

Effective Date: June 4, 2016

COMPETITIVE LOCAL EXCHANGE SERVICE PRICE GUIDE

TITLE SHEET

PRICE GUIDE

NON-REGULATED TELECOMMUNICATIONS SERVICES

This Price Guide applies to the Telecommunications Services which are no longer regulated by the Colorado Public Utilities Commission.

The Company's toll free telephone number for Customer Service is (888) 773-9722.

COMPETITIVE LOCAL EXCHANGE SERVICE PRICE GUIDE

CHECK SHEET

Pages of this Price Guide are effective as of the date shown at right top of the respective page(s).

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 COMPETITIVE LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 1 - SERVICE DESCRIPTIONS AND CHARGES**1.1 Service Order and Change Charges**

Nonrecurring charges apply to processing Service Orders for new service and for changes in service.

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

1.1.1 Rates

Installation charge for service, per Line	Business	Residential
First Line	\$54.00	\$35.00
Each Additional Line	\$54.00	\$35.00
Feature Add, Change or Delete	Business	Residential
Per Order / Per Line	\$10.00	\$ 8.50

1.1.2 Service Disconnect Fee

A Service Disconnect Fee applies when the Company or the Customer disconnects service. This Service Disconnect Fee applies to all services.

Per Order Charge	\$ 7.50
Per Line Charge	\$17.00

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SECTION 1 - SERVICE DESCRIPTIONS AND CHARGES (CONT'D.)**1.2 Premises Visit Charge [1]**

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

	Business	Residential
Premise Visit Charge	\$95.00	\$95.00
Premises Work Charge		
Initial 30 minute increment	\$95.00	\$95.00
Each Additional 15 minute increment	\$45.00	\$45.00

1.3 Restoral Charge

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and all amounts due, including a deposit, if applicable, is paid in full. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	Business	Residential
Per occasion, per line:	\$40.00	\$25.00

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SECTION 2 – LOCAL EXCHANGE SERVICES**2.1 General**

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

2.1.1 Application of Rates

- A.** Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, service is classified as Residential service.
 - B.** Business rates apply at the following locations, among others:
 - 1.** In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
 - 2.** In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes, and in residence locations where an extension is located at a place where business rates would apply.
 - 3.** In the residence of a practicing physician, dentist, veterinary, surgeon, or other medical practitioner who has no service at business rates at another location.
 - 4.** In any residence location where there is substantial business use of the service and the Customer has no service at business rates.
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SECTION 2 –LOCAL EXCHANGE SERVICES, (CONT'D.)**2.2 Charges Based on Duration of Use**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 2.2.1** Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
 - 2.2.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
 - 2.2.3** Timing terminates on all calls when the calling party hangs up or the Company network receives an off-hook signal from the terminating carrier.
 - 2.2.4** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
 - 2.2.5** All times refer to local time.
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SECTION 2 –LOCAL EXCHANGE SERVICES, (CONT'D.)**2.3 Basic Local Exchange Service****2.3.1 General**

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

- A.** receive calls from other stations on the public switched telephone network;
- B.** access the Company Local Calling Services and other Services as set forth in this tariff;
- C.** access interexchange calling services of the Company and of other carriers;
- D.** access (at no additional charge) to Company operators and business office for service related assistance;
- E.** access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- F.** access relay services for the hearing and/or speech impaired.

Calls to caller paid information services (e.g. 900, 976) those numbers and other numbers used for caller-paid information services will be blocked by the Company switch upon the request of the Customer. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual Business Basic Local Exchange Service is comprised of exchange access lines defined as follows:

Exchange Access Line - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

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SECTION 2 –LOCAL EXCHANGE SERVICES, (CONT'D.)**2.3 Basic Local Exchange Service, (Cont'd.)****2.3.2 Flat Rate Local Exchange Service**

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

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

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

	Business	Residential
Monthly Recurring Charge, Flat Rate Service, Per Line	\$35.02	\$16.52

2.3.3 Measured Rate Service - Business

Monthly Recurring Charge Measured Rate Service, Per Line	\$18.53
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Per Minute Rate

Day (8AM–5PM) Mon-Fri	\$0.05
Evening (5PM–11PM) Sun-Fri	\$0.0375
Night/Weekend 11PM-8AM everyday / 8AM–11PM Sat & 8AM – 5PM Sun	\$0.0250

2.3.4 Message Rate Service – Business*

Message Rate Service includes 50 local calls. Calls in excess of the call allowance are rated at per call charge

Monthly Recurring Charge, Message Rate Service	\$18.53
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Per Call Charge, (Calls in excess of 50 call allowance	\$0.11
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**With the introduction of measured rate service in an exchange, message rate service will be grandfathered to existing Customers.*

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SECTION 3 – SUPPLEMENTAL SERVICES**3.1 Optional Calling Features**

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

3.1.1 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 –Busy Line 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.

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COMPETITIVE LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)**3.1 Optional Calling Features, (Cont'd.)****3.1.1 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.

Distinctive Ringing - This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line i.e. Distinctive Ring - First Number and Distinctive Ring - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

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.

Speed Calling 30 - Allows the Customer to dial an abbreviated code to originate a call to any of 30 programmed telephone numbers.

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

* This service is not regulated by the Colorado PUC.

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)**3.1 Optional Calling Features, (Cont'd.)****3.1.2 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. Nonrecurring charges apply as listed in Section 3.1.2.

Feature	Monthly Recurring Charge	
	Business	Residential
Auto Call Back (*69)	\$5.50	\$5.50
Auto Redial	\$4.50	\$4.50
Call Forwarding - Busy Line	\$6.00	\$1.85
Call Waiting	\$8.00	\$8.00
Call Waiting/ Call Waiting with Caller ID	\$7.50	\$6.00
Caller ID Number only	\$10.00	\$10.00
Caller ID Name and Number	\$10.00	\$10.00
Distinctive Ringing	\$1.00	\$1.00
Priority Call	\$5.00	\$5.00
Speed Calling 8 *	\$4.50	\$4.50
Speed Calling 30*	\$5.50	\$5.50
Three Way Calling	\$6.00	\$5.50

* * This service is not regulated by the Colorado PUC.

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)**3.1 Optional Calling Features, (Cont'd.)****3.1.2 Rates, (Cont'd.)****B. Features Offered on a Usage Sensitive Basis**

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

Feature	Per Use	Maximum Monthly Rate
Busy Redial	\$0.95	\$7.60
Return Call	\$0.95	\$7.60
Three Way Calling	\$0.95	\$7.60
Call Trace per activation	\$1.00	Not Available

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)

3.2 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.

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)

3.2 Operator Services, (Cont'd.)

3.2.1 Local 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.

3.2.2 Per Call Service Charges

Customer Dialed Calling Card	\$0.30
Operator Dialed Calling Card	\$1.13

Payphone Surcharge	\$0.55
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(D)

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)

3.2 [Reserved for Future Use]

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)

3.4 Directory Listing Service

3.4.1 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 judgment 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.

3.4.2 Listings

A. Primary Listing

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

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)**3.4 Directory Listing Service, (Cont'd.)****3.4.2 Listings, (cont'd.)****B. Additional Listings**

Additional listings may be the listings of individual names of those entitle 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.

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)**3.4 Directory Listing Service, (Cont'd.)****3.4.2 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 a 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 notwithstanding 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.

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SECTION 3 – SUPPLEMENTAL SERVICES, (CONT'D.)**3.4 Directory Listing Service, (Cont'd.)****3.4.2 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.

3.4.3 Monthly Rates

	Monthly Rate	
	Business	Residential
Additional Listings	\$5.00	\$1.50
Nonlisted Service	\$2.00	\$1.80
Nonpublished Service	\$3.00	\$2.50

3.4.4 Nonrecurring Charges

	Monthly Rate	
	Business	Residential
Additional Listings	\$12.00	\$8.50
Nonlisted Service	\$18.00	\$12.50
Nonpublished Service	\$18.00	\$12.50

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SECTION 4 – PROMOTIONAL OFFERINGS

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,