Unlimited**

ACN Business Advantage Unlimited is a bundled local and toll service that provides commercial Customers with unlimited local calling, specified calling features and unlimited direct dialed domestic/Canada long distance service for a flat monthly rate. The Customer may also purchase data/fax lines for a separate monthly rate and/or Toll Free long distance service.

5.5.1 Restrictions and Limitations

ACN Business Advantage Unlimited is available where offered and only to customers with an existing local exchange service access line provided by another local carrier. Customers must sign a service contract subject to ACN's approval. Certain calling features may not be available in all areas. The service may be used only for commercial voice calling. If it is determined that local usage is not consistent with commercial voice applications, the Customer's service may be disconnected after proper notice to the Customer.

Unlimited long distance calling included in this plan is strictly for typical commercial voice applications and is subject to the following restrictions: the unlimited plan shall not be used in connection with auto-dialers, internet dialing, fax blasting, telemarketing, call centers, party lines, or similar activities. Incidental calling for dial-up internet access, data, and fax applications is permitted up to a maximum of 1,000 minutes within any 30-day period. Usage beyond this threshold is presumed to be inconsistent with typical commercial voice applications and is strictly prohibited. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension, re-billing at the Company's standard long distance rates, and transition to a usage-rated long distance plan.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.5 ACN Business Advantage Unlimited (Cont'd.)

5.5.2 Service Features

- A. Local line and unlimited local calling, subject to limitations noted in Section 5.5.1.
- B. Custom Calling Features: Caller ID, Call Transfer, 900 Blocking, 976 Blocking, Call Forwarding, Last Call Return, 3-Way Calling, Call Waiting, Call Waiting ID, Selective Call Waiting, Distinctive Ringing and Hunting, subject to availability. Remote Access Call Forwarding is available as an option.
- C. Unlimited direct dialed domestic long distance calling and calling to Canada, subject to limitations noted in Section 5.5.1.
- D. Data/fax line(s) are available, subject to one line per account and limitations noted in Section 5.5.1.
- E. Toll Free service is available to customers who subscribe to ACN Business Advantage Unlimited service, subject to limitations.

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 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.5 ACN Business Advantage Unlimited (Cont'd.)

5.5.3 Rates and Charges

A. Maximum Non-Recurring Charges

Service connection and/or change charges may apply.

Add feature Charge	\$10.00
Inside Wire Service Charge	\$125.00/hour
Line Connection Charge, Weekdays	\$100.00
Line Connection Charge, Weekends Holidays	\$150.00
Move Charge, Weekdays	\$100.00
Move Charge Weekends, Holidays	\$150.00
Restoral of Suspended Service Charge	\$50.00
Service Call Charge	\$150.00
New Installs per Acct	\$100.00

B. Maximum Monthly Recurring and Usage Charges

Local Service,

Local Exchange Access Line, per month	\$100.00
Data/Fax Line, per month	\$80.00
Non-listed number, per month	\$6.00
Non-published number, per month	\$8.00
Additional listings – local or foreign, per month	\$12.00

Long Distance Service

Intrastate calling, per minute:	\$0.00
Data/Fax Line Long Distance	
Intrastate calling, per minute:	\$0.15
Toll Free Long Distance	
Intrastate calling, per minute:	\$0.15

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)**5.6 ACN Business Advantage Plus**

ACN Business Advantage Plus is a bundled local and toll service that provides commercial Customers with unlimited local calling, specified calling features for a flat monthly rate and direct dialed long distance service billed on a usage basis. The Customer may also purchase data/fax lines for as separate monthly rate for a separate monthly rate and/or Toll Free long distance service.

5.6.1 Restrictions and Limitations

ACN Business Advantage Plus is available where offered and only to customers with an existing local exchange service access line provided by another local carrier. Customers must sign a service contract subject to ACN's approval. Certain calling features may not be available in all areas. The service may be used only for commercial voice calling. If it is determined that local usage is not consistent with commercial voice applications, the Customer's service may be disconnected after proper notice to the Customer.

5.6.2 Service Features

- A. Local line and unlimited local calling, subject to limitations noted in Section 5.6.1.
- B. Custom Calling Features: Caller ID, Call Transfer, 900 Blocking, 976 Blocking, Call Forwarding, Last Call Return, 3-Way Calling, Call Waiting, Call Waiting ID, Selective Call Waiting, Distinctive Ringing and Hunting, subject to availability. Remote Access Call Forwarding is available as an option.
- C. Direct dialed long distance calling;
- D. Data/fax line(s) are available, subject to one line per account and limitations noted in Section 5.6.1.
- E. Toll Free service is available to customers who subscribe to ACN Business Advantage Plus service, subject to limitations.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.6 ACN Business Advantage Plus (Cont'd.)

5.6.3 Rates and Charges

A. Maximum Non-Recurring Charges

Service connection and/or change charges may apply.

Add feature Charge	\$10.00
Inside Wire Service Charge	\$125.00/hour
Line Connection Charge, Weekdays	\$100.00
Line Connection Charge, Weekends Holidays	\$150.00
Move Charge, Weekdays	\$100.00
Move Charge Weekends, Holidays	\$150.00
Restoral of Suspended Service Charge	\$50.00
Service Call Charge	\$150.00
New Installs per Acct	\$100.00

B. Maximum Monthly Recurring and Usage Charges

Local Service,

Local Exchange Access Line, per month	\$80.00
Data/Fax Line, per month	\$80.00

Long Distance Service

Intrastate calling, per minute: \$0.15

Data/Fax Line Long Distance
 Intrastate calling, per minute: \$0.15

Toll Free Long Distance
 Intrastate calling, per minute: \$0.15

 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 5 – LOCAL EXCHANGE SERVICES (CONT'D.)

5.7 DigitalTalk Data/Fax Line

DigitalTalk Data/Fax Line is a business service that provides customers with unlimited local¹ minutes and access to long distance calling within the United States and Canada. Customers may order up to a maximum of three (3) lines. This service is only available to customers also subscribed to ACN DigitalTalk Services² and is intended for use with analog non-voice devices for faxing, security system monitoring and point-of-sale.

5.7.1 Service Features

DigitalTalk Data/Fax Line includes the following features:

- Unlimited local calls.¹

5.7.2 Maximum Rates and Charges

Non-Recurring Charge, per order (maximum of 3 lines):	\$60.00
Monthly Recurring Charge, per line:	\$66.00
Long Distance Usage (U.S. and Canada), per minute:	\$0.10

¹ Any business local calling plan is strictly for typical business applications and is subject to the following restrictions: no unlimited local plan shall be used in connection with auto-dialers, fax blasting, or similar activities. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension.

² ACN DigitalTalk Services are unregulated VoIP services offered by ACN's affiliate, ACN Digital Phone Service.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES**6.1 Optional Calling Features**

The features in this section are made available to ACN Customers either as Stand-Alone offerings for a monthly or per use fee or are included with the service subscribed to by the Customer. All features are provided subject to availability. Features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

6.1.1 Feature Descriptions

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

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

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

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

Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only.

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

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.1 Optional Calling Features (Cont'd.)

6.1.1 Feature Descriptions (Cont'd.)

Caller ID-Number Only – Provides for the display of the calling party telephone number on Caller ID compatible Customer premises equipment.

Caller ID Name and Number– Provides for the display of the calling party name and telephone number on Caller ID compatible Customer premises equipment.

Custom Ringing - Allows a Customer to have up to two separate telephone numbers (one main and one additional number) associated with one local exchange access line. Each telephone numbers has a distinctive ring on incoming calls for identification purposes.

Priority Call - Allows a Customer to assign a maximum of fifteen (15) callers' telephone numbers to a special list. The customer will hear a distinctive ring at his location when calls are received from callers' telephone numbers on that list.

Speed Calling 8– Allows the Customer to dial an abbreviated code to originate a call to any of 8 programmed telephone numbers.

Three-Way Calling – Allows the Customer to add a third party to an existing conversation.

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SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.1 Optional Calling Features (Cont'd.)

6.1.2 Maximum Rates

A. Features Offered on a Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

1. Features ordered prior to November 19, 2009.

Feature	Maximum Monthly Recurring Charge
	Residence
Anonymous Call Rejection	\$10.00
Auto Call Back	\$10.00
Auto Redial	\$10.00
Call Forwarding - Busy Line	\$10.00
Call Waiting/ Call Waiting with Caller ID	\$10.00
Caller ID Number Only	\$20.00
Caller ID Name and Number	\$20.00
Custom Ringing	\$10.00
Priority Call	\$10.00
Speed Calling 8	\$10.00
Three Way Calling	\$10.00

2. Features ordered on or after November 19, 2009.

Feature	Maximum Monthly Recurring Charge
Auto Redial	\$10.00
Auto Call Back *(*69)	\$10.00
Call Forward	\$10.00
Call Waiting	\$15.00
Distinctive Ring	\$12.00
Priority Call	\$12.00
Speed Calling 8	\$5.00
Three Way Calling	\$10.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.1 Optional Calling Features (Cont'd.)

6.1.2 Maximum Rates (Cont'd.)

B. Features Offered on a Usage Sensitive Basis

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

Feature	Maximum Charge Per Use
Auto Redial	\$5.00
Auto Callback (*69)	\$5.00
Three Way Calling	\$5.00
Call Trace	\$5.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.2 Directory Assistance Services

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

6.2.1 Local Directory Assistance

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

Charges will not apply for calls placed from hospital services or calls placed from telephones where the Customer or, in the case of residence service, a member of the Customer's household, has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.2 Directory Assistance Services (Cont'd.)

6.2.2 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is a service that provides Customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect. All operator-handled charges, as specified in Section 6.3 of this tariff, apply as appropriate.

Call completion is provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.2 Directory Assistance Services (Cont'd.)

6.2.3 National Directory Assistance Service

National Directory Assistance Service is provided to Customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the Customer's local Directory Assistance service area.

There are no call allowances or exemptions for National Directory Assistance.

A maximum of two(2) requested telephone numbers are allowed per call.

This service may be alternately billed by using a calling card, billing to a third number, or collect. Operator-handled charges, as specified in Section 6.3 of this tariff, apply as appropriate.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.2 Directory Assistance Services (Cont'd.)

6.2.4 Maximum Rates

A. Basic Directory Assistance

	<u>Per query</u>
Local Directory Assistance	
Direct dialed:	\$5.00
Via operator :	\$10.00

B. Directory Assistance Call Completion

Per completed call	\$2.00
--------------------	--------

C. National Directory Assistance

Direct dialed	\$5.00
Via Operator	\$10.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)**6.3 Operator Services**

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

Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

Third Party Billed: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

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SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.3 Operator Services (Cont'd.)

6.3.1 Maximum Usage Charges:

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

6.3.2 Maximum Per Call Service Charges

	<u>Live</u>	<u>Automated</u>
Customer Dialed Calling Card	\$10.00	\$10.00
Operator Assisted Calling Card	\$10.00	\$10.00
Collect	\$10.00	\$10.00
Person to Person	\$10.00	\$10.00
Third Party Billed	\$10.00	\$10.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.4 Busy Line Verification and Emergency Interrupt Service

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

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

6.4.1 Maximum Rates

Busy Line Verification, per request:	\$10.00
Busy Line Interrupt, per request:	\$20.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.5 Directory Listing Service

6.5.1 General

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

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgement of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

6.5.2 Listings

A. Primary Listing

One listing, termed the primary listing, is included with each exchange access line or each joint user service.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)**6.5 Directory Listing Service (Cont'd.)****6.5.2 Listings (Cont'd.)****B. Additional Listings**

Additional listings may be the listings of individual names of those entitled to use the customer's service or, for business, Departments, Divisions, Tradenames, etc.

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Listings, Foreign Listings, etc. take the same business or residence classification as the service with which such listings are furnished.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.5 Directory Listing Service (Cont'd.)

6.5.2 Listings (Cont'd.)

C. Nonpublished Service

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

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-published number in the directory or disclosing it to some. 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.

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

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.5 Directory Listing Service (Cont'd.)

6.5.2 Listings (Cont'd.)

D. Nonlisted Service

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

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

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

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

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

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 6 – SUPPLEMENTARY SERVICES (CONT'D.)

6.5 Directory Listing Service (Cont'd.)

6.5.3 Maximum Monthly Rates

	<u>Residence</u>	<u>Business</u>
Additional Listings	\$10.00	\$10.00
Nonlisted Service	\$10.00	\$10.00
Nonpublished Service	\$10.00	\$10.00

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 7 - LONG DISTANCE SERVICES

7.1 General

Rates and regulations for the Company's Long Distance Services may be found in the Company's Arizona Tariff No. 4.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 8 - ACCESS SERVICES

8.1 General

Rates and regulations for the Company's Access Services may be found in the Company's Arizona Tariff No. 6

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 9 - SPECIAL ARRANGEMENTS

9.1 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

ICB will be filed with the Communications Division of the Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 10 - PROMOTIONAL OFFERINGS

10.1 Special Promotions

The Company may, from time to time, offer services in this Tariff at special promotional rates and/or terms. Such promotional arrangements shall be filed with the Commission when so required. All rates and terms contained in this Tariff shall continue to apply unless specifically addressed in the promotional agreements.

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 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 11 - CURRENT PRICE LIST

11.1 Service Charges and Surcharges

11.1.1 Service Order and Change Charges

A. Residential Services

Line Connection Charge	
Primary Line	\$16.00
Secondary Line	\$16.00
Moves, per line	\$16.00
Transfer of Service, per order	\$6.00
Telephone Number Change	\$6.00
Service Order Changes/Addds	\$6.00
Add Features	\$5.00

A. Business Services

Line Connection Charge	
Primary Line	\$16.00
Secondary Line	\$16.00
Moves, per line	\$16.00
Transfer of Service, per order	\$6.00
Telephone Number Change	\$6.00
Service Order Changes/Addds	\$6.00
Add Features	\$5.00

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

11.1 Service Charges and Surcharges (Cont'd.)

11.1.2 Temporary Suspension of Service Charge

	<u>Residence</u>	<u>Business</u>
<u>Nonrecurring Charge</u>		
All Service Levels:	\$12.00	\$12.00
 <u>Monthly Recurring Charge</u>		
ACN Advantage Home	\$17.00	\$17.00
ACN Advantage Plus	\$17.00	\$17.00
ACN Advantage Unlimited	\$17.00	\$17.00
ACN Advantage Unlimited II	\$22.88	\$22.88
ACN Advantage Home-Standard & Value Options	\$17.00	\$17.00
ACN Advantage Plus-Standard & Value Options	\$17.00	\$17.00
Stand Alone Service	\$15.00	\$15.00
Data/Fax	\$15.08	\$15.08

11.1.3 Restoral Charge

	<u>Residence</u>	<u>Business</u>
Per occasion, per line:	\$12.00	n/a

11.1.4 Public Telephone Surcharge

Rate Per Call:	\$0.43
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11.1.5 Carrier Presubscription

Per business or residence line, trunk, or port:	\$5.00
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11.1.6 Returned Check Charge

Per dishonored check returned:	\$25.00
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 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

11.2 Local Exchange Services

11.2.1 Residential Bundled Services

A. ACN Advantage Plus VII

1. Non-Recurring Charges

Service connection charges may apply, see Section 11.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

2. Monthly and Usage Rates

Local Service, per month

Local Exchange Access Line:	\$32.99
Data/Fax Line:	\$25.08

B. ACN Advantage Unlimited VII

1. Non-Recurring Charges

Service connection charges may apply. See Section 11.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

2. Monthly and Usage Rates

Monthly Recurring Charges:

ACN Advantage Unlimited Access Line:

Monthly Recurring Charge:	\$39.49
Data/Fax Line:	\$25.08

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

11.2 Local Exchange Services (Cont'd.)

11.2.2 [Reserved for future use]

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

11.2 Local Exchange Services (Cont'd.)

11.2.3 ACN Business Advantage Unlimited

A. Non-Recurring Charges

Add feature Charge	\$5.00
Inside Wire Service Charge	\$55.00/hour
Line Connection Charge, Weekdays	\$50.00
Line Connection Charge, Weekends Holidays	\$75.00
Move Charge, Weekdays	\$50.00
Move Charge Weekends, Holidays	\$75.00
Restoral of Suspended Service Charge	\$12.00
Service Call Charge	\$70.00
New Installs per Acct	\$50.00

B. Monthly Recurring and Usage Charges

Local Service,

Local Exchange Access Line, per month	
Without Remote Access Call Forwarding	\$44.99
With Remote Access Call Forwarding	\$54.94
Data/Fax Line, per month	\$40.00
Non-listed number, per month	\$2.99
Non-published number, per month	\$3.99
Additional listings – local or foreign, per month	\$6.00

Long Distance Service

Intrastate calling, per minute:	\$0.00
Data/Fax Line Long Distance	
Intrastate calling, per minute:	\$0.07
Toll Free Long Distance	
Intrastate calling, per minute:	\$0.07

 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

11.2 Local Exchange Services (Cont'd.)

11.2.4 ACN Business Advantage Plus

A. Non-Recurring Charges

Add feature Charge	\$5.00
Inside Wire Service Charge	\$55.00/hour
Line Connection Charge, Weekdays	\$50.00
Line Connection Charge, Weekends Holidays	\$75.00
Move Charge, Weekdays	\$50.00
Move Charge Weekends, Holidays	\$75.00
Restoral of Suspended Service Charge	\$12.00
Service Call Charge	\$70.00
New Installs per Acct	\$50.00

B. Monthly Recurring and Usage Charges

Local Service,

Local Exchange Access Line, per month	
Without Remote Access Call Forwarding	\$39.99
With Remote Access Call Forwarding	\$49.94
Data/Fax Line, per month	\$40.00

Long Distance Service

Intrastate calling, per minute:	\$0.07
Data/Fax Line Long Distance	
Intrastate calling, per minute:	\$0.07
Toll Free Long Distance	
Intrastate calling, per minute:	\$0.07

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

11.2 Local Exchange Services (Cont'd.)

11.2.5 DigitalTalk Data/Fax Line

Non-Recurring Charge, per order (maximum of 3 lines):	\$30.00
Monthly Recurring Charge, per line:	\$33.00
Long Distance Usage (U.S. and Canada), per minute:	\$0.05

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 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

11.3 Supplementary Services

11.3.1 Optional Calling Features

A. Features Offered on a Monthly Basis

1. Features ordered prior to November 19, 2009.

Feature	Monthly Recurring Charge Residence
Anonymous Call Rejection	\$2.00
Auto Call Back (*69)	\$1.95
Auto Redial	\$1.50
Call Forwarding - Busy Line	\$4.50
Call Waiting/ Call Waiting with Caller ID	\$2.00
Caller ID Name and Number	\$4.50
Distinctive Ringing	\$1.75
Priority Call	\$1.50
Speed Calling 8	\$1.00
Three Way Calling	\$1.75

2. Features ordered on or after November 19, 2009.

Feature	Monthly Recurring Charge
Auto Redial	\$2.50
Auto Call Back *(69)	\$2.95
Call Forward	\$3.00
Call Waiting	\$5.50
Distinctive Ring	\$4.00
Priority Call	\$4.00
Speed Calling 8	\$1.00
Three Way Calling	\$3.00

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

11.3 Supplementary Services (Cont'd.)

11.3.1 Optional Calling Features (Cont'd.)

B. Features Offered on a Usage Sensitive Basis

<u>Feature</u>	<u>Per Use</u>	
	<u>Residential</u>	<u>Business</u>
Busy Redial	\$0.75	n/a
Return Call	\$0.75	n/a
Three Way Calling	\$0.75	n/a
Call Trace	\$1.00	\$3.00

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SECTION 11 - CURRENT PRICE LIST (CONT'D.)**11.3 Supplementary Services (Cont'd.)****11.3.2 Directory Assistance Services****A. Basic Directory Assistance**

Local Directory Assistance

Per query
\$1.75**B. Directory Assistance Call Completion**

Per completed call

\$0.25

C. National Directory Assistance

Direct dialed

\$1.25

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

11.3 Supplementary Services (Cont'd.)

11.3.3 Operator Services

A. Usage Charges

1. Local

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

B. Per Call Service Charges

	<u>Residential</u>	
Customer Dialed Calling Card	\$0.40	
Operator Assisted Calling Card	\$0.40	
	<u>Automated</u>	<u>Live</u>
Collect	\$3.00	\$3.00
3 rd Party Billed	\$3.00	\$3.00
Person to Person	\$3.00	\$3.00

 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

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

11.3 Supplementary Services (Cont'd.)

11.3.4 Busy Line Verification and Emergency Interrupt Service

	<u>Residence</u>	<u>Business</u>
Busy Line Verification, per request:	\$2.25	\$4.50
Busy Line Interrupt, per request:	\$2.25	\$4.50

11.3.5 Directory Listing Service (Cont'd.)

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Additional Listings	\$1.50	n/a
Nonlisted Service	\$1.55	n/a
Nonpublished Service	\$2.35	\$4.99

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES**12.1 Residential Bundled Services****12.1.1 ACN Advantage Home ****

ACN Advantage Home provides Customers with a voice local exchange line with unlimited local calling for a flat monthly recurring charge, select calling features at no additional charge, and access to intrastate and interstate toll service for a low per minute rate. Toll calls are billed in sixty (60) second increments after an initial period, for billing purposes, of sixty (60) seconds. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Home includes the following features:

1. Local exchange voice line with unlimited local calling.
2. Calling Features: Caller ID/ Caller ID with name; Call Waiting / Call Waiting with Caller ID; Auto Redial, Auto Call Back (*69); Three Way Calling.
3. Toll service and toll free calling is available under ACN Advantage Home. See Company's Arizona Tariff No. 4 for call timing and rates.
4. ACN Subscriber to Subscriber Calling.
5. Optional Data/Fax lines include local exchange line and unlimited local calling. See Company's Arizona Tariff No. 4 for intrastate toll rates.

B. Non-Recurring Charges

Service connection charges may apply, See Section 4.1 of this tariff. The Service Connection fee waived for those Customers who retain their existing telephone number when switching their service to ACN.

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.1 ACN Advantage Home (Cont'd.) **

C. Maximum Monthly Recurring Charges and Usage Rates

.1 Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

.2 Monthly and Usage Rates

Monthly Recurring Charge:

Local exchange access line: \$75.00
Data/Fax line: \$50.00

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)**12.1 Residential Bundled Services (Cont'd.)****12.1.2 ACN Advantage Plus ****

ACN Advantage Plus provides Customers with a voice local exchange line with unlimited local calling for a flat monthly recurring charge, select calling features at no additional charge and 200 minutes of combined intrastate/interstate toll calling. Calls above the local call allowance and intrastate and interstate toll calls are billed in sixty (60) second increments after an initial period, for billing purposes, of sixty (60) seconds. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Plus includes the following features:

1. Local line and unlimited local calling
2. Custom Calling Features: Caller ID/Caller ID with Name, Three Way Calling, Call Waiting/Call Waiting with Caller ID, Call Forwarding, Auto Redial, Auto Callback, Priority Calling, Speed Calling 8, Anonymous Call Rejection.
3. 200 minutes of long distance calling (intrastate and interstate combined).
4. ACN Subscriber to ACN Subscriber Calling at no charge.
5. Optional Data/Fax lines include local exchange line and unlimited local calling. See Company's Arizona Tariff No. 4 for intrastate toll rates.

B. Non-Recurring Charges

Service connection charges may apply, See Section 4.1 of this tariff. The Service Connection fee waived for those Customers who retain their existing telephone number when switching their service to ACN.

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.2 ACN Advantage Plus (Cont'd.) **

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge	
Local exchange access line:	\$90.00
Data/Fax line:	\$50.00

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.3 ACN Advantage Unlimited **

ACN Advantage Unlimited provides Customers with a voice local exchange line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/ interstate toll calling. An optional data/fax line is available as an additional line, and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited includes the following features:

1. Local line and unlimited local calling.
2. Custom Calling Features: Caller ID/Caller ID with Name, Three Way Calling, Call Waiting, Call Forwarding, Auto Redial, Automatic Call Back.
3. Unlimited toll calling at no charge.
4. ACN Subscriber to ACN Subscriber Calling at no charge.
5. Optional Data/Fax lines include local exchange line and unlimited local calling. See Company's Arizona Tariff No. 4 for intrastate toll rates.

B. Non-Recurring Charges

Service connection charges may apply, See Section 4.1 of this tariff. The Service Connection fee waived for those customers who retain their existing telephone number when switching their service to ACN.

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.3 ACN Advantage Unlimited (Cont'd.) **

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge	
Local exchange access line:	\$125.00
Data/Fax line:	\$50.00
Toll free calling, per minute	
IntraLATA:	\$0.50
InterLATA:	\$0.50

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.4 ACN Advantage Unlimited II**

ACN Advantage Unlimited II provides Customers with a local exchange voice line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/interstate toll calling. An optional data/fax line is available as an additional line and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited II includes the following features:

1. Local exchange voice line and unlimited local calling
2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Auto Redial, Priority Call, Automatic Call Back (*69), Speed Calling 8, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
3. Unlimited direct dial outbound long distance calling (intrastate and interstate). Toll free calling is not included.
4. Optional Data/Fax lines include local exchange line with unlimited local calling.

B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge	
Local exchange access line:	\$125.00
Data/Fax line:	\$50.00

***Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)**12.1 Residential Bundled Services (Cont'd.)****12.1.5 ACN Advantage Home - Standard and Value Options****

ACN Advantage Home - Standard and Value Options is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two (2) intrastate and interstate toll service plans from which to choose.

A. Service FeaturesVoice lines include:

1. Local line and unlimited local calling
2. Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
3. ACN Subscriber to ACN Subscriber Calling at no charge.

Voice Line Toll Program Options:

1. ACN Advantage Home - Standard

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.

2. ACN Advantage Home - Value

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.

Data/Fax lines include:

1. Unlimited local calling

***Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.5 ACN Advantage Home - Standard and Value Options (Cont'd.)**

B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge:

Local exchange access line:	\$75.00
Data/Fax line:	\$50.00

***Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)**12.1 Residential Bundled Services (Cont'd.)****12.1.6 ACN Advantage Plus - Standard and Value Options****

ACN Advantage Plus - Standard and Value Options is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two intrastate and interstate toll service plans from which to choose.

A. Service FeaturesVoice lines include:

1. Local line and unlimited local calling
2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting ID, Call Forwarding, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Priority Call, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.
3. ACN Subscriber to ACN Subscriber Calling at no charge.

Voice Line Toll Program Options:

1. ACN Advantage Plus - Standard

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.
2. ACN Advantage Plus - Value

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.

Data/Fax lines include:

1. Unlimited local calling.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.6 ACN Advantage Plus - Standard and Value Options (Cont'd.)**

B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge	
Local exchange access line:	\$90.00
Data/Fax line:	\$50.00

***Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)**12.1 Residential Bundled Services (Cont'd.)****12.1.7 ACN Advantage Home - Standard and Value Options VI****

ACN Advantage Home - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two (2) intrastate and interstate toll service plan options.

A. Service FeaturesVoice lines include:

1. Local line and unlimited local calling
2. Calling Features: Caller ID with Name, Call Waiting Caller ID, Anonymous Call Rejection. Additional features are available on a monthly subscription basis.

Voice Line Toll Program Options:

1. ACN Advantage Home - Standard

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.

2. ACN Advantage Home - Value

This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.

Data/Fax lines include:

1. Unlimited local calling

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.7 ACN Advantage Home - Standard and Value Options VI (Cont'd.)**

B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge:	
Local exchange access line:	\$75.00
Data/Fax line:	\$50.00

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.8 ACN Advantage Plus - Standard and Value Options VI**

ACN Advantage Plus - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two intrastate and interstate toll service plan options.

A. Service Features

Voice lines include:

1. Local line and unlimited local calling
2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting Caller ID, Call Forwarding, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Priority Call, Anonymous Call Rejection, Distinctive Ring.

Voice Line Toll Program Options:

1. ACN Advantage Plus - Standard
This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.
2. ACN Advantage Plus - Value
This toll program provides for intrastate toll calling based on usage per minute. See Company's Arizona Tariff No. 4 for call timing and rates.

Data/Fax lines include:

1. Unlimited local calling.

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.8 ACN Advantage Plus - Standard and Value Options VI (Cont'd.)**

B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge	
Local exchange access line:	\$90.00
Data/Fax line:	\$50.00

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

 LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.1 Residential Bundled Services (Cont'd.)

12.1.9 ACN Advantage Unlimited VI**

ACN Advantage Unlimited VI provides Customers with a local exchange voice line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/interstate toll calling. An optional data/fax line is available as an additional line and includes unlimited local calling.

A. Service Features

ACN Advantage Unlimited VI includes the following features:

1. Local exchange voice line and unlimited local calling
2. Custom Calling Features: Caller ID with Name, Three Way Calling, Call Waiting, Call Waiting Caller ID, Call Forwarding, Auto Redial, Automatic Call Back (*69), Speed Calling 8, Priority Call, Anonymous Call Rejection, Distinctive Ring.
3. Unlimited direct dial outbound intraLATA, interLATA and interstate calling to the United States¹ and Canada. Toll free calling is not included. (T)
4. Optional Data/Fax lines include local exchange line with unlimited local calling.

B. Non-Recurring Charges

Service connection charges may apply; see Section 4.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

C. Maximum Monthly Recurring Charges and Usage Rates

Monthly Recurring Charge	
Local exchange access line:	\$125.00
Data/Fax line:	\$50.00

¹ United States includes Alaska, Hawaii, US Virgin Islands, Puerto Rico and Guam.

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.2 Residential Stand-Alone Local Exchange Service**

Residential Stand-Alone Local Exchange Service provides the Customer with a single, voice local exchange line. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. An optional data/fax line is available as an additional line, and includes unlimited local calling.

Residential Stand-Alone Service includes 1000 minutes of local exchange calling. Calls above the 1000 minute call allowance are billed on a per minute basis.

A. Maximum Monthly Recurring Charges and Usage Rates

Stand-Alone Local Exchange Service

Monthly Recurring Charge \$40.00

Per Minute Rate, above 1000 minutes: \$0.05

Optional Data/Fax Line

Monthly Recurring Charge \$15.08

See Company's Arizona Tariff No. 4 for intrastate toll rates.

** Effective March 19, 2006 this service is grandfathered and available to existing Customers at existing locations only.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 12 -GRANDFATHERED SERVICES (CONT'D.)

12.3 ACN DigitalTalk Express Dedicated Basic Fax Line **

ACN DigitalTalk Express Dedicated Basic Fax Line is a business fax service that provides customers with unlimited local¹ and 300 minutes of long distance calls within US and Canada. This service is only available to customers also subscribed to ACN DigitalTalk Express² and is intended only for fax use.

12.3.1 Service Features

ACN DigitalTalk Express Dedicated Basic Fax Line includes the following features:

- Unlimited local calls.¹
- 300 minutes of long distance calls within the United States and Canada..

12.3.2 Maximum Rates and Charges

Non-Recurring Charge:	\$10.00
Monthly Recurring Charge:	\$60.00
Long Distance Usage (U.S. and Canada), above 300 minutes, per minute:	\$0.10

¹ Any business local calling plan is strictly for typical business applications and is subject to the following restrictions: no unlimited local plan shall be used in connection with auto-dialers, fax blasting, or similar activities. If the Company determines that the usage is inconsistent with the usage restrictions described herein, the Company may take immediate action to enforce the restrictions, including, but not limited to service suspension.

² ACN Digital Talk Express is an unregulated VoIP service offered by ACN's affiliate, ACN Digital Phone Service.

** Effective July 13, 2013, this service is grandfathered and available to existing Customers only.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 13 – GRANDFATHERED SERVICES – CURRENT PRICE LIST

13.1 Residential Bundled Services

13.1.1 ACN Advantage Home **

.1 Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

.2 Monthly and Usage Rates

Monthly Recurring Charge:

Local exchange access line: \$30.99

Data/Fax line: \$25.08

13.1.2 ACN Advantage Plus **

.1 Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

.2 Monthly and Usage Rates

Monthly Recurring Charge:

Local exchange access line: \$38.99

Data/Fax line: \$25.08

13.1.3 ACN Advantage Unlimited **

.1 Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

.2 Monthly and Usage Rates

Monthly Recurring Charge:

Local exchange access line: \$40.75

Data/Fax line: \$25.08

*** This service grandfathered effective January 5, 2005 and is available to existing Customers only.*

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 13 – GRANDFATHERED SERVICES – CURRENT PRICE LIST (CONT'D.)

13.1 Residential Bundled Services (Cont'd.)

13.1.4 ACN Advantage Unlimited II**

- 1. Non-Recurring Charges

Service connection charges may apply. See Section 11.1.1 of this tariff.

- 2. Monthly and Usage Rates

Monthly Recurring Charge

ACN Advantage Unlimited II Access \$39.99

Line:

Data/Fax Line: \$25.08

13.1.5 ACN Advantage Home - Standard and Value Options**

- 1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

- 2. Monthly and Usage Rates

Local Service, per month

Local Exchange Access Line: \$29.49

Data/Fax Line: \$25.08

13.1.6 ACN Advantage Plus - Standard and Value Options**

- 1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

- 2. Monthly and Usage Rates

Local Service, per month

Local Exchange Access Line: \$31.99

Data/Fax Line: \$25.08

***Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 13 – GRANDFATHERED SERVICES – CURRENT PRICE LIST (CONT'D.)

13.1 Residential Bundled Services (Cont'd.)

13.1.7 ACN Advantage Home - Standard and Value Options VI**

1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

2. Monthly and Usage Rates

Local Service, per month	
Local Exchange Access Line:	\$29.49
Data/Fax Line:	\$25.08

13.1.8 ACN Advantage Plus - Standard and Value Options VI**

1. Non-Recurring Charges

Service connection charges may apply, See Section 11.1.1 of this tariff

2. Monthly and Usage Rates

Local Service, per month	
Local Exchange Access Line:	\$31.99
Data/Fax Line:	\$25.08

13.1.9 ACN Advantage Unlimited VI**

1. Non-Recurring Charges

Service connection charges may apply. See Section 11.1.1 of this tariff.

2. Monthly and Usage Rates

Monthly Recurring Charge	
ACN Advantage Unlimited II Access Line:	\$41.99
Data/Fax Line:	\$25.08

**Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 13 – GRANDFATHERED SERVICES – CURRENT PRICE LIST (CONT'D.)

13.2 Residential Stand-Alone Local Exchange Service**

Monthly Recurring Charge	\$18.99
Per Minute Rate, above 1000 minutes:	\$0.01

** Effective March 19, 2006 this service is grandfathered and available to existing Customers at existing locations only.

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LOCAL EXCHANGE TELECOMMUNICATIONS TARIFF

SECTION 13 – GRANDFATHERED SERVICES – CURRENT PRICE LIST (CONT'D.)

13.3 ACN DigitalTalk Express Dedicated Basic Fax Line**

Non-Recurring Charge:	\$0.00
Monthly Recurring Charge:	\$30.00
Long Distance Usage (U.S. and Canada), above 300 minutes, per minute:	\$0.05

** Effective July 13, 2013, this service is grandfathered and available to existing Customers only.

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ACCESS SERVICES TARIFF

This tariff, ACN Communication Services, LLC Arizona Tariff No. 6, replaces in its entirety, ACN Communication Services, Inc. Arizona Tariff No. 3, which is presently on file with the Commission.

ACN Communication Services, LLC

Regulations and Schedule of Intrastate Access Rates

This tariff includes the rates, charges, terms and conditions of service for the provision of intrastate access telecommunications services by ACN Communication Service, LLC. This tariff is available for public inspection during normal business hours at the main office of ACN Communication Services, LLC at 1000 Progress Place, Concord, North Carolina 28025.

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ACCESS SERVICES TARIFF

CHECK SHEET

The pages listed below of this tariff are effective as of the date shown. Revised pages contain all changes from the original tariff that are in effect as of the date indicated.

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6	Original	*	32	Original	*	57	Original	*
7	Original	*	33	Original	*	58	Original	*
8	Original	*	34	Original	*	59	Original	*
9	Original	*	35	Original	*	60	Original	*
10	Original	*	36	Original	*	61	Original	*
11	Original	*	37	Original	*	62	Original	*
12	Original	*	38	Original	*	63	Original	*
13	Original	*	39	Original	*	64	Original	*
14	Original	*	40	Original	*	65	Original	*
15	Original	*	41	Original	*	66	Original	*
16	Original	*	42	Original	*	67	Original	*
17	Original	*	43	Original	*	68	Original	*
18	Original	*	44	Original	*	69	Original	*
19	Original	*	45	Original	*	70	Original	*
20	Original	*	46	Original	*			
21	Original	*	47	Original	*			
22	Original	*	48	Original	*			
23	Original	*	49	Original	*			
24	Original	*	50	Original	*			
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* - Indicates pages included with this filing.

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ACCESS SERVICES TARIFF

EXPLANATION OF SYMBOL

- (C) To signify changed rate, regulation or condition.
- (D) To signify discontinued rate, regulation or condition.
- (I) To signify an increase.
- (M) To signify text relocated without change.
- (N) To signify new material, including a listing, rate, regulation, rule or condition.
- (R) To signify a reduction.
- (T) To signify a change in the word of text, but no change in the rate, rule or condition.

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ACCESS SERVICES TARIFF

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ACCESS SERVICES TARIFF

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

ACN - Refers to ACN Communication Services, LLC, issuer of this tariff.

Access Code - Denotes a uniform code assigned by the Company to an individual Customer. The code has the form 101XXXX or 950-XXXX.

Access Line - An arrangement which connects the Customer's local exchange line to a Company designated switching center or point of presence.

Access Minutes - The increment for measuring usage of exchange facilities for the purpose of calculating chargeable usage.

Access Service Request (ASR) - The service order form used by access service Customers and the Company to the process of establishing, moving or rearranging access services provided by the Company.

Access Tandem - A switching system that provides a traffic concentration and distribution function for originating or terminating traffic between End Offices and the Customer's Premises or Point of Presence.

Answer Supervision - The transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to a carrier's Point of Presence or customer's terminal equipment as an indication that the called party has answered or disconnected.

Automatic Number Identification (ANI) - The automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party Customer. The primary purpose of ANI is for billing toll calls.

Bit - The smallest unit of information in a binary system of notation.

Bps - Bits per second. The number of bits transmitted in a one second interval.

Call - A Customer or End User attempt for which the complete address code (e.g., 0-, 911, or 10 digits) is provided to the Serving Wire Center, End Office or Access Tandem Switch.

Casual Calling - Where access to the Company's network and the subsequent use of service by the Customer is initiated through the dialing of a toll-free number or Access Code. Casual Calling allows non-Pre-subscribed customers to utilize the services of the Company.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Central Office - The premises of the Company or another local exchange carrier containing one or more switches where Customer or End User station loops are terminated for purposes of interconnection to other station loops, trunks or access facilities.

Channel - A communications path between two or more points.

CIC - An interexchange carrier identification code.

Commission - Refers to the Arizona Corporation Commission, unless otherwise indicated.

Company or Carrier - Used throughout this tariff to indicate ACN Communication Services, LLC

Constructive Order - Delivery of calls to or acceptance of calls from the Customer's End Users over Company-switched local exchange services constitutes a Constructive Order by the Customer to purchase switched access services as described herein. Similarly the selection of the Customer by an End User as the End User's PIC constitutes a Constructive Order for switched access by the Customer.

CPE - Customer Premises Equipment. All Terminal Equipment or other communications equipment and/or systems provided by the Customer for use with the Company's facilities and services.

Customer - Any person, firm, partnership, corporation or other entity which uses service under the terms and conditions of this tariff and is responsible for the payment of charges. In most contexts, the Customer is an Interexchange Carrier utilizing the Company's Switched or Dedicated Access services described in this tariff to reach its End User customer(s).

Customer Premises - The premises specified by the Customer for termination of access services. Typically an Interexchange Carrier's Point of Presence.

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Dedicated Access - Where originating or terminating access between an end user and an interexchange carrier are provided via dedicated facilities, circuits or channels. A method of reaching the Customer's communication and switching systems whereby the End User is connected directly to the Customer's Point of Presence or designate without utilizing the services of the local switched network.

DS0 - Digital Signal Level 0; a dedicated, full duplex digital channel with line speeds of 2.4, 4.8, 9.6, 19.2, 56 or 64 Kbps.

DS1 - Digital Signal Level 1; a dedicated, high capacity, full duplex channel with a line speed of 1.544 Mbps isochronous serial data having a line signal format of either Alternate Mark Inversion (AMI) or Bipolar with 8 Zero Substitution (B8ZS) and either Superframe (D4) or Extended Superframe (ESF) formats. DS1 Service has the equivalent capacity of 24 Voice Grade or DS0 services.

DS3 - Digital Signal Level 3; a dedicated, high capacity, full duplex channel with a line speed of 44.736 Mbps isochronous serial data having a line code of bipolar with three zero substitution (B3ZS). Equivalent capacity of 28 DS1 Services.

Dual Tone Multifrequency (DTMF) - Tone signaling, also known as touch tone signaling.

End Office - The Central Office from which the End User's Premises would normally obtain local exchange service and dial tone from the Company or other local exchange carrier.

End Office Switch - A Company switching system where Customer or End User station loops are terminated for purposes of interconnection to other station loops, trunks or access facilities. In most contexts, the End User is connected via station loops or trunks to an End Office Switch.

End User - Any person, firm, partnership, corporation or other entity which uses the service of the Company under the terms and conditions of this tariff. In most contexts, the End User is the customer of an Interexchange Carrier who in turn utilizes the Company's Switched or Dedicated Access services described in this tariff to provide the End User with access to the IC's communication and switching systems.

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End User Premises - The premises specified by the Customer or End User for termination of access services at the End User's physical location.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such End Offices, Customers can presubscribe their telephone line(s) to their preferred interexchange carrier. A form of dialed access provided by local exchange companies whereby telephone calls dialed by the Customer are automatically routed to the Company's network. Customers may also route calls to the Company's network by dialing an access code provided by the Company.

Exchange - A group of lines in a unit generally smaller than a LATA established by the Company or other local exchange carrier for the administration of communications service in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications service within that area.

Gbps - Gigabits per second; billions of bits per second.

Host Office - An electronic switching system which provides call processing capabilities for one or more Remote Switching Modules or Remote Switching Systems.

Individual Case Basis or ICB - A process whereby the terms, conditions, rates and/or charges for a service provided under the general provisions of this tariff are developed or modified based on the unique circumstances in each case.

Interstate - For the purpose of this tariff, the term Interstate applies to the regulatory jurisdiction of services used for communications between one or more originating and terminating points located in different states within the United States or between one or more points in the United States and at least one international location.

Intrastate - For the purpose of this tariff, the term Intrastate applies to the regulatory jurisdiction of services used for communications between one or more originating and terminating points, all located within the same state.

Interexchange Carrier (IXC or IC) - A long distance telecommunications services provider that furnishes services between exchange areas.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Off-Hook - The active condition of Switched Access service or a telephone exchange line.

On-Hook - The idle condition of Switched Access service or a telephone exchange line.

Originating Direction - The use of Switched Access Service for the origination of calls from an End User's Premises to a Customer's Point of Presence.

PIC Authorization - A Customer's or End User's selection of a PIC that meets the requirements of federal and state law.

PIC - Primary Interexchange Carrier.

Point of Presence or POP - The physical location associated with an Interexchange Carrier's communication and switching systems.

Point of Termination - The point of demarcation within a Customer or End User Premises at which the Company's responsibility for the provision of access service ends. The point of demarcation is the point of interconnection between Company communications facilities and Customer-provided or End User-provided facilities as defined in Part 68 of the Federal Communications Commission's Rules and Regulations.

Premises - A building, portion of a building in a multi-tenant building, or buildings on continuous property not separated by a highway. May also denote a Customer-owned enclosure or utility vault located above or below ground on private property or on Customer acquired right-of-way.

Presubscription - An arrangement whereby a Customer selects and designate to the Company or other LEC a carrier he or she wishes to access, without an access code, for completing interLATA and/or intraLATA toll calls. The selected carrier is referred to as the Primary Interexchange Carrier.

Primary Interexchange Carrier - The IXC designated by the Customer as its first routing choice and primary overflow carrier for routing of 1+ direct dialed and operator assisted non-local calls.

Private Line - A service which provides dedicated path between one or more Customer Premises.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Query - The inquiry to a Company data base to obtain information, processing instructions or service data.

Recurring Charge - The charges to the Customer for services, facilities or equipment, which continue for the agreed upon duration of the service. Recurring charges do not vary based on Customer usage of the services, facilities or equipment provided.

Remote Switching Modules or Remote Switching Systems (RSM/RSS) - Small remotely controlled electronic End Office Switching equipment which obtains its call processing capability from a Host Office. An RSM/RSS cannot accommodate direct trunks to a Customer.

Service Commencement Date - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards in the service order or this tariff, in which case the service commencement date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute service commencement date.

Service Order - A written request for network services executed by the Customer and the Company. The signing of a Service Order by the Customer and acceptance by the Company begins the respective obligations of the parties in that order services offered under this tariff.

Serving Wire Center Switch - A Company switching system where Customer or End User station loops are terminated for purposes of interconnection to other station loops, trunks or access facilities. In most contexts, the Customer is connected via station loops or trunks to a Serving Wire Center Switch.

Special Access - See Dedicated Access.

Station - Refers to telephone equipment or an exchange access line from or to which calls are placed.

Switched Access - Where originating or terminating access between an end user and an interexchange carrier is provided via Feature Group facilities, circuits or channels provided by a local exchange carrier. A method of reaching the Customer's communication and switching systems whereby the End User is connected to the Customer's Point of Presence or designate using services of the local switched network.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Tandem Switch - See Access Tandem.

Terminal Equipment - Telecommunications devices, apparatus and associated wiring on the Customer-designated premises.

Terminating Direction - The use of Switched Access Service for the completion of calls from a Customer's Point of Presence to an End User Premises.

Trunk - A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

Trunk Group - A set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

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

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SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of ACN Communication Services, LLC**

- 2.1.1 The Company undertakes to furnish switched or dedicated access communications service pursuant to the terms of this tariff.
- 2.1.2 The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.3 The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.
- 2.1.4 The Company arranges for installation, operation, and maintenance of the communications services provided in this tariff for Customers in accordance with the terms and conditions set forth under this tariff. The Customer shall be responsible for all charges due for such service arrangements.

2.2 Use of the Company's Service

- 2.2.1 Services provided under this tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.
- 2.2.2 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.3 Recording of telephone conversations of service provided by the Company under this tariff is prohibited except as authorized by applicable federal, state and local laws.
- 2.2.4 Any service provided under this tariff may be resold to or shared (jointly used) with other persons at the Customer's option. The Customer remains solely responsible for all use of service ordered by it or billed to its account(s) pursuant to this tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service. The Company may require applicants for service who intend to use the Company's offerings for resale, shared and/or joint use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Commission's regulations, policies, orders, and decisions.

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

2.3 Limitations

- 2.3.1 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.2 The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and equipment and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- 2.3.3 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.3.4 The Company may block any signals being transmitted over its network by Customers which cause interference to the Company or other users. Customer shall not be relieved of all obligations to make payments for charges relating to any blocked service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.3.5 The Company reserves the right to discontinue service when the Customer is using the service in violation of the provisions of this tariff, or in violation of the law.

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

2.4 Assignment and Transfer

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to a) any entity controlling, controlled by or under common control with the Company, whether direct or indirect; b) under any sale or transfer of all or substantially all the assets of the Company within the applicable state or states; or c) under any financing, merger or reorganization of the Company.

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

2.5 Application or Service

Customers may be required to enter into written or oral service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.

2.6 Ownership of Facilities

2.6.1 The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code.

2.6.2 Title to all facilities utilized by the Company to provide service under the provisions of this tariff shall remain with the Company, its partners, agents, contractors or suppliers. Such facilities shall be returned to the Company, its partners, agents, contractors or suppliers by the Customer, whenever requested, within a reasonable period following the request in original condition, reasonable wear and tear expected.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.7 Liability of the Company**

- 2.7.1** The liability of the Company for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, changing or removing the service or facilities or equipment shall not exceed an amount equal to the charges applicable under this tariff (calculated on a proportionate basis where appropriate, at the sole discretion of the Company) to the period during which such error, mistake, omission, interruption or delay occurs.
- 2.7.2** In no event shall the Company be liable for any incidental, indirect, special, or consequential damages (including, without limitation, lost revenue or profits) of any kind whatsoever regardless of the cause or foreseeability thereof.
- 2.7.3** When the services or facilities of other common carriers are used separately or in conjunction with the Company's facilities or equipment in establishing connection to points not reached by the Company's facilities or equipment, the Company shall not be liable for any act or omission of such other common carriers or their agents, servants or employees.
- 2.7.4** The Company shall not be liable for any failure of performance hereunder if such failure is due to any cause or causes beyond the reasonable control of the Company. Such causes shall include, without limitation, acts of God, fire, explosion, vandalism, cable cut, storm or other similar occurrence, any law, order, regulation, direction, action or request of the United States government or of any other government or of any civil or military authority, national emergencies, insurrections, riots, wars, strikes, lockouts or work stoppages or other labor difficulties, supplier failures, shortages, breaches or delays, or preemption of existing service to restore service in compliance with FCC, or other relevant Commission, rules and regulations.
- 2.7.5** The Company shall not be liable for interruptions, delays, errors, or defects in transmission, or for any injury whatsoever, caused by the Customer, or the Customer's agents, End Users, or by facilities or equipment provided by the Customer.

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

2.7 Liability of the Company (Cont'd.)

- 2.7.6** No liability shall attach to the Company by reason of any defacement or damage to the Customer=s premise resulting from the existence of the Company=s equipment or facilities on such premise, or by the installation or removal thereof, when such defacement or damage is not the result of the gross negligence or intentional misconduct of the Company or its employees.
- 2.7.7** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- 2.7.8** The Company makes no warranties or representations, express or implied, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- 2.7.9** Failure by the Company to assert its rights under a provision of this tariff does not preclude the Company from asserting its rights under other provisions.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.8 Liability of the Customer**

- 2.8.1** The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- 2.8.2** To the extent caused by the acts or omissions of the Customer as described in 2.8.1, preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by to any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided to such third party.
- 2.8.3** A Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this tariff including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.
- 2.8.4** The Customer shall be fully liable for any damages, including, without limitation, usage charges, that the Customer may incur as a result of the unauthorized use of services provide to a Customer. Unauthorized use occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's services provided under this tariff. The unauthorized use of the Company's services includes, but is not limited to, the placement of calls from the Customer's premise, and the placement of calls through equipment controlled and/or provided by the Customer, that are transmitted over the Company's network without the authorization of the Customer. The Customer shall be fully liable for all such usage charges.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.9 Obligations of the Customer**

2.9.1 The Customer is responsible for making proper application for service; placing any necessary orders; for complying with tariff regulations; and payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- (a) reimbursing the Company for damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the non-compliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer premise, unless caused by the gross negligence or intentional misconduct of the employees or agents of the Company;
- (b) providing at no charge, as specified by the Company upon ordering service, any needed equipment, secured space, power, supporting structures, and conduit to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premise;
- (c) obtaining, maintaining and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide communications services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.9.1 (b). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer; the Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
- (d) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premise at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment; the Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company; the Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;

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

2.9 Obligations of the Customer (Cont'd.)

2.9.1 (Cont'd.)

- (e) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer Premises or the rights-of-way for which Customer is responsible under Section 2.9 (c); and granting or obtaining permission for Company agents or employees to enter the premise of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (f) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities;
- (g) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer, such agreement not to be reasonably withheld or denied. No allowance will be made for the period during which service is interrupted for such purposes;
- (h) ensuring that any Customer provided equipment and/or systems are properly interfaced with Company facilities or services, that the signals emitted into Company's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.9 Obligations of the Customer (Cont'd.)**

2.9.2 With regard to access services provided by the Company, specific Customer responsibilities include, but are not limited to the following:

A. Design of Customer Services

The Customer shall be responsible for its own expense for the overall design of its services and for any redesigning or rearrangements of its services which may be required because of changes in facilities, operations or procedures of the Company, minimum protection criteria, or operating or maintenance characteristics of the facilities.

B. Network Contingency Coordination

The Customer shall, in cooperation with the Company, coordinate in planning the actions to be taken to maintain maximum network capability following natural or man-made disasters which affect telecommunications service.

C. Jurisdictional Reports

The jurisdictional reporting requirements will be as specified below. When a Customer orders Access Service, its projected Percent Interstate Usage (PIU) must be provided in whole numbers to the Company. These whole number percentages will be used by the Company to apportion the use and/or charges between interstate and intrastate until a revised report is received as set forth herein. Reported or default PIU factors are used only where the call detail is insufficient to determine the appropriate jurisdiction of the traffic.

- (1) Originating Access: Originating access minutes consist of traffic originating from the Company Local Switching Center(s). The Customer must provide the Company with a projected PIU factor on an annual basis. If no PIU for originating minutes is submitted as specified herein, a default PIU of 50% will be applied by the Company.
- (2) Terminating Access: Terminating access minutes consist of traffic terminating to the Company Local Switching Center(s). The Customer must provide the Company with a projected PIU factor on an annual basis. If no PIU for terminating minutes is submitted as specified herein, a default PIU of 50% will be applied by the Company.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.9 Obligations of the Customer (Cont'd.)****2.9.2 (continued)****C. Jurisdictional Reports (continued)**

- (3) Except where the Company measured access minutes are used as set forth above, the Customer reported Projected PIU factor as set forth above will be used until the Customer reports a different projected PIU factor, as set forth below.

D. Jurisdictional Audits

- (1) The Customer shall keep sufficient detail from which the percentages of interstate and intrastate use reported to the Company can be verified and upon request of the Company make such records available for inspection and audit. The customer must maintain these records for 24 months from the date the report became effective for billing purposes.
- (2) Initiation of an audit will be at the sole discretion of the Company. The audit shall be performed by an independent party selected by the Company. An audit may be initiated by the Company for a single customer no more than once per year. The customer shall supply the required data within 30 calendar days of the Company request.
- (3) In the event that an audit reveals that any customer reported PIU was incorrect, the Company shall apply the audit result to all usage affected by the audit. The customer shall be backbilled or credited, for a period retroactive to the date that the incorrect percentage was reported, but not to exceed 24 months. Backbilled amounts are subject to a late payment penalty and payment shall be made in immediately available funds, within 31 days from receipt of bill or by the following bill date, whichever is a shorter period.

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

2.9 Obligations of the Customer (Cont'd.)

2.9.2 (continued)

D. Jurisdictional Audits (continued)

- (4) Should an audit reveal that the misreported percentage(s) of use has resulted in an underpayment of access charges to the Company of five percent or more of the total Switched Access Services bill, the customer shall reimburse the Company for the cost of the audit. Proof of cost shall be the bills, in reasonable detail submitted to the Company by the auditor.
- (5) Within 15 days of completion of the auditor's report, the Company will furnish a copy of the audit results to the person designated by the customer to receive such results.

2.10 Billing and Payment For Service

2.10.1 Responsibility for Charges

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- (a) any delegation of authority resulting in the use of Customer's communications equipment and/or network services which result in the placement of calls via the Company;
- (b) any and all use of the service arrangement provided by the Company, including calls which the Customer did not individually authorize;
- (c) any calls placed by or through the Customer's equipment via any remote access feature(s).

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

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

2.10.2 Minimum Period

The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise specified in this tariff or by mutually agreed upon contract. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.10 Billing and Payment For Service (Cont'd.)****2.10.3 Payment for Service**

- A. All charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The Company shall bill on a current basis all charges incurred by, and credits due to, the Customer under this tariff. Any known unbilled charges for prior periods and any known unbilled adjustments also will be applied to this bill. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory bodies having jurisdiction.
- B. Non-recurring charges for installations, service connections, moves or rearrangements are due and payable upon receipt of the Company's invoice by the Customer. At the Company's discretion, payment of all or a portion of any non-recurring charges may be required prior to commencement of facility or equipment installation or construction required to provide the services requested by the Customer.
- C. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided.
- D. When billing is based upon Customer usage, usage charges will be billed monthly in arrears for service provided in the preceding billing period.
- E. Customer billing will begin on the service commencement date, which is the day the Company determines in its reasonable sole discretion that the service or facility is available for use, except that the service commencement date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards under this tariff or the service order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- F. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- G. Amounts not paid within 30 days after the mailing date of invoice will be considered past due.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.10 Billing and Payment For Service (Cont'd.)****2.10.4 Disputed Charges**

- A. Any objections to billed charges must be reported to the Company or its billing agent within sixty (60) days of the invoice of the bill issued to the Customer. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.
- B. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within sixty (60) days of the invoice date of the bill for the disputed services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- C. If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.
- D. If the dispute is resolved in favor of the Company and the Customer has withheld the disputed amount, any payments withheld pending settlement of the disputed amount shall be subject to the late payment penalty as set forth in 2.10.5.
- E. If the dispute is resolved in favor of the Customer and the Customer has paid the disputed amount, the Customer will receive an interest credit from the Company for the disputed amount times a late factor as set forth in 2.10.5.
- F. If the dispute is resolved in favor of the Company and the Customer has paid the disputed amount on or before the payment due date, no interest credit or penalties will apply.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.10 Billing and Payment For Service (Cont'd.)****2.10.5 Late Payment Fees**

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

2.10.6 Returned Check Charge

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

2.11 Taxes, Surcharges and Fees

2.11.1 All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this tariff. To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, sales tax, occupation tax, license tax, permit fee, rights-of-way fee, franchise fee, or other regulatory fee or tax, such and fees and taxes shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government. It shall be the responsibility of the Customer to pay any such taxes and fees that subsequently become applicable retroactively.

2.11.2 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

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

2.12 Deposits and Advanced Payments**2.12.1 General**

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

2.12.2 Deposits

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

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

2.12 Deposits and Advanced Payments (Cont'd.)

2.12.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to one (1) month=s estimated billing. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

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

2.13 Cancellation by Customer

2.13.1 General

- A. Customers of the Company's service may cancel service by providing the Company with written notification thirty (30) days prior to the requested cancellation date. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until thirty (30) days after the date that the cancellation notice is received, whichever is later.

- B. Customers seeking to cancel service have an affirmative obligation to block traffic originating from or terminating to the Company=s network.. By originating traffic from or terminating traffic to the Company=s network, the Customer will have constructively ordered the Company=s switched access service.

2.13.2 Cancellation of Contract Services

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.13 Cancellation by Customer (Cont'd.)****2.13.3 Cancellation of Application for Service**

- A. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D. The charges described above will be calculated and applied on a case-by-case basis.

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

2.14 Cancellation by Company

- 2.14.1** Service continues to be provided until canceled by the Customer pursuant to Section 2.13 or until discontinued by the Company. The Company may render bills subsequent to the termination of service for charges incurred before termination. The Customer shall pay such bills in full in accordance with the payment terms of this tariff.
- 2.14.2** The Company may refuse or discontinue service to a Customer under the following conditions. The Company will give notice to Customers of such refusal or discontinuance at the earliest reasonable opportunity.
- (a) For violation of law: Except as provided elsewhere in this tariff, the Company may refuse, suspend or cancel service, without notice, for any violation of terms of this tariff, for any violation of any law, rule, regulation, order, decree or policy of any government authority of competent jurisdiction, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service or prohibits Customer from subscribing to, using, or paying for such service.
 - (b) For the Company to comply with any order or request of any governmental authority having jurisdiction: The Company may refuse, suspend or cancel service, without notice, in order to permit the Company to comply with any order or request of any governmental authority having jurisdiction.
 - (c) In the event of Customer or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
 - (d) In the event of tampering with the equipment or services owned by the Company or its agents in a manner which adversely affects the network or other customers.
 - (e) In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, to the extent that Company opts to restore such service, require the Customer to make, at Customer's own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
 - (g) If any of the facilities, appliances, or apparatus on Customer's premise are found to be unsafe or causing harm to the Company's facilities, and may refuse to furnish service until the applicant or Customer shall have remedied the condition.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.14 Cancellation by Company (Cont'd.)**

2.14.3 The Company may refuse or discontinue service provided that, unless otherwise stated, the Customer shall be given five (5) business days written notice to comply with any rule or remedy any deficiency:

- (a) For nonpayment: The Company, by written notice to the Customer and in accordance with applicable law, may refuse, suspend or cancel service without incurring any liability when there is an unpaid balance for service that is past due. If any billed amount is in dispute, the customer has the right to appeal to the PUCO. Service will not be discontinued while the dispute is under PUCO review.
- (b) For returned checks: The Customer whose check or draft is returned unpaid for any reason, after two attempts at collection, may, at the Company's discretion, be subject to refusal, suspension or cancellation of service in the same manner as provided for nonpayment of overdue charges.
- (c) For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
- (d) For Customer use or Customer's permitting use of obscene, profane or grossly abusive language over the Company's facilities, and who, after five (5) days notice, fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premise of such person.
- (e) For use of telephone service for any property or purpose other than that described in the application.
- (f) For Customer's breach of any contract for service between the Company and the Customer.

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

2.15 Restoration of Service

- 2.15.1** If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes service continued, service may be restored at the Company's sole discretion, when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected. Customers whose service was disconnect for non-payment may be required to pay a deposit and/or advance payment prior to service restoration.
- 2.15.2** A restoration fee of \$25.00, or the actual costs incurred by the Company plus an administrative charge, whichever is greater, applies to Customers whose service is restored following disconnection by the Company.
- 2.15.3** Restoration of disrupted services shall be in accordance with applicable Commission and/or Federal Communications Commission Rules and Regulations specified in Part 64, Subpart D, which specify the priority system for such activities.

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

2.16 Provision of Company Equipment and Facilities

- 2.16.1** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.16.2** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- 2.16.3** Equipment the Company provides or installs at the Customer premise shall not be used for any purpose other than that for which the equipment is provided.
- 2.16.4** The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished under this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
- (a) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
 - (b) the reception of signals by Customer-provided equipment; or
 - (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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

2.17 Interconnection

- 2.17.1** Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to technical limitations established by the Company. Service furnished by the Company is not part of a joint undertaking with such other common carriers or systems. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.
- 2.17.2** Connection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers= tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or systems with Company's facilities. Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.
- 2.17.3** The Customer shall ensure that the facilities or equipment provided by another carrier are properly interconnected with the facilities or equipment of the Company. If the Customer maintains or operates the interconnected facilities or equipment in a manner which results or may result in harm to the Company's facilities, equipment, personnel, or the quality of service, the Company may, upon five (5) days written notice, require the use of protective equipment at the Customer's expense. If this written notice fails to eliminate the actual or potential harm, the Company may, upon additional five (5) days written notice, terminate the existing service of the Customer.
- 2.17.4** If harm to the Company=s network, personnel or services is imminent due to interconnection with another carrier's services, the Company reserves the right to shut down Customer=s service immediately, with no prior notice required.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.18 Customer-Provided Equipment**

- 2.18.1** The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not represent that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.
- 2.18.2** Terminal equipment on the user's premise and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer. The Customer is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's network.
- 2.18.3** The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.
- 2.18.4** Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements under this Section 2.18 for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- 2.18.5** If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company may, upon five (5) days written notice, require the use of additional protective equipment at the Customer's expense. If this written notice fails to remedy any protective deficiencies or potential harm, the Company may, upon additional five (5) days written notice, terminate the existing service of the Customer.
- 2.18.6** If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

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

2.19 Inspection, Testing and Adjustments

- 2.19.1** The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this tariff are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment.
- 2.19.2** Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and is requested by the Customer.
- 2.19.3** The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period applies to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.20 Allowances for Interruptions in Service****2.20.1 General**

- A. Upon the written request of the Customer, delivered to the Company no later than thirty (30) days following the date of service interruption, a credit allowance will be given when service is interrupted, except as specified in Section 2.20.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- B. An interruption period begins when the Customer reports to the Company a service, facility or circuit is inoperative and, if necessary, releases it for testing and repair by the Company, as determined in its sole and reasonable discretion. An interruption period ends when the service, facility or circuit is operative.
- C. If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, refuses access to its premise for test and repair by the Company, or continues to make voluntary use of the service, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- D. The Customer shall be responsible for the payment of service charges for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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

2.20 Allowances for Interruptions in Service (Cont'd.)

2.20.2 Limitations of Allowances

- A. No credit allowance will be made for any interruption in service:
- (a) due to the negligence of or noncompliance with the provisions of this tariff by any person or entity other than the Company, including but not limited to the Customer;
 - (b) due to the failure of power, equipment, systems, connections or services not provided by the Company;
 - (c) due to circumstances or causes beyond the reasonable control of the Company;
 - (d) during any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

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

2.20 Allowances for Interruptions in Service (Cont'd.)

2.20.2 Limitations of Allowances (Cont'd.)

- (e) during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (f) that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (g) that was not reported to the Company within 30 days of the date that service was affected.
- (h) Cellular and other wireless transmission is subject to interruptions including but not limited to, dropped calls, interrupted calls, unintelligible calls, one-way audio and other problems created by factors beyond Company's control. Under no circumstances will Company provide credit or payment of any kind for calls which experience problems related to cellular (wireless) transmissions.

2.20.3 Use of Another Means of Communications

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

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

2.20 Allowances for Interruptions in Service (Cont'd.)

2.20.4 Application of Credits for Interruptions in Service

- A. Except as provided in Section 2.10.2 A., if a Customer's service is interrupted, and it remains interrupted for eight normal working hours or longer after access to the premises is made available and after being reported to be out of order, appropriate adjustments or refunds shall be made to the Customer, when such adjustment exceeds \$1.00.
- B. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the Customer shall be a pro rata part of the month's flat rate charges (if any) for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for the service.
- C. For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than eight (8) hours. The Customer shall be credited for an interruption of eight (8) or more hours at the rate of 1/720th of the monthly charge for the services affected for each day that the interruption continues. The formula used for computation of credits is as follows:
- $$\text{Credit} = A/720 \times B$$
- A = outage time in hours (must be 8 or more)
B = total monthly recurring charge for affected service.
- D. No credits will be provided for usage sensitive services.

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

2.21 Notices and Communications

- 2.21.1 The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.21.2 The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on bills for service to which the Customer shall mail payment on that bill.
- 2.21.3 Notice of a pending disconnection of a Customer's service may contain the reason for the notice, the date of the notice, a description of any remedies the Customer may make, the time allotted for the Customer to make remedies (if any), and a toll free customer service number the Customer may call to obtain additional information.
- 2.21.4 Except as otherwise stated in this tariff, all other notices or communications required to be given under this tariff will be in writing.
- 2.21.5 Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the second business day following placement of the notice, communication or bill with the U.S. mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.21.5 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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

2.22 Mixed Interstate and Intrastate Switched Access Services

2.22.1 When mixed interstate and intrastate switched access service is provided, all charges, including nonrecurring charges, usage charges, and optional features, will be prorated between interstate and intrastate. The percentage provided in the reports as set forth in 2.9.2 preceding will serve as the basis for prorating the charges. The percentage of an access service to be charged as interstate is applied in the following manner:

- (a) For nonrecurring chargeable rate elements, multiply the PIU times the quantity of chargeable elements times the interstate tariff rate per element.
- (b) For usage sensitive chargeable rate elements, multiply the PIU times actual use (measured or Company assumed average use) times the interstate rate.

2.22.2 A similar calculation is then performed to determine the intrastate portion of the bill.

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

2.23 Determination of Jurisdiction of Mixed Interstate and Intrastate Dedicated Facilities

2.23.1 When mixed interstate and intrastate service is provided over a dedicated facility, the jurisdiction will be determined as follows. For jurisdictional reports required for switched access, see Section 2.9.2.

- (a) If the Customer's estimate of the interstate traffic on the service equals 10% or more of the total traffic on that service, the service will be provided according to the applicable rules and regulations of this tariff.
- (b) If the Customer's estimate of the interstate traffic on the service is less than 10% of the total traffic on that service, the service will be provided according to the applicable rules and regulations of the appropriate intrastate tariff.
- (c) If the percentage of interstate traffic on the service changes to the extent that it alters the jurisdiction of the service, the Customer must notify the Company of any required change in status. The affected service will revert to the appropriate jurisdictional tariff within the next full billing cycle. Any applicable termination liability will be transferred with the jurisdictional change of the service.

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SECTION 3 - SWITCHED ACCESS SERVICE**3.1 General**

- 3.1.1** Switched Access Service, which is available to Customers for their use in furnishing their services to End Users, provides a two-point communications path between a Customer's Premises and an End User's Premises. It provides for the use of common terminating, switching and trunking facilities, and for the use of common subscriber plant of the Company. Switched Access Service provides for the ability to originate calls from an End User's Premises to a Customer's Premises and to terminate calls from a Customer's Premises to an End User's Premises in the LATA where it is provided.
- 3.1.2** When a rate as set forth in this tariff is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).
- 3.1.3** In the absence of an ASR as described in Section 3.4, delivery of calls to, or acceptance of calls from, the Customer's End User location(s) via Company-provided switched access services shall constitute a Constructive Order and an agreement by the Customer to purchase the Company's switched access services as described and priced herein.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.2 Manner of Provision**

- 3.2.1** Switched Feature Group (FG) Access is furnished for originating and terminating calls by the Customer to its End User. FG Access is furnished on a per-line or per trunk basis.
- 3.2.2** Originating traffic type represents access capacity within a LATA for carrying traffic from the End User to the Customer; and Terminating traffic type represents access capacity within a LATA for carrying traffic from the Customer to the End User. When ordering capacity for FG Access, the Customer must at a minimum specify such access capacity in terms of originating traffic type and/or terminating traffic type.
- 3.2.3** Feature Group Access is provisioned, at minimum, at the DS-1 level and provides line-side or trunk-side access to End Office switches, for the Customer's use in originating and terminating communications. Basic FG Access service will be provided with Multi-Frequency In Band Signaling (SS7 is also available, where capabilities exist).
- 3.2.4** Two types of Feature Group Access are available:
- A. Tandem Connect Access:** This option applies when the customer has no direct facilities to the Company. All traffic is routed to and from Company=s End Office via the Customer=s tandem provider. Delivery of calls to, or acceptance of calls from, the Customer=s End User location(s) via Company-provided Tandem Connect Access services shall constitute a Constructive Order and an agreement by the Customer to purchase the Company=s switched access services as described and priced herein.
 - B. Direct Connect Access:** The Company will provide facilities between the Customer=s premises and a Company End Office. This transmission path is dedicated to the use of a single Customer. The Company requires the Customer to submit an ASR or comparable documentation for Direct Connect Access. Direct Connect Access is provided on an Individual Case Basis as Special Service Arrangements pursuant to Section 6 of this tariff.

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ACCESS SERVICES TARIFF

SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.3 Rate Categories**

There are three rate categories that apply to Switched Access Service:

- End Office Switching (includes Common Line and Switched Transport)
- Toll-Free 8XX Data Base Access Service
- Optional Features

3.3.1 End Office Switching

The Company combines traditional per minute switched access rate elements into a single composite per minute rate element. This element includes the following rate categories:

A. Common Line

The Common Line rate category establishes the charges related to the use of Company-provided end user common lines by customers and end users for intrastate access.

B. Switched Transport

The Switched Transport rate category establishes the charges related to the transmission and tandem switching facilities between the customer designated premises and the end office switch(es) where the customer's traffic is switched to originate or terminate the customer's communications. The Switched Transport rate category also includes transport between an end office that serves as host for a remote switching system or module (RSS or RSM) and the RSS or RSM.

C. End Office Switching

The End Office Switching rate category establishes the charges related to the use of end office switching equipment, the terminations in the end office of end user lines, the terminations of calls at Company Intercept Operators or recordings, the Signaling Transfer Point (STP) costs, and the SS7 signaling function between the end office and the STP.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.3 Rate Categories (Cont'd.)

3.3.2 Toll-Free 8XX Data Base Query

The Toll-Free 8XX Data Base Query Charge, will apply for each Toll-Free 8XX call query received at the Company's (or its provider=s) Toll-Free 8XX data base.

3.3.3 Switched Access Optional Features

Various optional features may be available and will be priced on an individual case basis.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.4 Access Ordering****3.4.1 General**

- A. Customers may order switched access through a Constructive Order, as defined herein, or through an ASR. The format and terms of the ASR will be as specified in the Industry Access Service Order Guidelines, unless otherwise specified herein.
- B. A Customer may order any number of services of the same type and between the same premises on a single ASR. All details for services for a particular order must be identical.
- C. The Customer shall provide all information necessary for the Company to provide and bill for the requested service. When placing an order for Access Service, the Customer shall provide the following minimum information:
 - (1) Customer name and Premises address(es);
 - (2) Billing name and address (when different from Customer name and address); and
 - (3) Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

3.4.2 Access Service Date Intervals

- A. Access Service is provided with Standard or Negotiated Intervals
- B. The Company will specify a firm order confirmation date and Service Commencement Date contingent on the ASR being complete as received. To the extent the Access Service can be made available with reasonable effort, the Company will provide the Access Service in accordance with the Customer's requested interval, subject to the following conditions:
 - (1) For service provided under a Standard Interval: The Standard Interval for Switched Service will be sixty (60) business days from the Application Date. This interval only applies to standard service offerings where there are pre-existing facilities to the Customer Premises. Access Services provided under the Standard Interval will be installed during Company business hours.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.4 Access Ordering (Cont'd.)****3.4.2 Access Service Date Intervals (Cont'd.)****B. (Cont'd.)**

(2) For service provided under a Negotiated Interval: The Company will offer a Service Date based on the type and quantity of Access Services the Customer has requested. The Company will negotiate a Service Date interval with the Customer when:

- (a) The Customer requests a Service Date before or beyond the applicable Standard Interval Service Date; or
- (b) There is no existing facility connecting the Customer Premises with the Company; or
- (c) The Customer requests a service that is not considered by the Company to be a standard service offering (for example, if additional engineering or special construction is required to complete the order); or
- (d) The Company determines that Access Service cannot be installed within the Standard Interval.

C. All services for which rates are applied on an Individual Case Basis are provided with a Negotiated Interval.

3.4.3 Access Service Request Modifications

The Customer may request a modification of its ASR prior to the Service Commencement Date. All modifications must be in writing using the industry ASR process. The Company, in its sole discretion, may accept a verbal modification from the Customer. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours.

ACCESS SERVICES TARIFF

SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.5 Special Construction or Special Service Arrangements

3.5.1 Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of Company facilities or development of special service arrangements may be undertaken by the Company on a reasonable-efforts basis at the request of the Customer. Such construction or arrangements will be provided pursuant to regulations contained in Section 6 of this tariff.

3.6 Obligations of the Company

3.6.1 With regard to access services provided by the Company, specific Company responsibilities include, but are not limited to the following:

A. Network Management

The Company will administer its network to ensure that provision of acceptable service levels to all telecommunications users of the Company's network services. Generally, service levels are considered acceptable only when both End Users and Customers are able to establish connections with minimal delay encountered within the Company network. The Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of traffic, over any traffic carried over its network, including that associated with a Customer's Switched Access Service. Generally, such protective measures would only be taken as a result of occurrences such as a failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.6 Obligations of the Company (Cont'd.)****3.6.1 (Cont'd.)****B. Design and Traffic Routing of Switched Access Service**

The Company shall design and determine the routing of Switched Access Service, including the selection of the first point of switching and the selection of facilities from the interface to any switching point and to the End Offices. The Company shall also decide if capacity is to be provided by originating only, terminating only, or two-way trunk groups. Finally, the Company will decide whether trunk side access will be provided through the use of two-wire or four-wire trunk terminating equipment.

Selection of facilities and equipment and traffic routing of the service are based on standard engineering methods, available facilities and equipment and the Company's traffic routing plans. If the Customer desires different routing or directionality than that determined by the Company, the Company will work cooperatively with the Customer in determining (1) whether the service is to be routed directly to an end office or through an access tandem switch and (2) the directionality of the service.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.7 Obligations of the Customer**

3.7.1 The Customer has certain specific obligations pertaining to the use of Switched Access Service. These obligations are in addition to obligations specified in Section 2.9 of this tariff and are as follows:

A. Report Requirements

Customers are responsible for providing the following reports to the Company, when applicable:

(1) Jurisdictional Reports

When a Customer orders Switched Access Service for both interstate and intrastate use, the Customer is responsible for providing reports as set forth in Section 2.9.2(c) preceding. Charges will be apportioned in accordance with those reports.

(2) Code Screening Reports

When a Customer orders service call routing, trunk access limitation or call gapping arrangements, the customer must report the number of trunks and/or the appropriate codes to be instituted in each end office or access tandem switch, for each of the arrangements ordered.

B. On and Off-Hook Supervision

The Customer=s facilities shall provide the necessary on and off-hook supervision for accurate timing of calls.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.8 Rate Regulations

3.8.1 General

There are three type of rates and charges that apply to Switched Access Service provided by the Company. These are monthly recurring charges, usage charges, and nonrecurring charges.

3.8.2 Types of Charges

- A. Nonrecurring charges are one time charges that apply for a specific work activity (e.g., installation or change to an existing service). Non-recurring charges may apply for installation of service, installation of optional features and service rearrangements.
- B. Recurring Charges are flat monthly rates that apply for each month or fraction thereof that a specific rate element is provided. For billing purposes, each month is considered to have 30 days.
- C. Usage Charges are rates that apply only when a specific rate element is used. These are applied on a per-access minute, a per-call or per-query basis. Usage rates are accumulated over a monthly period.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.8 Rate Regulations (Cont'd.)****3.8.3 Measurement of Access Minutes**

- A. When recording originating calls over FG Access with multi-frequency address signaling, usage measurement begins when the first wink supervisory signal is forwarded from the Customer's facilities. The measurement of originating call usage over FG Access ends when the originating FG Access entry switch receives disconnect supervision from either the originating End User's End Office (indicating that the originating End User has disconnected), or from the Customer's facilities, whichever is recognized first by the entry switch.
- B. For terminating calls over FG Access with multi-frequency address signaling, the measurement of access minutes begins when a seizure signal is received from the Carrier's trunk group at the Point of Presence within the LATA. The measurement of terminating call usage over FG Access ends when a disconnect signal is received, indicating that either the originating or terminating user has disconnected.
- C. When recording originating calls over FG Access with SS7 signaling, usage measurement begins with the transmission of the initial address message by the switch for direct trunk groups and with the receipt of an exit message by the switch for tandem trunk groups. The measurement of originating FG Access usage ends when the entry switch receives or sends a release message, whichever occurs first.
- D. For terminating calls over FG Access with SS7 signaling, the measurement of access minutes begins when the terminating recording switch receives the initial address message from the terminating End User. On directly routed trunk groups or on tandem routed trunk groups, the Company switch receives the initial address message and sends the indication to the Customer in the form of an answer message. The measurement of terminating FG Access call usage ends when the entry switch receives or sends a release message, whichever occurs first.
- E. Mileage, where applicable, will be measured in accordance with standard industry practices.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.8 Rate Regulations (Cont'd.)

3.8.4 Moves

A. A move of services involves a change in the physical location of one of the following:

- (1) The point of termination at the Customer's Premises, or
- (2) The Customer's Premises

B. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building as described below:

(1) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring charge for the capacity affected. There will be no change in the minimum period requirements.

(2) Moves to a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new service. The Customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.8 Rate Regulations (Cont'd.)****3.8.5 Installation of Optional Features**

- A. If a separate nonrecurring charge applies for the installation of an optional feature available with Switched Access Service, the charge applies whether the feature is installed coincident with the initial installation of service or at any time subsequent to the initial installation of service.
- B. For all other changes, including the addition of, or modifications to, optional features without separate nonrecurring charges, a charge equal to one half the Switched Transport nonrecurring (i.e. installation) charge will apply. When an optional feature is not required on each transmission path, but rather for an entire transmission path group, an end office or an access tandem switch, only one such charge will apply.

3.8.6 Service Rearrangements

- A. Service rearrangements are changes to existing services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at the Customer's premises or the Customer's End User's premises. Changes that result in the establishment of new minimum period obligations are treated as disconnects and starts.
- B. The charge to the Customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves an actual physical change to the service.
- C. Administrative changes will be made without charge(s) to the Customer. Such changes require the continued provision and billing of the Access Service to the same entity or change in jurisdiction.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.9 Rates and Charges

3.9.1 Common Line Access Service

A. Carrier Common Line

-Per Originating Minute
-Per Terminating Minute

Maximum
Note 1
Note 1

3.9.2 Tandem Connect Access

A. Tandem Switching Transport
(varies by mileage between Tandem Switch and End Office/Remote)

1. Tandem Switched Transport, per Minute
2. Tandem Switched Transport, per Minute, per Mile

Maximum
Note 1
Note 1

Note 1: All access minutes are billed at a single per minute access rate found in Section 3.9.3A, Local Switching. This composite rate includes the elements traditionally billed as Carrier Common Line.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.9 Rates and Charges (Cont'd.)****3.9.2 Tandem Connect Access (Cont'd.)**

	<u>Maximum</u>
B. Tandem Switching Per Minute	Note 1
C. Common Transport Multiplexing Per Minute	Note 1
D. Shared End Office Port Per Minute	Note 1

Note 1: All access minutes are billed at a single per minute access rate found in Section 3.9.3A, Local Switching. This composite rate includes the elements traditionally billed as Tandem Switched Transport.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.9 Rates and Charges (Cont'd.)

3.9.3 End Office Switching

A. Local Switching

- Per Minute: Originating	<u>Maximum</u> \$0.05500
- Per Minute: Terminating	\$0.05500

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.9 Rates and Charges (Cont'd.)

3.9.4 Toll-Free 8XX Data Base Access Service

Per Query	<u>Maximum</u> \$0.05500
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3.9.5 Switched Access Optional Features

Optional Features are provided on an Individual Case Basis as Special Service Arrangements pursuant to Section 6 of this tariff.

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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)**3.9 Rates and Charges (Cont'd.)****3.9.6 Service Order Charges**

Service Order Charges are non-recurring charges to recover the administrative costs associated with initiating Access Service.

	<u>Maximum</u>
1. Service Implementation	
1. Access Order Charge, per Access Request	\$150.00
2. Installation Charge, per Trunk	\$215.00
2. Service Date Change, per Access Order	\$100.00
3. Design Change/Partial Cancellation Charge Per Access Order	\$150.00

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SECTION 4 - DEDICATED ACCESS SERVICE

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ACCESS SERVICES TARIFF

SECTION 5 - MISCELLANEOUS SERVICES AND CHARGES

[Reserved for Future Use]

ACCESS SERVICES TARIFF

SECTION 6 - SPECIAL CONTRACTS, ARRANGEMENTS, AND CONSTRUCTION**6.1 Special Contract Arrangements**

At the option of the Company, services may be offered on a contract basis to meet specialized pricing requirements of the Customer not contemplated by this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein and waiver of recurring, nonrecurring, or usage charges. The terms of the contract may be based partially or completely on the term and volume commitment, type of access arrangement, mixture of services, or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering to the first contract Customer as specified in each individual contract.

6.2 Special Service Arrangements

6.2.1 If a Customer's requirements cannot be met by services included in this tariff, or pricing for a service is shown in this tariff as AICB@, the Company will provide, where practical, special service arrangements at charges to be determined on an Individual Case Basis. These special service arrangements will be provided if the provision of such arrangements are not detrimental to any other services furnished under the Company's tariffs.

6.2.2 Special service arrangement rates are subject to revision depending on changing costs or operating conditions.

6.2.3 If and when a special service arrangement becomes a generically tariffed offering, the tariffed rate or rates will apply from the date of tariff approval.

6.3 Non-Routine Installation Charges

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays or night hours, additional charges may apply.

ACCESS SERVICES TARIFF

SECTION 6 - SPECIAL CONTRACTS, ARRANGEMENTS, AND CONSTRUCTION (CONT'D.)**6.4 Special Construction Charges****6.4.1 General**

- A. Special construction charges may apply for services provided to the Customer by the Company. Special construction includes but is not limited to that construction undertaken:
- (a) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
 - (b) of a type other than that which the Company would normally utilize in the furnishing of its services;
 - (c) over a route other than that which the Company would normally utilize in the furnishing of its services;
 - (d) in a quantity greater than that which the Company would normally construct;
 - (e) on an expedited basis;
 - (f) on a temporary basis until permanent facilities are available;
 - (g) involving abnormal costs;
 - (h) in advance of its normal construction; or
 - (i) when the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariff.
- B. Where the Company furnishes a facility or service requiring special construction, charges will be determined by the Company and may include: (1) non-recurring charges; (2) recurring charges; (3) usage charges; (4) termination liabilities; or (5) a combinations thereof.
- C. Rates and charges for special construction shall be determined and presented to the Customer for its approval prior to the start of construction. No construction will commence until and unless the Customer accepts in writing the rates and charges as presented by the Company.

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ACCESS SERVICES TARIFF

SECTION 7 - CURRENT PRICE LIST

7.1 Common Line Access Service

A. Carrier Common Line

-Per Originating Minute	Note 1
-Per Terminating Minute	\$0.0000

7.2 Tandem Connect Access

A. Tandem Switching Transport
(varies by mileage between Tandem Switch and End Office/Remote)

Originating

1. Tandem Switched Transport, per Minute	Note 1
2. Tandem Switched Transport, per Minute, per Mile	Note 1

Terminating

1. Tandem Switched Transport Termination, per Minute	\$0.000240
2. Tandem Switched Transport Facility, per Minute, per Mile	\$0.000030

Note 1: All originating access minutes are billed at a single per minute access rate found in Section 7.3.A, Local Switching. This composite rate includes the elements traditionally billed as Carrier Common Line.

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SECTION 7 - CURRENT PRICE LIST (CONT'D.)

7.2 Tandem Connect Access (Cont'd.)

B.	Tandem Switching	
	Originating - Per Minute	Note 1
	Terminating - Per Minute	\$0.002252
C.	Common Transport Multiplexing	
	Originating - Per Minute	Note 1
	Terminating - Per Minute	\$0.000036
D.	Shared End Office Port	
	Originating - Per Minute	Note 1
	Terminating - Per Minute	\$0.000306

7.3 End Office Switching

A.	Local Switching	
	- Per Minute: Originating	\$0.04440
	- Per Minute: Terminating	\$0.000807

7.4 Toll-Free 8XX Data Base Access Service

Per Query	\$0.00453
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7.5 Switched Access Optional Features

Optional Features are provided on an Individual Case Basis as Special Service Arrangements pursuant to Section 6 of this tariff.

Note 1: All originating access minutes are billed at a single per minute access rate found in Section 7.3.A, Local Switching. This composite rate includes the elements traditionally billed as Tandem Switched Transport.

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SECTION 7 - CURRENT PRICE LIST (CONT'D.)

7.6 Service Order Charges

1.	Service Implementation	
	1. Access Order Charge, per Access Request	\$60.00
	2. Installation Charge, per Trunk	\$115.00
2.	Service Date Change, per Access Order	\$25.00
3.	Design Change/Partial Cancellation Charge Per Access Order	\$50.00

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