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October 26, 2020

Ms. Beth Salak  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: New Interconnection Agreement between Windstream Florida, LLC and  
Communications Venture Corporation d/b/a INdigital, Inc.

Dear Ms. Salak,

Enclosed is a searchable executed Interconnection Agreement between  
Windstream Florida, LLC and Communications Venture Corporation d/b/a  
INdigital, Inc.

The Agreement does not discriminate against any other telecommunications  
carrier, as required by Section 252(e)(2)(A)(i). Other carriers are not bound by  
the Agreement and remain free to negotiate independently with Windstream  
pursuant to Section 252 of TA-96.

The Agreement is consistent with the public interest, convenience and necessity,  
as required by Section 252(e)(2)(A)(ii). It will facilitate the continuation of Birch's  
provision of service to its customers, and it will promote competition, thereby  
fostering the goals of TA-96

Please acknowledge receipt and filing of the above by emailing me per the email  
address listed above.

Thank you for your assistance in this matter.

Sincerely,

/s/ Scott Terry

Scott Terry  
Enclosures

**INTERCONNECTION AGREEMENT**

**BETWEEN**

**WINDSTREAM FLORIDA, LLC**

**&**

**COMMUNICATIONS VENTURE CORPORATION D/B/A INDIGITAL,  
INC**

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## **GENERAL TERMS AND CONDITIONS**

This Agreement (“Agreement”) is between Communications Venture Corporation d/b/a INdigital, Inc (“INdigital”) an Indiana corporation, having an office at 1616 Directors Row, Ft. Wayne, IN 46808 and Windstream Florida, LLC (“Windstream”), having an office at 4001 Rodney Parham Road Little Rock, Arkansas, 72212, hereinafter referred to collectively as the “Parties”.

**WHEREAS**, pursuant to the Telecommunications Act of 1996 (the “Act”), the Parties wish to establish terms for the provision of certain services and Ancillary Functions as designated in the Attachments hereto for the purpose of determining the rates, terms, and conditions for the interconnection of the Parties’ Telecommunications networks within the state of Florida.

**NOW, THEREFORE**, in consideration of the premises and the mutual covenants of this Agreement, the Parties hereby agree as follows:

### **1.0 Introduction**

- 1.1 This Agreement, in accordance with §§251 and 252 of the Act, sets forth the terms, conditions and prices under which Windstream may provide (a) services for interconnection, and (b) Ancillary Functions to INdigital. The specific services, functions, or facilities that Windstream agrees to provide are those specifically identified in appendixes attached to this Agreement and executed simultaneously with this General Terms and Conditions. Further this Agreement sets forth the terms, conditions, and prices under which INdigital will provide services to Windstream, where applicable.
- 1.2 This Agreement includes and incorporates herein the Attachments of this Agreement, and all accompanying Appendices, Addenda and Exhibits.
- 1.3 The Parties acknowledge and agree that by entering into and performing in accordance with this Agreement, the Parties have not waived or relinquished any applicable exemptions that are provided by or available under the Act, including but not limited to those described in §251(f) of the Act, or under state law.
- 1.4 Prior to execution of this Agreement, INdigital agrees to provide Windstream in writing INdigital’s CLEC certification for the state covered by this Agreement prior to the filing of this Agreement with the appropriate Commission for approval.

### **2.0 Effective Date**

- 2.1 The effective date of this Agreement will be the first business day following receipt of final approval of this Agreement by the relevant state Commission or, where approval by such state Commission is not required, the date that both Parties have executed the Agreement.

### **3.0 Intervening Law**

- 3.1 In the event that any effective legislative, regulatory, judicial or other legal action materially changes any rule, law or judicial or administrative decision that was the basis of the requirement, obligation or right upon which any provision of this Agreement was negotiated, or materially impairs the ability of Windstream or INdigital to perform any material terms of this Agreement, INdigital or Windstream may, on thirty (30) days’ written notice require that such terms be renegotiated, and the Parties shall renegotiate in good faith such mutually acceptable new terms as may be required. In the event that such

new terms are not renegotiated within ninety (90) days after such notice, the Dispute shall be referred to the Dispute Resolution procedure set forth in Section 9.0.

#### **4.0 Term of Agreement**

- 4.1 The Parties agree to the provisions of this Agreement for an initial term of two (2) years from the Effective Date of this Agreement, and thereafter on a month to month basis, unless terminated or modified pursuant to the terms and conditions of this Agreement.
- 4.2 Either Party may request for this Agreement to be renegotiated upon the expiration of the initial two (2) year term or upon any termination of this Agreement, except in cases in which this Agreement has been terminated for Default pursuant to Section 4.6. The Party desiring renegotiation shall provide written notice to the other Party. Not later than thirty (30) days from receipt of said notice, the receiving Party will acknowledge receipt of the written notice and the Parties will commence negotiation, which shall be conducted in good faith.
- 4.3 Intentionally Left Blank
- 4.4 If either Party has requested re-negotiations and the Parties have not executed a Subsequent Agreement or filed arbitration at the applicable state commission, then this Agreement will continue in effect pursuant to Section 4.1.
- 4.5 Subject to the requirements of Section 4.4, after completion of the initial two (2) year term, this Agreement may be terminated by either Party for any reason not prohibited by law upon sixty (60) calendar days' written notice to the other Party. By mutual Agreement, the Parties may amend this Agreement in writing to modify its terms.
- 4.6 In the event of Default or Abandonment, as defined in this §4.6, the non-defaulting Party may terminate this Agreement provided that the non-defaulting Party so advises the defaulting Party in writing ("Default Notice") of the event of the alleged Default and the defaulting Party does not cure the alleged Default with sixty (60) calendar days after receipt of the Default Notice thereof, provided, however, that if sixty (60) calendar days is not sufficient time to reasonably cure the alleged Default, then the defaulting Party shall have such time as is reasonably necessary to cure the alleged Default so long as the defaulting Party has commenced the cure within said sixty (60) calendar days and diligently prosecutes the cure to completion. In no case shall the cure period be longer than one hundred twenty (120) calendar days.
- 4.6.1 Either Party's insolvency or initiation of bankruptcy or receivership proceedings by or against the Party; or
- 4.6.2 A decision under §9.0, Dispute Resolution that a Party has materially breached any of the terms or conditions hereof, or
- 4.6.3 A Party has notified the other Party in writing of the other Party's material breach of any of the material terms hereof, and the material breach remains uncured per §4.6 above, provided, however, that if the alleged material breach involves a material interruption to, or a material degradation of, the E911 services provided under this Agreement, the cure period shall be five (5) business days from receipt of such notice. If the Defaulting Party is making good faith efforts to cure such material breach regarding E911 services and there is an impossibility to cure such breach within the specified time frame, the non-Defaulting Party may agree to a reasonable extension of time.
- 4.6.3 Illegal use or theft of facilities is considered a material breach of this Agreement and termination of the Agreement will occur. For purposes of this section, "theft" shall include

but not be limited to the use by a Party of the other Party's facilities without the other Party's knowledge, permission, and compensation under this Agreement.

- 4.6.4 In addition, this Agreement shall be null and void if INdigital has not placed an order for a service or facility or terminated traffic within one (1) year following Effective Date (defined as "Abandonment"). If INdigital has not placed an order for a service, a facility, or terminated traffic within one (1) year, Windstream shall provide INdigital with written notice of Windstream's intent to terminate the Agreement. INdigital shall have thirty (30) calendar days to indicate in writing to Windstream that INdigital intends to place orders or terminate traffic within thirty (30) calendar days. If INdigital cannot meet this timeframe for placing orders or terminating traffic, the Agreement will be terminated. If INdigital does not intend to place orders or terminate traffic, this Agreement shall be deemed suspended and Windstream shall apply to the Commission to terminate the Agreement.

## **5.0 Assignment**

- 5.1 Neither Party may assign, subcontract, or otherwise transfer its rights or obligations under this Agreement except under such terms and conditions as are mutually acceptable to the other Party and with such Party's prior written consent, which consent shall not be unreasonably restricted, delayed or withheld. Notwithstanding anything to the contrary, a Party may assign, subcontract or otherwise transfer its rights or obligations under this Agreement upon notice to the other Party, but without needing the other Party's consent, to a subsidiary, affiliate, or parent company, including any firm, corporation, or entity which the Party controls, is controlled by, or is under common control with, or has a majority interest in, or to any entity which succeeds to all or substantially all of its assets whether by merger, sale, or otherwise. Nothing in this Section is intended to impair the right of either Party to utilize subcontractors.
- 5.2 Neither Party shall assign this Agreement to any Affiliate or non-affiliated entity unless either (1) the assigning Party pays all undisputed bills, past due and current, under this Agreement, or (2) the assignee expressly assumes liability for payment of such bills.
- 5.3 In the event that INdigital makes any corporate name change (whether it involves a merger, consolidation, assignment or transfer, and including addition or deletion of a d/b/a), change in OCN/AOCN, or makes or accepts a transfer or assignment of interconnection trunks or facilities (including leased facilities), or a change in any other CLEC identifier (collectively, a "CLEC Change"), INdigital shall submit written notice to Windstream within thirty (30) days of the first action taken to implement such CLEC Change.
- 5.4 In the event of an assignment as described in Section 5.1 above, the Parties shall negotiate an implementation plan to effectuate any changes. In addition, INdigital shall compensate Windstream for any service order charges as specified in Windstream's General Subscriber/Local or Access tariffs, associated with such CLEC Change

## **6.0 Confidential and Proprietary Information**

- 6.1 For the purposes of this Agreement, confidential information means confidential or proprietary technical, Customer, End User, network, or business information disclosed by one Party (the "Discloser") to the other Party (the "Recipient"), which is disclosed by one Party to the other in connection with this Agreement, during negotiations or the term of this Agreement ("Confidential Information"). Such Confidential Information shall automatically be deemed proprietary to the Discloser and subject to this §6.0, unless otherwise confirmed in writing by the Discloser. All other information which is indicated and marked, as Confidential Information at the time of disclosure



shall also be treated as Confidential Information under §6.0 of this Agreement. The Recipient agrees (i) to use Confidential Information only for the purpose of performing under this Agreement, (ii) to hold it in confidence and disclose it to no one other than its employees or agents having a need to know for the purpose of performing under this Agreement, and (iii) to safeguard it from unauthorized use or disclosure using at least the same degree of care with which the Recipient safeguards its own Confidential Information, but in no event less than a reasonable degree of care. If the Recipient wishes to disclose the Discloser's Confidential Information to a third-party agent or consultant, the agent or consultant must have executed a written agreement of nondisclosure and nonuse comparable to the terms of this Section.

- 6.2 The Recipient may make copies of Confidential Information only as reasonably necessary to perform its obligations under this Agreement. All such copies will be subject to the same restrictions and protections as the original and will bear the same copyright and proprietary rights notices as are contained on the original.
- 6.3 The Recipient agrees to return all Confidential Information to the Discloser in tangible form received from the Discloser, including any copies made by the Recipient within thirty (30) days after a written request is delivered to the Recipient, or to destroy all such Confidential Information if directed to do so by Discloser except for Confidential Information that the Recipient reasonably requires to perform its obligations under this Agreement. If either Party loses or makes an unauthorized disclosure of the other Party's Confidential Information, it will notify such other Party immediately and use reasonable efforts to retrieve the lost or wrongfully disclosed information.
- 6.4 The Recipient will have no obligation to safeguard Confidential Information: (i) which was in the possession of the Recipient free of restriction prior to its receipt from the Discloser; (ii) after it becomes publicly known or available through no breach of this Agreement by the Recipient, (iii) after it is rightfully acquired by the Recipient free of restrictions on its disclosure, or (iv) after it is independently developed by personnel of the Recipient to whom the Discloser's Confidential Information had not been previously disclosed. In addition, either Party will have the right to disclose Confidential Information to any state or federal regulatory body, or a court in the conduct of approval or performance of this Agreement, as long as, in the absence of an applicable protective order, the Discloser has been previously notified by the Recipient in time sufficient for the Recipient to undertake lawful measures to avoid disclosing such information and for Discloser to have reasonable time to seek or negotiate a protective order before or with any applicable state or regulatory body or a court.
- 6.5 The Parties recognize that an individual End User may simultaneously seek to become or be a Customer of both Parties. Nothing in this Agreement is intended to limit the ability of either Party to use Customer specific information lawfully obtained from End Users or sources other than the Discloser, subject to applicable rules governing use of Customer Propriety Network Information (CPNI).
- 6.6 Each Party's obligations to safeguard Confidential Information disclosed prior to expiration or termination of this Agreement will survive such expiration or termination.
- 6.7 Except as otherwise expressly provided elsewhere in this Agreement, no license is hereby granted with respect to any patent, trademark, or copyright, nor is any such license implied solely by virtue of the disclosure of any Confidential Information.
- 6.8 Each Party agrees that the Discloser may be irreparably injured by a disclosure in breach of this Agreement by the Recipient or its representatives and the Discloser will be entitled to seek equitable relief, including injunctive relief and specific performance, in the event of any breach or threatened breach of the confidentiality provisions of this Agreement. Such remedies will not be deemed to be the exclusive remedies for a breach of this Agreement but will be in addition to all other remedies available at law or in equity.

## 7.0 **Liability and Indemnification**

### 7.1 **Limitation of Liabilities**

With respect to any claim or suit for damages arising out of mistakes, omissions, defects in transmission, interruptions, failures, delays or errors occurring in the course of furnishing any service hereunder, the liability of the Party furnishing the affected service, if any, shall not exceed a credit for the actual, documented cost of the services or functions not performed or improperly performed for the period of that particular service during which such mistakes, omissions, defects in transmission, interruptions, failures, delays or errors occurs and continues; provided, however, that any such mistakes, omissions, defects in transmission, interruptions, failures, delays, or errors which are caused by the gross negligence or willful, wrongful act or omission of the complaining Party or which arise from the use of the complaining Party's facilities or equipment shall not result in the imposition of any liability whatsoever upon the other Party furnishing service.

### 7.2 **No Consequential Damages**

**EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES SUFFERED BY SUCH OTHER PARTY (INCLUDING WITHOUT LIMITATION DAMAGES FOR HARM TO BUSINESS, LOST REVENUES, LOST SAVINGS, OR LOST PROFITS SUFFERED BY SUCH OTHER PARTY), REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, WARRANTY, STRICT LIABILITY, OR TORT, INCLUDING WITHOUT LIMITATION NEGLIGENCE OF ANY KIND WHETHER ACTIVE OR PASSIVE, AND REGARDLESS OF WHETHER THE PARTIES KNEW OF THE POSSIBILITY THAT SUCH DAMAGES COULD RESULT. EACH PARTY HEREBY RELEASES THE OTHER PARTY (AND SUCH OTHER PARTY'S SUBSIDIARIES AND AFFILIATES, AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS) FROM ANY SUCH CLAIM. NOTHING CONTAINED IN THIS SECTION WILL LIMIT EITHER PARTY'S LIABILITY TO THE OTHER PARTY FOR (i) WILLFUL OR INTENTIONAL MISCONDUCT (INCLUDING GROSS NEGLIGENCE) OR (ii) BODILY INJURY, DEATH, OR DAMAGE TO TANGIBLE REAL OR TANGIBLE PERSONAL PROPERTY.**

### 7.3 **Obligation to Indemnify**

7.3.1 Each Party shall be indemnified ("Indemnified Party") and held harmless by the other Party ("Indemnifying Party") against claims, losses, suits, demands, damages, costs, expenses, including reasonable attorneys' fees ("Claims"), asserted, suffered, or made by third parties arising from (i) any act or omission of the Indemnifying Party in connection with its performance or non-performance under this Agreement; and (ii) provision of the Indemnifying Party's services or equipment, including but not limited to claims arising from the provision of the Indemnifying Party's services to its End Users (e.g., claims for interruption of service, quality of service or billing disputes) except to the extent such act or omission was caused by the negligence or willful misconduct of the Indemnified Party. Each Party shall also be indemnified and held harmless by the other Party against claims and damages of persons for services furnished by the Indemnifying Party or by any of its subcontractors, under worker's compensation laws or similar statutes.

7.3.2 Each Party, as an Indemnifying Party agrees to release, defend, indemnify, and hold harmless the other Party from any claims, demands or suits that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly or indirectly, by the Indemnifying Party's employees and equipment associated with the provision of any service herein. This provision includes but is not limited to suits arising from unauthorized disclosure of the End User's name, address, or telephone number.

- 7.3.3 Neither Party makes any warranties, express or implied, concerning its respective (or any third party's) rights with respect to intellectual property (including without limitation, patent, copyright and trade secret rights) or contract rights associated with their respective interconnection with the other Party's network use or receipt of the other Party's services.
- 7.3.4 When the lines or services of other companies and carriers are used in establishing connections to and/or from points not reached by a Party's lines, neither Party shall be liable for any act or omission of the other companies or carriers.

#### **7.4 Obligation to Defend; Notice; Cooperation**

Whenever a claim arises for indemnification under this Section (the "Claim"), the Indemnitee will promptly notify the Indemnifying Party and request the Indemnifying Party to defend the same. Failure to so notify the Indemnifying Party will not relieve the Indemnifying Party of any liability that the Indemnifying Party might have, except to the extent that such failure prejudices the Indemnifying Party's ability to defend such Claim. The Indemnifying Party will have the right to defend against such Claim in which event the Indemnifying Party will give written notice to the Indemnitee of acceptance of the defense of such Claim and the identity of counsel selected by the Indemnifying Party. Except as set forth below, such notice to the Indemnitee will give the Indemnifying Party full authority to defend, adjust, compromise, or settle such Claim with respect to which such notice has been given, except to the extent that any compromise or settlement might prejudice the Intellectual Property Rights of the Indemnitee. The Indemnifying Party will consult with the Indemnitee prior to any compromise or settlement that would affect the Intellectual Property Rights or other rights of the Indemnitee, and the Indemnitee will have the right to refuse such compromise or settlement and, at the Indemnitee's sole cost, to take over such defense of such Claim. Provided, however, that in such event the Indemnifying Party will not be responsible for, nor will it be obligated to indemnify the Indemnitee against any damages, costs, expenses, or liabilities, including without limitation, attorneys' fees, in excess of such refused compromise or settlement. With respect to any defense accepted by the Indemnifying Party, the Indemnitee will be entitled to participate with the Indemnifying Party in such defense if the Claim requests equitable relief or other relief that could affect the rights of the Indemnitee and also will be entitled to employ separate counsel for such defense at such Indemnified Party's expense. In the event the Indemnifying Party does not accept the defense of any indemnified Claim as provided above, the Indemnitee will have the right to employ counsel for such defense at the expense of the Indemnifying Party, and the Indemnifying Party shall be liable for all costs associated with the Indemnitee's defense of such Claim including court costs, and any settlement or damages awarded the third party. Each Party agrees to cooperate and to cause its employees and agents to cooperate with the other Party in the defense of any such Claim.

### **8.0 Payment of Rates and Late Payment Charges**

- 8.1 In the event of a material adverse change in CLEC's financial condition during the life of this Agreement, Windstream may request a security deposit. A "material adverse change in financial condition" means CLEC is a new CLEC with no established credit history, or is a CLEC that has not established satisfactory credit with Windstream, or the Party is repeatedly delinquent in making its payments, or is being reconnected after a disconnection of Service or discontinuance of the processing of orders by Windstream due to a previous failure to pay undisputed charges in a timely manner, or Windstream receives credible information of a negative impact to the CLEC's financial stability. Windstream may require a deposit to be held as security for the payment of charges before the orders from CLEC will be provisioned and completed or before reconnection of Service. "Repeatedly delinquent" means any payment of a material amount of total monthly Billing under the Agreement received after the Payment Due Date, three (3) or more times during the last twelve (12) month period. The security deposit may not exceed the estimated total monthly charges for a

two (2) month period based upon recent or forecasted billing. The deposit may be adjusted by CLEC's actual monthly average charges, payment history under this Agreement, or other relevant factors.

- 8.1.1 The deposit may be an irrevocable bank letter of credit, a letter of credit with terms and conditions acceptable to Windstream, or some other form of mutually acceptable security such as a cash deposit. Any such security deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service, for so long as CLEC's credit is impaired, plus one year.
- 8.1.2 If a security deposit is required, such security deposit shall be made prior to the activation of service.
- 8.1.3 The fact that a security deposit has been provided in no way relieves INdigital from complying with Windstream's regulations as to advance payments and the prompt payment of bills on presentation nor does it constitute a waiver or modification of the regular practices of Windstream providing for the discontinuance of service for non-payment of any sums due Windstream.
- 8.1.4 Windstream reserves the right to increase the security deposit requirements when, in its reasonable judgment, circumstances so warrant and/or gross monthly billing has increased for three (3) consecutive months to a level beyond the level initially used to determine the security deposit. Windstream shall provide thirty (30) days' written notice of its decision to increase the security deposit requirements. INdigital shall provide the increased deposit within thirty (30) days of receipt of such notice. INdigital may dispute the need for or amount of the increase in accordance with the Dispute Resolution provisions of this Agreement by providing written notice of dispute within thirty (30) days of receipt of such notice, but initiating the dispute resolution process will not relieve it of its obligation to timely provide the increased deposit.
- 8.1.5 In the event that INdigital is in breach of this Agreement, service to INdigital may be terminated by Windstream; any security deposits applied to its account and Windstream may pursue any other remedies available at law or equity.
- 8.1.6 In the case of a cash deposit, interest at a rate as set forth in the appropriate Windstream tariff shall be paid to INdigital during the possession of the security deposit by Windstream. Interest on a security deposit shall accrue annually and, if requested, shall be annually credited to INdigital by the accrual date.
- 8.2 Windstream may, but is not obligated to, draw on the cash deposit, as applicable, upon the occurrence of any one of the following events.
  - 8.2.1 INdigital owes Windstream undisputed charges under this Agreement that are more than thirty (30) calendar days past due; or
  - 8.2.2 INdigital admits its inability to pay its debts as such debts become due, has commenced a voluntary case (or has had an involuntary case commenced against it) under the U.S. Bankruptcy Code or any other law relating to insolvency, reorganization, wind-up, composition or adjustment of debts or the like, has made an assignment for the benefit of creditors or, is subject to a receivership or similar proceeding; or
  - 8.2.3 The expiration or termination of this Agreement.
- 8.3 If Windstream draws on the security deposit, upon request by Windstream, INdigital will provide a replacement deposit conforming to the requirements of Section 8.1.

- 8.4 Except as otherwise specifically provided elsewhere in this Agreement, the Parties will pay all undisputed rates and charges due and owing under this Agreement within thirty (30) days of the invoice date in immediately available funds. The Parties represent and covenant to each other that all invoices will be promptly processed and mailed in accordance with the Parties' regular procedures and billing systems.
- 8.4.1 If the payment due date falls on a Sunday or on a Holiday which is observed on a Monday, the payment due date shall be the first non-Holiday following such Sunday or Holiday. If the payment due date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday, or Friday, the payment due date shall be the last non-Holiday preceding such Saturday or Holiday. If payment is not received by the payment due date, a late penalty, as set forth in §8.5 below, will be assessed.
- 8.4.2 Each Party shall establish monthly billing dates and the bill date will be the same day each month. All bills will be delivered to the other Party no later than ten (10) calendar days from the bill date and at least twenty (20) calendar days prior to the payment due date (as described in this Attachment), whichever is earlier. If a Party fails to receive a billing within the time period specified in this Section, the corresponding payment due date will be extended by the number of days the bill is late in being delivered.
- 8.5 If the undisputed payment amount billed is received by the billing Party after the payment due date or if any portion of the payment is received by the billing Party in funds which are not immediately available to the billing Party, then a late payment charge will apply to the unpaid undisputed balance.
- 8.6 Except as otherwise specifically provided in this Agreement, interest on overdue invoices will apply at the lesser of the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily and applied for each month or portion thereof that an outstanding balance remains, or shall not exceed 0.0004930% compounded daily and applied for each month or portion thereof that an outstanding balance remains.

## **9.0 Dispute Resolution**

### **9.1 Notice of Disputes**

- 9.1.1 Notice of a valid contractual dispute must be in writing, specifically documenting the nature of the dispute, and must include a detailed description of the underlying dispute (the "Dispute Notice"). Billing disputes must be submitted on the Billing Dispute Form contained in Appendix A or the dispute will not be accepted as a valid billing dispute and therefore rejected by the billing Party. The billing dispute form must be completed with all relevant fields populated by the disputing Party or the form will be rejected by the billing Party.

### **9.2 Billing Disputes**

- 9.2.1 For all services purchased under this Agreement, if the disputing party intends to withhold disputed amounts, the disputing Party must submit the applicable billing dispute ("Billing Dispute") to the billing Party on the Billing Dispute Form contained in Appendix A by the due date on the disputed bill. For all services purchased under this Agreement, if a particular bill is paid in full by the due date of the bill, the disputing Party may submit a billing dispute ("Billing Dispute") to the billing Party on the Billing Dispute Form contained in Appendix A within 12 months of the due date of the bill. The dispute form must be complete, with all relevant fields populated with the required information for the billable element in dispute. If the billing dispute form is not complete with all information, the dispute will be rejected by the billing Party. After receipt of a completed dispute, the

billing Party will review to determine the accuracy of the billing dispute and make a good faith attempt to either accept or reject the dispute within thirty (30) days. If the billing Party determines the dispute is valid, the billing Party will credit the disputing Party's bill by the next bill date. If the billing Party determines the billing dispute is not valid, the billing Party will provide information outlining why the dispute is rejected. The disputing Party may escalate the dispute as outlined in section 9.2.1.1. If escalation of the billing dispute does not occur within the sixty (60) calendar days as outlined below, the disputing Party must remit payment for the disputed charge, including late payment charges, to the billing Party by the next bill date and these charges are no longer considered disputed charges. Closure of the dispute does not waive the disputing Party's right to file an additional dispute for prospective billing. The Parties will endeavor to resolve all Billing Disputes within sixty (60) calendar days from receipt of the Dispute Form.

9.2.1.1 Resolution of the dispute is expected to occur at the first level of management, resulting in a recommendation for settlement of the dispute and closure of a specific billing period. If the issues are not resolved within the allotted time frame, the following resolution procedure will be implemented:

9.2.1.1.1 If the dispute is not resolved within thirty (30) calendar days of receipt of the escalation request, the dispute will be escalated via written notice to the second level of management, or its equivalent, for each of the respective Parties for resolution. If the escalated dispute is not resolved within sixty (60) calendar days of the escalation request, the dispute will be escalated to the third level of management for each of the respective Parties for resolution.

9.2.1.1.2 If the dispute is not resolved within ninety (90) calendar days of the receipt of the escalation request, the dispute will be escalated to the fourth level of management, or its equivalent, for each of the respective Parties for resolution.

9.2.1.1.3 Each Party will provide to the other Party an escalation list for resolving billing disputes. The escalation list will contain the name, title, phone number, fax number and email address for each escalation point identified in this Section 9.2.1.1. A Party's failure to pay all undisputed amounts by the due date listed on the bill, is a material breach of this Agreement that shall be governed by the Default provisions of Section 4.6.

9.2.1.1.4 If the dispute is not resolved within one hundred twenty (120) calendar days of receipt of the Dispute Form or either Party is not operating in good faith to resolve the dispute, the Formal Dispute Resolution process, outlined in section 9.4, may be invoked.

9.2.1.2 If the disputing Party disputes a charge and does not pay such charge by the payment due date, such charges shall be subject to late payment charges as set forth in subsection 8.3 above. If the disputing Party disputes charges and the dispute is resolved in favor of the disputing Party, the billing Party shall credit the bill of the disputing Party for the amount of the disputed charges, along with any late payment charges assessed, by the next billing cycle after the resolution of the dispute. If the disputing Party disputes a charge and has submitted payment by the due date, and the dispute is resolved in favor of the disputing Party, the billing Party shall credit the bill of the disputing Party for the amount of the disputed charges and any applicable interest. Accordingly, if the disputing Party disputes charges and the dispute is resolved in favor of the billing Party, the disputing Party shall pay the billing Party the amount of the disputed charges and any associated late payment charges, by the next billing due date after the resolution of the dispute.

9.2.1.3 For purposes of this subsection 9.1.1, a billing dispute shall not include the refusal to pay other amounts owed to a Party pending resolution of the dispute. Claims by the disputing Party for damages of any kind will not be considered a Bona Fide Dispute for purposes of this subsection 9.2.1. Parties failure to pay all undisputed amounts by the due date listed on the bill is a material breach of this agreement that shall be governed by the Default provisions of section 4.6.

9.2.1.3 Neither Party shall bill the other Party for charges incurred more than twelve (12) months after the service is provided to the non-billing Party.

9.2.2 **All Other Disputes**

All other disputes (*i.e.*, contractual disputes) shall be valid within the scope of this Agreement, and the applicable statute of limitations shall govern such disputes.

9.3 **Alternative to Litigation**

9.3.1 The Parties desire to resolve disputes arising out of this Agreement without litigation. Accordingly, except for action seeking a temporary restraining order, an injunction, or similar relief from the PSC or if the PSC declines to act having concluded it lacks jurisdiction then in a court of competent jurisdiction, related to the purposes of this Agreement, or suit to compel compliance with this Dispute Resolution process, the Parties agree to use the following Dispute Resolution procedure with respect to any controversy or claim arising out of or relating to this Agreement or its breach.

9.3.2 Each Party agrees to promptly notify the other Party in writing of a dispute and may in the Dispute Notice invoke the informal dispute resolution process described in §9.4. The Parties will endeavor to resolve the dispute within thirty (30) days after the date of the Dispute Notice.

9.4 **Informal Resolution of Disputes**

In the case of any dispute and upon receipt of the Dispute Notice each Party will appoint a duly authorized representative knowledgeable in telecommunications matters, to meet and negotiate in good faith to resolve any dispute arising under this Agreement. The location, form, frequency, duration, and conclusion of these discussions will be left to the discretion of the representatives. Upon agreement, the representatives may, but are not obligated to, utilize other alternative dispute resolution procedures such as mediation to assist in the negotiations. Discussions and the correspondence among the representatives for purposes of settlement are exempt from discovery and production and will not be admissible in any lawsuit without the concurrence of both Parties. Documents identified in or provided with such communications, which are not prepared for purposes of the negotiations, are not so exempted and, if otherwise admissible, may be admitted in evidence in the lawsuit. Unless otherwise provided herein, or upon the Parties' Agreement, either Party may invoke formal dispute resolution procedures or other procedures as appropriate, not earlier than thirty (30) days after the date of the Dispute Notice, provided the Party invoking the formal dispute resolution process has in good faith negotiated, or attempted to negotiate, with the other Party.

9.5 **Formal Dispute Resolution**

9.5.1 The Parties agree that all unresolved disputes arising under this Agreement may be submitted to PSC for resolution in accordance with its dispute resolution process and the outcome of such process will be binding on the Parties, subject to any right to appeal a decision reached by the PSC under applicable law.

9.5.2 If the PSC does not have or declines to accept jurisdiction over any dispute arising under this Agreement, either Party may proceed with any remedy available to it pursuant to law, equity or agency mechanisms

9.5.3 Each Party shall bear its own costs of these procedures unless the Florida Public Service Commission or other presiding authority, if any, rules otherwise.

9.6 **Conflicts**

9.6.1 The Parties agree that the Dispute Resolution procedures set forth in this Agreement are not intended to conflict with applicable requirements of the Act or the state commission with regard to procedures for the resolution of disputes arising out of this Agreement and do not preclude a Party from seeking relief under applicable rules or procedures of the PSC.

10.0 **INTENTIONALLY LEFT BLANK**

11.0 **Notices**

11.1 Except as otherwise specifically provided in this Agreement, all notice, consents, approvals, modifications, or other communications to be given under this Agreement shall be in writing and sent postage prepaid by certified US mail return receipt requested. Notice may also be effected by personal delivery or by overnight courier. All notices will be effective upon actual receipt or refusal of delivery, and should be directed to the following:

**If to INdigital:**

INdigital Contracts  
1616 Directors Row  
Ft. Wayne, IN 46808  
Office: (260) 469-2010  
Fax: (260) 469-4329  
Email: [contracts@indigital.net](mailto:contracts@indigital.net)

**Copy to:**

Mark Grady - President  
1616 Directors Row  
Ft. Wayne, IN 46808  
Office: (260) 469-2010  
Fax: (260) 469-4329  
Email: [mgrady@indigital.net](mailto:mgrady@indigital.net)

**If to Windstream:**

Windstream  
Attn: Staff Manager – Interconnection Services  
4001 Rodney Parham Road  
1170 B1F02-1221A  
Little Rock, AR 72212

**Copy to:**

Windstream  
Attn: Windstream Legal Department



1170 B1F03-53A  
Little Rock, AR 72212

- 11.2 Either Party may unilaterally change its designated representative and/or address, telephone contact number or facsimile number for the receipt of notices by giving seven (7) days' prior written notice to the other Party in compliance with this Section.

**12.0 Taxes**

- 12.1 Each Party purchasing services hereunder shall pay or otherwise be responsible for all federal, state, or local sales, use, excise, gross receipts, transaction or similar taxes, fees or surcharges (hereinafter "Tax") levied against or upon such purchasing Party (or the providing Party when such providing Party is permitted to pass along to the purchasing Party such taxes, fees or surcharges), except for any tax on either Party's corporate existence, status or income, corporate property taxes and payroll taxes. Whenever possible, these amounts shall be billed as a separate item on the invoice. Purchasing Party may be exempted from certain taxes if purchasing Party provides proper documentation, e.g., reseller certificate, from the appropriate taxing authority. Failure to timely provide said resale tax exemption certificate will result in no exemption being available to the purchasing Party until such time as the purchasing Party presents a valid certification.
- 12.2 With respect to any purchase of services, facilities or other arrangements, if any Tax is required or permitted by applicable law to be collected from the purchasing Party by the providing Party, then (i) the providing Party shall bill the purchasing Party for such Tax, (ii) the purchasing Party shall remit such Tax to the providing Party and (iii) the providing Party shall remit such collected Tax to the applicable taxing authority, except as otherwise indicated below.
- 12.3 The Parties agree that each Party shall generally be responsible for collecting and remitting to the appropriate city, any franchise fees or taxes for use of city rights of way, in accordance with the terms of that Party's franchise Agreement. In the event a city attempts to require both Parties to pay franchise fees on the same revenues with respect to resold services or unbundled network elements then the Parties agree to cooperate in opposing such double taxation.
- 12.4 With respect to any purchase hereunder of services, facilities or arrangements that are resold to a third party, the purchasing Party agrees to indemnify and hold harmless the providing Party on an after-tax basis for any costs incurred by the providing Party as a result of actions taken by the applicable taxing authority to collect the Tax from the providing Party due to the failure of the purchasing Party to pay or collect and remit such tax to such authority.
- 12.5 If the providing Party fails to properly bill any Tax as required herein, then, as between the providing Party and the purchasing Party, (i) the purchasing Party shall remain liable for such uncollected Tax and (ii) the providing Party shall be liable for any penalty and interest assessed with respect to such uncollected Tax by such authority. However, if the purchasing Party fails to pay any taxes properly billed, then, as between the providing Party and the purchasing Party, the purchasing Party will be solely responsible for payment of the taxes, penalty and interest.
- 12.6 If the purchasing Party fails to impose and/or collect any Tax from End Users as required herein, then, as between the providing Party and the purchasing Party, the purchasing Party shall remain liable for such uncollected Tax and any interest and penalty assessed thereon with respect to the uncollected Tax by the applicable taxing authority. With respect to any Tax that the purchasing Party has agreed to pay or impose on and/or collect from End Users, the purchasing Party agrees to indemnify and hold harmless the providing Party on an after-tax basis for any costs incurred by the providing Party as a result of actions taken by the applicable taxing authority to collect the Tax from the providing Party due to the failure of the purchasing Party to pay or collect and remit such Tax to such authority.

- 12.7 All notices, affidavits, exemption certificates or other communications required or permitted to be given by either Party to the other Party under this §12.0, shall be made in writing and sent postage prepaid by registered mail return receipt requested. All notices shall be effective upon receipt. All notices sent pursuant to this Section shall be directed to the following:

**To Windstream:**

Windstream  
Attn: Director State and Local Taxes  
4001 Rodney Parham Road  
1170 B1F03-70A  
Little Rock, AR 72212

**Copy to:**

Windstream  
Staff Manager - Interconnection Services  
4001 Rodney Parham Road  
1170 B1F02-1212A  
Little Rock, AR 72212

**To INdigital:**

Jeffrey Humbarger, CFO  
1616 Directors Row  
Ft. Wayne, IN 46808  
Office: (260) 469-2010  
Fax: (260) 469-4329  
Email: [jhumbarger@indigital.net](mailto:jhumbarger@indigital.net)

**Copy to:**

Mark Grady - President  
1616 Directors Row  
Ft. Wayne, IN 46808  
Office: (260) 469-2010  
Fax: (260) 469-4329  
Email: [mgrady@indigital.net](mailto:mgrady@indigital.net)

- 12.8 Either Party may unilaterally change its designated representative and/or address, telephone contact number or facsimile number for the receipt of notices by giving seven (7) days' prior written notice to the other Party in compliance with this Section.

**13.0 Force Majeure**

- 13.1 Except as otherwise specifically provided in this Agreement, neither Party shall be liable for delays or failures in performance resulting from acts or occurrences beyond the reasonable control of such Party, regardless of whether such delays or failures in performance were foreseen or foreseeable as of the date of this Agreement, including, without limitation: fire, explosion, power failure, acts of God, war, revolution, civil commotion, or acts of public enemies; epidemics, riots, insurrections, earthquakes, tornadoes, hurricanes, nuclear accidents, floods, or labor unrest, including, without limitation strikes, slowdowns, picketing or boycotts or delays caused by the other Party or by other service or equipment vendors; or any other similar circumstances beyond the Party's reasonable control. In such event, the Party affected shall, upon giving prompt notice to the other Party, be excused from such performance on a day-to-day basis to the extent of such interference (and the other Party shall likewise be excused from performance of its obligations on a day-for-day basis to the extent such Party's obligations relate to the performance so interfered with). The affected Party

shall use its reasonable commercial efforts to avoid or remove the cause of nonperformance and both Parties shall proceed to perform with dispatch once the causes are removed or cease.

#### **14.0 Publicity**

- 14.1 The Parties agree not to use in any advertising or sales promotion, press releases or other publicity matters, any endorsements, direct or indirect quotes or pictures implying endorsement by the other Party or any of its employees without such Party's prior written approval. The Parties will submit to each other for written approval, prior to publication, all such publicity endorsement matters that mention or display the other's name and/or marks or contain language from which a connection to said name and/or marks may be inferred or implied.
- 14.2 Neither Party will offer any services using the trademarks, service marks, trade names, brand names, logos, insignia, symbols or decorative designs of the other Party or its affiliates without the other Party's written authorization.

#### **15.0 Network Maintenance and Management**

- 15.1 The Parties will work cooperatively to implement this Agreement. The Parties will exchange appropriate information (e.g., maintenance contact numbers, network information, information required to comply with law enforcement and other security agencies of the Government, etc.) to achieve this desired reliability, subject to the confidentiality provisions herein.
- 15.2 Each Party will provide a 24-hour contact number for Network Traffic Management issues to the other's surveillance management center. A facsimile (FAX) number must also be provided to facilitate event notifications for planned mass calling events. Additionally, both Parties agree that they will work cooperatively to ensure that all such events will attempt to be conducted in such a manner as to avoid disruption or loss of service to other End Users.

##### **15.2.1 24 Hour Network Management Contact:**

###### **For Windstream:**

**Contact Number:** 330-650-7929

###### **For INdigital:**

**Contact Number:** 877-469-2010

**Fax:** 260-469-2091

- 15.3 Neither Party will use any service provided under this Agreement in a manner that impairs the quality of service to other carriers or to either Party's subscribers. Either Party will provide the other Party notice of said impairment at the earliest practicable time.

#### **16.0 Law Enforcement and Civil Process**

##### **16.1 Intercept Devices**

Local and federal law enforcement agencies periodically request information or assistance from local telephone service providers. When either Party receives a request associated with a Customer of the other Party, the receiving Party will refer such request to the appropriate Party, unless the request directs the receiving Party to attach a pen register, trap-and-trace or form of intercept on the

Party's own facilities, in which case that Party will comply with any valid requirement, to the extent the receiving Party is able to do so; if such compliance requires the assistance of the other Party such assistance will be provided.

**16.2 Subpoenas**

If a Party receives a subpoena for information concerning an End User the Party knows to be an End User of the other Party, the receiving Party will refer the subpoena to the requesting entity with an indication that the other Party is the responsible company.

**16.3 Law Enforcement Emergencies**

If a Party receives a request from a law enforcement agency to implement at its switch a temporary number change, temporary disconnect, or one-way denial of outbound calls for an End User of the other Party, the receiving Party will comply so long as it is a valid emergency request. Neither Party will be held liable for any claims or damages arising from compliance with such requests, and the Party serving the End User agrees to indemnify and hold the other Party harmless against any and all such claims.

16.4 The Parties will provide five (5) day a week 8:00 a.m. to 5:00 p.m. installation and information retrieval pertaining to lawful, manual traps and information retrieval on Customer invoked CLASS services pertaining to non-emergency calls such as annoyance calls. The Parties will provide assistance twenty-four (24) hours per day for situations involving immediate threat of life or at the request of law enforcement officials. The Parties will provide a twenty-four (24) hour contact number to administer this process.

**17.0 Changes in Subscriber Carrier Selection**

17.1 Each Party will abide by applicable state or federal laws and regulations in obtaining End User authorization prior to changing End User's Local Service Provider to itself and in assuming responsibility for any applicable charges as specified in §258 (b) of the Telecommunications Act of 1996. Either Party shall make authorization available to the other Party upon reasonable requests and at no charge.

17.2 Either Party can initiate a challenge to a change in its local exchange service provider. If an End User notifies either Party that the End User requests local exchange service, the Party receiving such request shall be free to immediately provide service to such End User.

17.3 When an End User changes or withdraws authorization, each Party will release Customer specific facilities in accordance with the Customers' direction or the End User's authorized agent.

17.4 Subject to applicable rules, orders, and decisions, Windstream will provide INdigital with access to Customer Proprietary Network Information (CPNI) for Windstream End Users upon INdigital affirmation that INdigital has obtained a Letter of Agency (LOA). INdigital will provide such Letter of Authorization upon request from Windstream.

17.4.1 The Parties agree that they will conform to FCC and/or state regulations regarding the information provided on the LOA, provisioning of CPNI between the Parties, and regarding the use of that information by the requesting Party.

17.4.2 The requesting Party will document End User permission obtained to receive CPNI, whether or not the End User has agreed to change Local Service Providers. If the Parties do not agree that INdigital requested CPNI for a specific End User, or that Windstream has erred in not accepting proof of an LOA, the Parties may immediately request dispute

resolution in accordance with General Terms & Conditions, Section 9.0, Dispute Resolution.

- 17.5 Windstream will only accept an LOA for a Windstream Customer of record or other authorized individual. INdigital may not delegate its obligation to obtain written authorization from Windstream's Customer of record to a third party.

**18.0 Amendments or Waivers**

- 18.1 Except as otherwise provided in this Agreement, no amendment to this Agreement will be effective unless the same is in writing and signed by an authorized representative of each Party. In addition, no course of dealing or failure of a Party strictly to enforce any term, right or condition of this Agreement will be construed as a waiver of such term, right, or condition. Windstream does not waive, any rights including, but not limited to, the rights that would be afforded Windstream under 47 USC § 251(f). The Parties enter into this Agreement without prejudice to any positions they have taken previously, or may take in the future in any legislative, regulatory, other public forum, contract negotiation, or bona fide request, including matters related to the types of arrangements prescribed by this Agreement.

**19.0 Authority**

- 19.1 Each person whose signature appears below represents and warrants that they have the authority to bind the Party on whose behalf they executed this Agreement.

**20.0 Binding Effect**

- 20.1 This Agreement will be binding on and inure to the benefit of the respective successors and permitted assigns of the Parties.

**21.0 Consent**

- 21.1 Where consent, approval, or mutual Agreement is required of a Party, it will not be unreasonably conditioned, withheld or delayed.

**22.0 Expenses**

- 22.1 Except as specifically set out in this Agreement, each Party will be solely responsible for its own expenses involved in all activities related to the subject of this Agreement.

**23.0 Headings**

- 23.1 The headings in this Agreement are inserted for convenience and identification only and will not be considered in the interpretation of this Agreement.

**24.0 Relationship of Parties**

- 24.1 This Agreement will not establish, be interpreted as establishing, or be used by either Party to establish or to represent their relationship as any form of agency, partnership or joint venture.

Neither Party will have any authority to bind the other Party, nor to act as an agent for the other Party unless written authority, separate from this Agreement, is signed by both Parties. Nothing in the Agreement will be construed as providing for the sharing of profits or losses arising out of the efforts of either or both of the Parties. Nothing herein will be construed as making either Party responsible or liable for the obligations and undertakings of the other Party.

**25.0 Conflict of Interest**

25.1 The Parties represent that no employee or agent of either Party has been or will be employed, retained, paid a fee, or otherwise received or will receive any personal compensation or consideration from the other Party, or any of the other Party's employees or agents in connection with the arranging or negotiation of this Agreement or associated documents.

**26.0 Multiple Counterparts**

26.1 This Agreement may be executed in multiple counterparts, each of which will be deemed an original but all of which will together constitute but one, and the same document.

**27.0 Third Party Beneficiaries**

27.1 Except as may be specifically set forth in this Agreement, this Agreement does not provide and will not be construed to provide third parties with any remedy, claim, liability, reimbursement, cause of action, or other privilege.

**28.0 Regulatory Approval**

28.1 Each Party agrees to cooperate with the other Party and with any regulatory agency to obtain regulatory approval. During the term of this Agreement, each Party agrees to continue to cooperate with the other Party and any regulatory agency so that the benefits of this Agreement may be achieved.

28.2 Upon execution of this Agreement, it shall be filed with the appropriate state regulatory agency pursuant to the requirements of §252 of the Act. If the state regulatory agency imposes any filing(s) or public interest notice(s) regarding the filing or approval of the Agreement, INdigital shall assume sole responsibility in making such filings or notices. All costs associated with the aforementioned filing(s) or notice(s) shall borne by INdigital.

**29.0 Trademarks and Trade Names**

29.1 Each Party warrants that, to the best of its knowledge, the services provided under this Agreement do not or will not violate or infringe upon any patent, copyright, trademark, or trade secret rights of any other persons.

29.2 Except as specifically set out in this Agreement, nothing in this Agreement will grant, suggest, or imply any authority for one Party to use the name, trademarks, service marks, or trade names of the other Party for any purpose whatsoever, absent written consent of the other Party.

**30.0 Regulatory Authority**

- 30.1 Each Party will be responsible for obtaining and keeping in effect all Federal Communications Commission, state regulatory Commission, franchise authority and other regulatory approvals that may be required in connection with the performance of its obligations under this Agreement. Each Party will reasonably cooperate with the other Party in obtaining and maintaining any required approvals necessary for fulfilling its obligations under this Agreement.

**31.0 Verification Reviews**

- 31.1 Subject to each Party's reasonable security requirements and except as may be otherwise specifically provided in this Agreement, either Party may audit the other Party's relevant books, records and other documents pertaining to services provided under this Agreement once in each Contract Year solely for the purpose of evaluating the accuracy of the other Party's billing and invoicing to the other Party. Such audit will take place at a time and place agreed on by the Parties no later than sixty (60) calendar days after notice thereof.
- 31.2 The review will consist of an examination and verification of data involving records, systems, procedures and other information related to the services performed by either Party as related to settlement charges or payments made in connection with this Agreement as determined by either Party to be reasonably required. Each Party shall maintain reasonable records for a minimum of twelve (12) months and provide the other Party with reasonable access to such information as is necessary to determine amounts receivable or payable under this Agreement.
- 31.3 Adjustments, credits, or payments shall be made and any corrective action shall commence within thirty (30) days or by the second invoice cycle date from the Requesting Party's receipt of the final audit report to compensate for any errors or omissions which are disclosed by such audit and are agreed to by the Parties. Audit findings may be applied retroactively for no more than twelve (12) months from the date the audit began. Interest shall not exceed one and one-half (1 ½%) of the highest interest rate allowable by law for commercial transactions shall be assessed and shall be computed by compounding daily from the time of the overcharge, not to exceed twelve (12) months from the date the audit began to the day of payment or credit. Any disputes concerning audit results will be resolved pursuant to the Dispute Resolution procedures described in §9.0 of this Agreement.
- 31.4 Each Party will cooperate fully in any such audit, providing reasonable access to any and all appropriate employees and books, records and other documents reasonably necessary to assess the accuracy of the Party's bills.
- 31.5 Verification reviews will be limited in frequency to once per twelve (12) month period, with provision for staged reviews, as mutually agreed, so that all subject matters are not required to be reviewed at the same time. Verification reviews will be scheduled subject to the reasonable requirements and limitations of the audited Party and will be conducted in a manner that will not interfere with the audited Party's business operations.
- 31.6 The Party requesting a verification review shall fully bear its costs associated with conducting a review. The Party being reviewed will provide access to required information, as outlined in this Section, at no charge to the reviewing Party. Should the reviewing Party request information or assistance beyond that reasonably required to conduct such a review, the Party being reviewed may, at its option, decline to comply with such request or may bill actual, documented costs incurred in complying subsequent to the concurrence of the reviewing Party.
- 31.7 For purposes of conducting an audit pursuant to this Agreement, the Parties may employ other persons or firms for this purpose (so long as said Parties are bound by this Agreement). The Parties will bear their own reasonable expenses associated with the audit.

31.8 Information obtained or received by either Party in conducting the audit described in §31.0 shall be subject to the confidentiality provisions of §6.0 of this Agreement, whether or not marked as confidential.

### **32.0 Complete Terms**

32.1 This Agreement sets forth the entire understanding and supersedes prior Agreements between the Parties relating to the subject matter contained herein and merges all prior discussions between them, and neither Party shall be bound by any definition, condition, provision, representation, warranty, covenant or promise other than as expressly stated in this Agreement or as is contemporaneously or subsequently set forth in writing and executed by a duly authorized officer or representative of the Party to be bound thereby.

### **33.0 Cooperation on Preventing End User Fraud**

33.1 The Parties agree to cooperate with one another to investigate, minimize, and take corrective action in cases of fraud. The Parties' fraud minimization procedures are to be cost-effective and implemented so as not to unduly burden or harm one Party as compared to the other Party.

33.2 In cases of suspected fraudulent activity by an End User, at a minimum, the cooperation referenced in the above paragraph will include providing to the other Party, upon request, information concerning End Users who terminate services to that Party without paying all outstanding charges. The Party seeking such information is responsible for securing the End User's permission to obtain such information.

### **34.0 Notice of Network Changes**

34.1 The Parties agree to provide each other with reasonable notice consistent with applicable FCC rules of changes in the information necessary for the transmission and routing of services using the other Party's facilities or networks, as well as other changes that affect the interoperability of those respective facilities and networks. Nothing in this Agreement is intended to limit either Party's ability to upgrade or modify its network, including without limitation, the incorporation of new equipment, new software or otherwise so long as such upgrades are not inconsistent with the Parties' obligations under this Agreement.

### **35.0 Modification of Agreement**

35.1 If either Party changes its name or makes changes to its company structure or identity due to a merger, acquisition, transfer or any other reason, it is the responsibility of that Party to notify the other Party of said change and request that an amendment to this Agreement, if necessary, be executed to reflect said change.

### **36.0 Responsibility of Each Party**

36.1 Each Party is an independent contractor, and has and hereby retains the right to exercise full control of and supervision over its own performance of its obligations under this Agreement and retains full control over the employment, direction, compensation and discharge of its employees assisting in the performance of such obligations. Each Party will be solely responsible for all matters relating



to payment of such employees, including compliance with social security taxes, withholding taxes and all other regulations governing such matters. Each Party will be solely responsible for proper handling, storage, transport and disposal at its own expense of all (i) substances or materials that it or its contractors or agents bring to, create or assume control over at Work Locations or, (ii) waste resulting therefrom or otherwise generated in connection with its or its contractors' or agents' activities at the Work Locations. Subject to the limitations on liability in this Agreement, and except as otherwise provided in this Agreement, each Party will be responsible for (i) its own acts and performance of all obligations imposed by applicable law in connection with its activities, legal status and property, real or personal and, (ii) the acts of its own affiliates, employees, agents and contractors during the performance of the Party's obligations hereunder.

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**38.0 Governmental Compliance**

38.1 Each Party will comply at its own expense with all applicable law that relates to i) its obligations under or activities in connection with this Agreement; of ii) its activities undertaken at, in connection with or relating to Work Locations. The Parties agree to indemnify, defend, (at the other Party's request) and save harmless the other Party, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties, and expenses (including reasonable attorneys' fees) that arise out of or result from i) its failure or the failure of its contractors or agents to comply with this Section 38.1 or ii) any activity, omission, or duty of such Party or its contractors or agents that triggers any legal obligation to investigate or remediate environmental contamination in connection with this Section 38.1. The provisions of Section 7.4 will apply to indemnification under this Section 38.1.

**39.0 Responsibility for Environmental Contamination**

39.1 INdigital will in no event be liable to Windstream for any costs whatsoever resulting from the presence or release of any Environmental Hazard that INdigital did not introduce to the affected work location. Windstream will indemnify, defend (at INdigital's request) and hold harmless INdigital, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from (i) any Environmental Hazard that Windstream, its contractors or agents introduce to the Work Locations or (ii) the presence or release of any Environmental Hazard for which Windstream is responsible under applicable law.

39.2 Windstream will in no event be liable to INdigital for any costs whatsoever resulting from the presence or release of any Environmental Hazard that Windstream did not introduce to the affected work location. INdigital will indemnify, defend (at Windstream's request) and hold harmless Windstream, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from i) any Environmental Hazard that INdigital, its contractors or agents introduce to the Work Locations or ii) the presence or release of any Environmental Hazard for which INdigital is responsible under applicable law.

**40.0 Subcontracting**

40.1 If a Party through a subcontractor performs any obligation under this Agreement, such Party will remain fully responsible for the performance of this Agreement in accordance with its terms,

including any obligations such Party performs through its subcontractors, and each Party will be solely responsible for payments due to the subcontractors such Party engages or uses. No subcontractor will be deemed a third party beneficiary for any purposes under this Agreement. Any subcontractor who gains access to Confidential Information covered by this Agreement will be required by the subcontracting Party to protect such Confidential Information to the same extent the subcontracting Party is required to protect the same under the terms of this Agreement.

#### **41.0 Referenced Documents**

41.1 Whenever any provision of this Agreement refers to a technical reference, technical publication, any publication of telecommunications industry administrative or technical standards, Windstream handbooks and manuals, or any other document specifically incorporated into this Agreement, it will be deemed to be a reference to the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document that is in effect, and will include the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document incorporated by reference in such a technical reference, technical publication, or publication of industry standards. However, if such reference material is substantially altered in a more recent version to significantly change the obligations of either Party as of the Effective Date of this Agreement and the Parties are not in Agreement concerning such modifications, the Parties agree to negotiate in good faith to determine how such changes will impact performance of the Parties under this Agreement, if at all. Until such time as the Parties agree, the provisions of the last accepted and unchallenged version will remain in force.

#### **42.0 Severability**

42.1 If any term, condition or provision of this Agreement is held to be invalid or unenforceable for any reason, such invalidity or unenforceability will not invalidate the entire Agreement, unless such construction would be unreasonable. The Agreement will be construed as if it did not contain the invalid or unenforceable provision or provisions, and the rights and obligations of each Party will be construed and enforced accordingly; provided, however, that in the event such invalid or unenforceable provision or provisions are essential elements of this Agreement and substantially impair the rights or obligations of either Party, the Parties will promptly negotiate a replacement provision or provisions. If impasse is reached, the Parties will resolve said impasse under §9.0, Dispute Resolution.

#### **43.0 Survival of Obligations**

43.1 Any liabilities or obligations of a Party for acts or omissions prior to the cancellation or termination of this Agreement, any obligation of a Party under the provisions regarding indemnification, Confidential Information, limitations on liability, and any other provisions of this Agreement which, by their terms, are contemplated to survive (or to be performed after) termination of this Agreement, will survive cancellation or termination thereof.

#### **44.0 Governing Law**

44.1 This Agreement shall be governed by and construed in accordance with applicable federal law, the Act, and the FCC's Rules and Regulations, except insofar as state law may control any aspect of this Agreement, in which case the domestic laws of Florida without regard to its conflicts of laws principles, shall govern. The Parties submit to personal jurisdiction in Florida.

**45.0 Other Obligations of INdigital**

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- 45.2 INdigital shall use Windstream's electronic operations support system access platform (Windstream Express) to submit orders and requests for maintenance and repair of services, and to engage in other pre-ordering, ordering, provisioning, maintenance and repair transactions. If Windstream has not deployed an electronic capability, INdigital shall use such other processes as Windstream has made available for performing such transaction (including, but not limited, to submission of orders by telephonic facsimile transmission and placing trouble reports by voice telephone transmission). If INdigital chooses to submit orders manually, when Windstream's electronic operations support system access platform (Windstream Express) is available, INdigital will pay a manual order charge as reflected in the applicable Windstream tariff.
- 45.3 INdigital represents and covenants that it will only use Windstream Express pursuant to this Agreement for services related to UNEs, resold services or other services covered by this Agreement, for which this Agreement contains explicit terms, conditions and rates and will not provide its access to a third party.
- 45.4 A service order processing charge (Service Order Charge) will be applied to each service order issued by one Party to the other Party to process a request for installation, disconnection, rearrangement, or changes to orders or existing service pursuant to this Agreement.

**46.0 Customer Inquiries**

- 46.1 Each Party will refer all questions regarding the other Party's services or products directly to the other Party at a telephone number specified by that Party.
- 46.2 Each Party will ensure that all of their representatives who receive inquiries regarding the other Party's services or products: (i) take commercially reasonable efforts to provide contact information of the other Party; and (ii) do not in any way disparage or discriminate against the other Party or its services or products.

**47.0 Disclaimer of Warranties**

- 47.1 **EXCEPT AS OTHERWISE SPECIFICALLY PROVIDED IN THIS AGREEMENT, NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR INTENDED OR PARTICULAR PURPOSE WITH RESPECT TO SERVICES PROVIDED HEREUNDER. ADDITIONALLY, NEITHER PARTY ASSUMES ANY RESPONSIBILITY WITH REGARD TO THE CORRECTNESS OF DATA OR INFORMATION SUPPLIED BY THE OTHER PARTY WHEN THIS DATA OR INFORMATION IS ACCESSED AND USED BY A THIRD PARTY.**

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**53.0 Definitions and Acronyms**

**53.1 Definitions**

For purposes of this Agreement, certain terms have been defined in Attachment 20: Definitions and elsewhere in this Agreement to encompass meanings that may differ from, or be in addition to, the normal connotation of the defined word. Unless the context clearly indicates otherwise, any term defined or used in the singular will include the plural. The words "will" and "shall" are used interchangeably throughout this Agreement and the use of either connotes a mandatory requirement. The use of one or the other will not mean a different degree of right or obligation for either Party. A defined word intended to convey its special meaning is capitalized when used.

**53.2 Acronyms**

Other terms that are capitalized and not defined in this Agreement will have the meaning in the Act. For convenience of reference only, Attachment 21: Acronyms provides a list of acronyms used throughout this Agreement.

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**57.0 Other Requirements and Attachments**

57.1 This Agreement incorporates a number of listed Attachments, which, together with their associated Appendices, Exhibits, and Addenda, constitute the entire Agreement between the Parties.

57.1.1 Each Party agrees that if at any time a discrepancy arises between the General Terms and Conditions and one of the Attachments, the Attachments will control.

57.1.2 Appended to this Agreement and incorporated herein are the Attachments listed below. To the extent that any definitions, terms or conditions in any given Attachment differ from those contained in the main body of this Agreement, those definitions, terms or conditions will supersede those contained in the main body of this Agreement, but only in regard to the services or activities listed in that particular Attachment. In particular, if an

Attachment contains a term length that differs from the term length in the main body of this Agreement, the term length of that Attachment will control the length of time that services or activities are to occur under the Attachment, but will not affect the term length of other attachments.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed as of this \_12th\_ day of \_October\_, 2020.

Communications Venture Corporation d/b/a INdigital, Inc

Windstream Florida, LLC

Mark Grady  
Print Name

S. Lynn Hughes  
Print Name

/s/ Mark Grady 10/12/2020  
Sign Name: Date

/s/ S. Lynn Hughes 10/12/2020  
Sign Name: Date

President  
Position/Title

Director – Carrier Interconnect  
Position/Title

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**ATTACHMENT 2: INTENTIONALLY LEFT BLANK**



**ATTACHMENT 3: INTENTIONALLY LEFT BLANK**

## **ATTACHMENT 4: NETWORK INTERCONNECTION ARCHITECTURE**

### **1.0 Scope**

- 1.1 This Attachment describes the arrangements that may be utilized by the Parties for interconnection of their respective networks for the transmission and routing of Telephone Exchange Service and Exchange Access Service pursuant to §251 of the Act. The routing and exchange of 911 traffic is excluded from Attachment 4 and is specifically addressed in Attachment 5: Network 911 Interconnection Architecture. Network Interconnection will be provided by the Parties at any technically feasible point(s) within Windstream's interconnected network within a LATA. INdigital must establish a point of interconnection at the Windstream tandem that supports the rate center in which INdigital is providing service. It is INdigital's responsibility to establish interconnection, pursuant to this Attachment, within Windstream's interconnected network within each LATA. In each Windstream Exchange Area where the Parties interconnect their networks, the Parties will utilize the interconnection method as specified below unless otherwise mutually agreed to in writing by the Parties. Except for Transit Traffic, traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party's End User, is not originating on that Party's network and may not be routed through any interconnection facilities. The terms "originate" and "terminate" refer to the end points of a call, regardless of the classification of the Party's End User.
- 1.2 Each Party is responsible for the cost, appropriate sizing, operation, and maintenance of the facilities on its side of each IP. Each IP must be located within Windstream's serving territory in the LATA in which traffic is originating. An IP determines the point up to which the originating Party shall be responsible for providing at its own expense, the call transport with respect to its Local traffic and IntraLATA Traffic.
- 1.3 An Interconnection Point ("IP"), as defined in §2.0 of this Attachment will be designated for each interconnection arrangement established pursuant to this Agreement. Street address and/or Vertical and Horizontal (V & H) Coordinates will be provided to identify each IP.

### **2.0 Interconnection**

- 2.1 Direct interconnection facilities provide for network interconnection between the Parties at a technically feasible point(s) on Windstream's interconnected network within a LATA as described in Section 2.1.1. INdigital must establish a point of interconnection at the Windstream tandem that supports the rate center in which INdigital is providing service. Except for Transit Traffic, traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party's End User, is not originating on that Party's network and may not be routed through any interconnection facilities. Direct interconnection shall be accomplished by, including but not limited to, one or more of the following methods: 1) lease arrangements, and 2) jointly provisioned facilities arrangements.
  - 2.1.1 In order to gain connectivity, the IP/s must be established in at least one or more of the following locations:
    - a) IP at the Windstream Tandem Office where available;
    - b) IP at the Windstream End Office;
    - c) IP at the Windstream Access Tandem, where available, or End Office for a Windstream remote central office; or
    - d) Any other technically feasible location on Windstream's interconnected network.

- 2.1.2 Lease arrangements will be governed by the TELRIC rates as shown in Attachment (X).
- 2.1.3 Each Party will be responsible for the engineering and construction of its own network facilities on its side of the IP, however, should Windstream be required to modify its network to accommodate the interconnection request made by INdigital, INdigital agrees to pay Windstream reasonable charges for such modifications. If INdigital uses a third party network Carrier to reach the IP, INdigital will bear all third party Carrier charges for facilities and traffic.
- 2.2 The Parties shall utilize direct end office facilities under any one of the following conditions:
- 2.2.1 Tandem Exhaust - If a tandem through which the Parties are interconnected is unable to, or is forecasted to be unable to support additional traffic loads for any period of time, the Parties will mutually agree on an end office facility plan that will alleviate the tandem capacity shortage and ensure completion of traffic between INdigital and Windstream.
- 2.2.2 Traffic Volume – Where traffic exceeds or is forecasted to exceed a single DS1 of traffic per month, then INdigital shall install and retain direct end office facilities sufficient to handle such traffic volumes. INdigital will install additional capacity between such points when overflow traffic exceeds or is forecasted to exceed a single DS1 of traffic per month. In the case of one-way facilities, additional facilities shall only be required by the Party whose facilities has achieved the preceding usage threshold.
- 2.2.3 Mutual Agreement - The Parties may install direct end office facilities upon mutual agreement in the absence of conditions (2.2.1) or (2.2.2) above.
- 2.3 Indirect Interconnection. Both Parties agree traffic shall be exchanged through the tandem that the Windstream end office is associated with as identified in the Local Exchange Routing Guide (“LERG”) until such time either Parties’ traffic meets or exceeds one (1) DS1 level volume of calls or INdigital enters into a Windstream rate center to compete for voice services. Both Parties agree only to deliver traffic to the other pursuant to and consistent with the terms of this Agreement. Neither Party shall utilize a third party for the delivery of traffic to the other pursuant to this Agreement without the prior written consent of all Parties and without the establishment of mutually agreeable terms and conditions among all Parties governing any intermediary arrangement with a third party. Traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party’s End User, is not originating on that Party’s network and may not be routed through Indirect Interconnection unless the traffic is properly identified as being originated by a 3<sup>rd</sup> party and such traffic is Local Traffic as defined in this Agreement. Telecommunications Traffic to or from INdigital under its wholesale business arrangement is not considered transit traffic under this Agreement.
- 2.4 Transit Traffic. When Windstream is the tandem provider identified in the LERG, Windstream will transit traffic originated on INdigital’s network and deliver the transit traffic to the terminating third party network. Windstream will charge INdigital the rate set forth in Attachment B: Price List.
- 2.5 Neither Party shall deliver: (i) traffic destined to terminate at the other Party's end office via another LEC's end office, or (ii) traffic destined to terminate at an end office subtending the other Party's tandem via another LEC's tandem.

### **3.0 Signaling Requirements**

- 3.1 Signaling protocol. The Parties will interconnect their networks using SS7 signaling where technically feasible and available as defined in FR 905 Bellcore Standards including ISDN user part ("ISUP") for trunk signaling and Transaction Capabilities Application Part ("TCAP") for CCS-

based features in the interconnection of their networks. All Network Interoperability Interface Forum (NIIF) adopted standards shall be adhered to.

3.2 Where available, CCS signaling shall be used by the Parties to set up calls between the Parties' Telephone Exchange Service networks. If CCS signaling is unavailable, the Parties shall use MF (Multi-Frequency) signaling.

3.3 The following list of publications describe the practices, procedures and specifications generally utilized by the industry for signaling purposes and are listed herein to assist the Parties in meeting their respective interconnection responsibilities related to signaling:

GR-000246-CORE, Bell Communications Research Specifications of Signaling System 7 ("SS7")

GR-000317-CORE, Switching System Requirements for Call Control Using the Integrated Services Digital Network User Part

GR-000394-CORE, Switching System Requirements for Interexchange Carrier Interconnection Using the Integrated Services Digital Network User Part

GR-000606-CORE, LATA Switching Systems Generic Requirements-Common Channel Signaling-§6.5

GR-000905-CORE, Common Channel Signaling Network Interface Specification Supporting Network Interconnection Message Transfer Part ("MTP") and Integrated Digital Services Network User Part ("ISDNUP")

3.4 The Parties will cooperate on the exchange of Transactional Capabilities Application Part (TCAP) messages to facilitate interoperability of CCS-based features between their respective networks, including all CLASS features and functions, to the extent each Party offers such features and functions to its End Users. All CCS signaling parameters will be provided including, without limitation, Calling Party Number (CPN), Originating Line Information ("OLI"), calling party category and charge number.

3.5 Where available each Party shall cooperate to ensure that all of its trunk groups are configured utilizing the B8ZS ESF protocol for 64 kbps clear channel transmission to allow for ISDN interoperability between the Parties' respective networks.

3.6 The Parties shall jointly develop a grooming plan (the "Joint Grooming Plan") which shall define and detail, inter alia,

3.6.1 disaster recovery provisions and escalations;

3.6.2 direct/high usage trunk engineering guidelines; and

3.6.3 such other matters as the Parties may agree.

#### **4.0 Interconnection and Trunking Requirements**

**4.1 Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic**

4.1.1 The Parties shall reciprocally terminate Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic originating on each other's networks as follows:

4.1.1.1 Where technically feasible, the Parties shall make available to each other two-way trunks for the reciprocal exchange of combined Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic. In such case, each Party will provide to each other its Percentage of Local Use (PLU) for billing purposes on a quarterly basis. If a Necessary Factor is not provided, the one already in effect stays in effect. If either Party questions the accuracy of the other's PLU, that issue may be included in a verification review as provided in §32.0 of the General Terms and Conditions. Pending such verification review, the PLU in effect immediately prior to the verification review shall remain in effect. If at any time during the term of this Agreement, the average monthly number of minutes of use (combined Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic ) terminated by either Party on the network of the other exceeds the generally accepted engineering practices as mutually agreed to by the Parties, the Party on whose network those minutes have been terminated may elect to require jurisdictionally separate trunks for Local Traffic, ISP Bound Traffic, IntraLATA Traffic, InterLATA Traffic, Transit Traffic or Toll VOIP Traffic.

4.1.1.2 Each Party's operator bureau shall accept BLV and BLVI inquiries from the operator bureau of the other Party where that service is available in order to allow transparent provisioning of BLV/BLVI traffic between the Parties' networks. Each Party shall route BLV/BLVI inquiries between the Parties respective operator bureaus.

4.1.2 Neither Party shall utilize the interconnection facilities for delivery of any other type of traffic to the other Party.

**4.2 Trunking and Facilities**

4.2.1 Trunking will be established at the DS-1 level or DS-0 level, and facilities will be established at the DS1, DS-3/OC-3 level, or higher, as agreed upon by the Parties. All trunking will be jointly engineered to an objective P.01 grade of service.

4.2.2 Where Windstream is a 911 provider, and if INdigital uses Windstream as its 911 provider, separate trunks connecting INdigital's switch to Windstream's E911 routers will be established by INdigital. If INdigital purchases facilities for such services from Windstream, they will be provided at full applicable tariff rates. For all 911/E911 traffic originating from INdigital, it is the responsibility of INdigital and the appropriate state or local public safety answering agency to negotiate the manner in which 911/E911 traffic from INdigital will be processed.

4.2.3 INdigital will not route traffic to Windstream's local end office switches to act as a tandem on INdigital's behalf nor will Windstream route traffic to INdigital's local end office switches to act as a tandem on Windstream's behalf.

- 4.2.4 This Agreement is applicable only to Windstream's serving areas. Windstream will not be responsible for interconnections or contracts relating to any of INdigital's interconnection with any other Carrier.

## **5.0 Network Management**

### **5.1 Protective Protocols**

Either Party may use protective network traffic management controls such as 7-digit and 10-digit code gaps on traffic toward each other's network, when required to protect the public switched network from congestion due to facility failures, switch congestion or failure or focused overload. The Parties will immediately notify each other of any protective control action planned or executed.

### **5.2 Expansive Protocols**

Where the capability exists, originating or terminating traffic reroutes may be implemented by either Party to temporarily relieve network congestion due to facility failures or abnormal calling patterns. Reroutes will not be used to circumvent normal trunk servicing. Expansive controls will only be used when mutually agreed to by the Parties.

### **5.3 Mass Calling**

The Parties shall cooperate and share pre-planning information, where available, regarding cross-network call-ins expected to generate large or focused temporary increases in call volumes, to prevent or mitigate the impact of these events on the public switched network.

## **6.0 Forecasting/Service Responsibilities**

- 6.1 Both Parties agree to provide an initial forecast for establishing the initial interconnection facilities. Subsequent forecasts will be provided on a semi-annual basis.
- 6.2 Windstream shall be responsible for forecasting and servicing the trunk groups terminating to INdigital. INdigital shall be responsible for forecasting and servicing the trunk groups terminating to Windstream End Users. Standard trunk traffic engineering methods will be used as described in Bell Communications Research, Inc. (Bellcore) document SR-TAP-000191, Trunk Traffic Engineering Concepts and Applications.
- 6.3 The Parties shall both be responsible for efficient planning and utilization of the network and employ all reasonable means of forecasting, monitoring and correcting for inefficient use of the network. The Parties will conduct facility planning meetings to determine initial and subsequent utilization standards subsequent to execution of this Agreement but prior to direct interconnection in accordance with §3.5 of this Appendix preceding.
- 6.4 Each Party shall provide a specified point of contact for planning, forecasting and trunk servicing purposes.

## **7.0 Trunk Servicing**

- 7.1 Orders between the Parties to establish, add, change or disconnect trunks shall be processed by use of an Access Service Request ("ASR") or another industry standard method subsequently adopted by the Parties to replace the ASR for local trunk ordering.

- 7.2 The Parties shall jointly manage the capacity of local Interconnection Trunk Groups. Either Party may send the other Party an ASR to initiate changes to the Local Interconnection Trunk Groups that the ordering Party desires based on the ordering Party's capacity assessment.
- 7.3 Orders that comprise a major project (i.e., new switch deployment, multiple office trunk group installation, or network reconfiguration) shall be submitted in a timely fashion, and their implementation shall be jointly planned and coordinated.
- 7.4 Each Party shall be responsible for engineering its networks on its side of the IP.
- 7.5 Each Party will provide trained personnel with adequate and compatible test equipment to work with each other's technicians.
- 7.6 The Parties will coordinate and schedule testing activities of their own personnel, and others as applicable, to ensure its interconnection trunks/trunk groups are installed per the interconnection order, meet agreed-upon acceptance test requirements, and are placed in service by the due date.
- 7.7 Each Party will perform sectionalization to determine if a trouble is located in its facility or its portion of the interconnection trunks prior to referring the trouble to each other.
- 7.8 The Parties will advise each other's Control Office if there is an equipment failure, which may affect the interconnection trunks.
- 7.9 Provided information is not available through the LERG, each Party will provide to each other test-line numbers and access to test lines.
- 7.10 The Parties will cooperatively plan and implement coordinated repair procedures for the local interconnection trunks to ensure trouble reports are resolved in a timely and appropriate manner.
- 7.11 A blocking standard of one-half of one percent (.005) during the average busy hour for final trunk groups between an INdigital end office and Windstream access tandem carrying meet point traffic shall be maintained. All other final trunk groups are to be engineered with a blocking standard of one percent (.01). Windstream will engineer all interconnection trunks between the Parties to a 6 db of digital pad configuration.

**ATTACHMENT 5: NETWORK 911 INTERCONNECTION ARCHITECTURE**

**1. INTRODUCTION**

- 1.1 This Appendix sets forth terms and conditions by which the applicable Windstream owned Incumbent Local Exchange Carrier (ILEC) and INdigital will provide each other with access to the applicable 911 and E911 Databases and provide Interconnection and Call Routing for purposes of 911 call completion to Public Safety Answering Point (PSAPs) as required by Section 251 of the Act.
- 1.2 The Parties acknowledge and agree that the Parties can only provide 911 Service in a territory where the Party is the 911 Service network provider, and then only that 911 Service configuration as purchased by the 911 Customer. The Parties' Selective Routers and Database Management System are by mutual agreement being provided under this Agreement on an "as is" basis.
- 1.3 Each Party shall provide access to its respective Selective Routers as described herein only where a PSAP and/or 911 Customer served by the Selective Routers has requested and approved the Party to carry 911 Service calls.
- 1.4 If a 911 Customer requests either Party to establish a PSAP to PSAP transfer arrangement, each Party will work independently with its respective 911 Customer to determine its respective 911 Customer's transfer service expectations, and each Party shall work cooperatively with the other Party to effectuate the requested transfer arrangement where technically feasible. A PSAP to PSAP transfer arrangement will be implemented where deemed technically feasible and when each 911 Customer has approved the PSAP to PSAP transfer arrangement.
- 1.5 Each Party is responsible for their respective agreements for 911 services with any 3<sup>rd</sup> party 911 service provider should a 3<sup>rd</sup> party 911 service provider be utilized for call routing and transport.

**2. Windstream RESPONSIBILITIES WHERE Windstream IS THE DESIGNATED 911/E911 SERVICE PROVIDER**

- 2.1. **Windstream** shall provide and maintain such equipment at the **Windstream** Selective Router and the DBMS as is necessary to provide INdigital 911 Services at parity with that of **Windstream** retail End Users. **Windstream** shall provide INdigital access to the **Windstream** 911 System as described in this section.
- 2.2. **Call Routing**
  - 2.2.1. **Windstream** will route 911 calls from the **Windstream** Selective Router to the designated primary PSAP or to designated alternate locations, according to routing criteria specified by the PSAP.
  - 2.2.2. **Windstream** will forward the calling party number (ANI) it receives from INdigital and the associated 911 Automatic Location Identification (ALI) to the PSAP for display. If no ANI is forwarded by INdigital, **Windstream** will forward an Emergency Service Central Office (ESCO) identification code for display at the PSAP. If ANI is forwarded by INdigital, but no ALI record is found in the E911 DBMS, **Windstream** will report this



“No Record Found” condition to INdigital in accordance with NENA recommended standards.

2.3. **Facilities and Trunking**

2.3.1. **Windstream** shall provide and maintain sufficient dedicated Selective Router trunks from **Windstream**'s Selective Router to the PSAP of the 911 Customer, according to provisions of the appropriate state Commission-approved tariff and documented specifications of the 911 Customer.

2.3.2. **Windstream** will, if requested, provide facilities to interconnect INdigital to the **Windstream** Selective Router, as specified in the applicable **Windstream** Appendix Pricing or tariff. Additionally, when diverse facilities are requested by INdigital, **Windstream** will provide such diversity where technically feasible, as specified in Appendix Pricing or at standard **Windstream** tariff rates.

2.4. **Database**

2.4.1. Where **Windstream** is designated by the E911 Customer to manage the E911 Database **Windstream** shall provide INdigital access to the **Windstream** E911 Database to store INdigital's End User 911 Records (e.g., the name, address, and associated telephone number(s) for each of INdigital's End Users). INdigital or its representative(s) is responsible for electronically providing End User 911 Records and updating this information.

2.4.2. Where **Windstream** manages the E911 Database, **Windstream** shall coordinate access to the **Windstream** DBMS for the initial loading and updating of INdigital End User 911 Records by INdigital.

2.4.3. Where **Windstream** manages the E911 Database, **Windstream**'s E911 Database shall accept, at no charge, electronically transmitted files that are based upon NENA recommended standards. Manual (i.e. facsimile) entry shall be utilized only in the event that the DBMS is not functioning properly.

2.4.4. Where **Windstream** manages the E911 Database, **Windstream** shall provide an initial MSAG load and updates to INdigital for use in submitting MSAG valid End User record information to **Windstream**'s DBMS for those Selective Routers that INdigital has End Users. INdigital shall be responsible for accepting and maintaining the updates from **Windstream**. **Windstream** will make updates available as frequently as each state's system currently provides.

3. **INdigital RESPONSIBILITIES WHERE Windstream IS THE DESIGNATED 911/E911 SERVICE PROVIDER**

3.1. **Call Routing**

3.1.1. INdigital will transport 911 calls to each Point of Interconnection (POI) on the interconnected **Windstream** network within the LATA where the 911 Customer is located. **Windstream** shall transport INdigital traffic from the POI(s) to the **Windstream** Selective Router. INdigital may utilize its own facilities or the facilities of another carrier.

3.1.1.1. Notwithstanding Section 3.1.1, where a wire center serves end users both within and outside of the **Windstream** E911 Service area, INdigital shall work cooperatively with **Windstream** and the affected 911 Customer(s) (i) to establish call routing and/or call handoff arrangements; (ii) to establish which 911 Service provider will serve as the "primary" Selective Routing provider

for direct trunking from the split wire center, determined by a clear majority based on the Number of Access Lines (NALs) served by the primary wireline service provider unless mutually agreed to otherwise; and (iii) to establish which 911 Service provider will serve as the "secondary" Selective Routing provider receiving a call hand-off from the primary Selective Routing provider.

3.1.2. INdigital will forward the ANI information of the party calling 911 to the **Windstream** Selective Router.

3.2. **Facilities and Trunking**

3.2.1. INdigital shall provide interconnection trunking at each **Windstream** Selective Router that serves the exchange areas in which INdigital is authorized to and offers service.

3.2.2. INdigital acknowledges that its End Users in a wire center may be served by different Selective Routers and INdigital shall be responsible for providing interconnection facilities to route 911 calls from its End Users to the proper Selective Router.

3.2.3. INdigital shall provide a minimum of two (2) one-way outgoing E911 Trunk(s) dedicated for originating 911 emergency service calls to each **Windstream** Selective Router, where applicable. Where SS7 connectivity is available and required by the applicable 911 Customer, the Parties agree to implement Common Channel Signaling trunking rather than CAMA MF trunking.

3.2.4. INdigital is responsible for providing a separate E911 Trunk group for each county or other geographic area that INdigital serves if the 911 Customer for such county or geographic area has a specified varying default routing condition. Where MF signaling is used and PSAPs do not have the technical capability to receive 10-digit ANI, E911 traffic must be transmitted over a separate trunk group specific to the underlying technology. In addition, 911 traffic originating in one (1) NPA (area code) must be transmitted over a separate 911 Trunk group from 911 traffic originating in any other NPA.

3.2.5. INdigital shall segregate wireless traffic on separate E911 Trunk(s) groups following the same requirements outlined in 3.2.3. and 3.2.4.

3.2.6. INdigital shall maintain facility transport capacity sufficient to route 911 traffic over dedicated trunks for 911 interconnection between the INdigital switch and the **Windstream** Selective Router.

3.2.7. INdigital shall order via Access Service Request (ASR) sufficient trunking to route INdigital's originating 911 calls to the designated **Windstream** Selective Router.

3.2.8. A diverse (i.e., separate) 911 Trunk is recommended and may be required by the 911 Service Customer. If required by the 911 Customer, diverse 911 Trunks shall be ordered in the same fashion as the primary 911 Trunks. INdigital is responsible for initiating trunking and facility orders for diverse routes for 911 interconnection.

3.2.9. INdigital is responsible for determining the proper quantity of trunks from its switch(es) to interconnect with the **Windstream** Selective Router.

3.2.10. INdigital shall engineer its 911 Trunks to attain a minimum P.01 grade of service as measured using the "busy day/busy hour" criteria or, if higher, at such other minimum grade of service as required by Applicable Law.

3.2.11. INdigital shall monitor its 911 Trunks for the purpose of determining originating network traffic volumes. If INdigital's traffic study indicates that additional 911 trunks are needed

to meet the current level of 911 call volumes, INdigital shall provision additional 911 Trunks for interconnection with **Windstream**.

- 3.2.12. INdigital is responsible for the isolation, coordination, and restoration of all 911 facility and trunking maintenance problems on its side of the IP. INdigital is responsible for advising **Windstream** of the 911 Trunk identification and the fact that the trunks are dedicated for 911 traffic when notifying **Windstream** of a failure or outage. The Parties agree to work cooperatively and expeditiously to resolve any 911 outage condition. **Windstream** will refer network trouble to INdigital if no defect is found in **Windstream**'s 911 network. The Parties agree that 911 network problems will be managed expeditiously and the Parties will work cooperatively until problems are resolved.

### 3.3. **Database**

- 3.3.1. Within five (5) business days of receiving confirmation from **Windstream** of the authorization to transfer the End User SOI Records in a mutually-agreeable format and process, **INdigital** or its representatives shall provide **INdigital**'s End User SOI Records to **Windstream**, at no charge, for the purpose of validating load file format conformity and MSAG record validation readiness.
  - 3.3.1.1.1. Upon INdigital notification of successful confirmation of file format and data acceptability, **INdigital** or its representatives will timely provide an initial load file of **INdigital**'s End User SOI Records to **Windstream**, at no charge, for inclusion in **Windstream**'s DBMS and ALI systems, and **INdigital** will activate ongoing End User SOI Record daily update processes to keep the **Windstream** DBMS and ALI systems synchronized with **INdigital**'s End User SOI systems.
  - 3.3.1.1.2. Upon request from INdigital, at no charge, but no more frequent than once per quarter (reciprocal to 4.4.5), each Party shall provide to the other Party a file containing all INdigital End User SOI Records contained in their respective systems for audit/comparison purposes to validate data synchronization has been successfully maintained. Both Parties will work cooperatively to resolve any discrepancies discovered during the audit processes should they occur.
- 3.3.2. INdigital shall adopt use of a NENA Company ID on all INdigital End User 911 Records in accordance with NENA recommended standards.
- 3.3.3. INdigital is responsible for providing **Windstream** updates to the E911 database; in addition, INdigital is responsible for correcting any errors that may occur during the loading of its data to the **Windstream** 911 DBMS.
- 3.3.4. INdigital or its designated representative(s), shall process PSAP inquiries associated with INdigital end user 911 records.
- 3.3.5. INdigital or its designated representative(s) shall notify **Windstream**, or its designated representative, when new NPA-NXXs need to be added to **Windstream**'s DBMS when such prefix table updates are required.
- 3.3.6. INdigital or its designated representative(s) shall provide to **Windstream**, or its designated representative, LNP reports on an as needed basis.

## 4. **INdigital RESPONSIBILITIES WHERE INdigital IS DESIGNATED 911 SERVICE PROVIDER**

- 4.1. INdigital shall provide and maintain such equipment at the INdigital Selective Router and the DBMS as is necessary to provide to **Windstream** 911 Services at parity with that of INdigital's

End Users. INdigital shall provide Windstream access to INdigital's 911 System as described in this Section.

4.2. **Call Routing**

- 4.2.1. INdigital will route Windstream 911 calls from the INdigital Selective Router to the primary PSAP or to designated alternate locations, according to routing criteria specified by the local governing authorities having control and accountability for primary PSAP and alternate routing decisions.
- 4.2.2. INdigital will forward the calling party number (ANI) it receives from Windstream and the associated 911 Automatic Location Identification (ALI) to the PSAP for display. If no ANI is forwarded by Windstream, INdigital will forward an Emergency Service Central Office (ESCO) identification code for display at the PSAP. If ANI is forwarded by Windstream, but no ALI record is found in the E911 DBMS, INdigital will report this "No Record Found" condition to Windstream in accordance with NENA standards. Windstream will investigate and resolve such failures based on state statutes
- 4.2.3. INdigital will forward to the PSAP the calling party number (ANI) it receives from any other provider who hands off Windstream end user 911 calls to INdigital. The associated 911 Address Location Identification (ALI) will be displayed if the originating service provider who hands off the call to INdigital makes the information available to INdigital. If no ANI is forwarded by the originating service provider calls, INdigital will forward an ESCO identification code for display at the PSAP. If ANI is forwarded by the originating service provider, but no corresponding ALI is available for display at the PSAP, INdigital will report this "No Record Found" condition to the originating service provider and Windstream in accordance with NENA standards.

4.3. **Facilities and Trunking**

- 4.3.1. INdigital shall provide and maintain sufficient dedicated Selective Router trunks/IP connections from INdigital's Selective Router to the PSAP of the 911 Customer, according to provisions of the appropriate state Commission-approved tariff and documented specifications of the 911 Customer.

4.4. **Database**

- 4.4.1. Where INdigital is designated by the 911 Customer to manage the E911 Database, INdigital shall provide Windstream or its representative(s) access to the E911/ Database, to store Windstream's End User 911 Records (e.g., the name, address, and associated telephone number(s) for each of Windstream's End Users). Windstream or its representative(s) is responsible for electronically providing End User SOI Records and updating this information
- 4.4.2. Where INdigital manages the E911 Database, INdigital's E911 Database shall accept electronically transmitted files that are based upon NENA recommended standards. Manual (i.e., facsimile) entry shall be utilized only in the event that the DBMS is not functioning properly.
- 4.4.3. Where INdigital manages the E911 Database, INdigital shall provide an initial MSAG load and monthly publications of statewide MSAGs. INdigital will notify Windstream of any MSAG changes that affect any of Windstreams existing TNs. for use in submitting MSAG valid End User record information to INdigital's DBMS. Windstream shall be responsible for accepting and maintaining the updates from INdigital.

- 4.4.4. Where INdigital manages the E911 Database, INdigital shall provide **Windstream SOI** record error details, based upon a mutually-agreeable format and process, to **Windstream** or its designated representative(s) at no charge, for errors associated with **Windstream's** customer records.
- 4.4.5. Where INdigital manages the E911 database, INdigital shall provide an extract to **Windstream** or its designated representative(s), containing **Windstream's** end user SOI records stored on INdigital's DBMS, upon request from **Windstream**, at no charge, but no more frequent than once per quarter.

#### 4.5. **Point of Interconnection**

- 4.5.1. INdigital shall establish a point of interconnection ("POI") on the Windstream interconnected network to pick up calls originated on such Windstream interconnected network that are destined for PSAPs serviced by INdigital and/or to deliver 911 calls processed by INdigital for 911 end users that originate calls on the Windstream interconnected network. Windstream shall not be required to transport any traffic across Windstream franchise territory boundaries.
- 4.5.2. INdigital will be responsible for engineering its network on its side of the POI. Windstream will be responsible for engineering its network on its side of the POI.
- 4.5.3. Upon mutual agreement, INdigital may pick up 911 traffic originating on Windstream's interconnected network at an existing meet point or wire center location provided by another Selective Routing provider not a party to this Agreement. Each Party shall be responsible for its respective interconnection agreement with the other 911, Service Provider to avail delivery and/or pickup of 911 traffic between that Party's network and the other 911 Service Provider's location.
- 4.5.4. Where a 3<sup>rd</sup> party is performing selective routing of a Windstream wire center, INdigital may work cooperatively with the 3<sup>rd</sup> party (and independent of Windstream) to establish a POI with the 3<sup>rd</sup> party for the delivery of the formerly routed Windstream wire centers 911 calls to INdigital. In no case shall Windstream be required to modify its network or incur additional costs to conform to whatever arrangement is made by INdigital and the 3<sup>rd</sup> party.. Further, anyand all costs associated with the INdigital and 3<sup>rd</sup> party POI arrangement shall be handled solely between INdigital and the 3<sup>rd</sup> party.

### 5. **Windstream RESPONSIBILITIES WHERE INDIGITAL IS THE DESIGNATED 911/E911 SERVICE PROVIDER**

#### 5.1. **Call Routing**

- 5.1.1. **Windstream** will transport 911 calls originated on the Windstream interconnected network to the INdigital POI(s) established on such Windstream network within the Windstream interconnected network where the 911 Customer is located, or at any other mutually agreed upon POI. This traffic may be aggregated but not switched after **Windstream** End Office origination and prior to delivery to the INdigital Selective Router. In the event **Windstream's** End Office has End Users served by more than one Selective Router network, **Windstream** will transport 911 calls originated on the Windstream interconnected network to the POI(s) on the Windstream interconnected network within the LATA where the 911 Customer is located.
- 5.1.2. Where an End Office serves End Users both within and outside of the INdigital network serving area, and Windstream is the 911 provider, **Windstream** shall work cooperatively with INdigital and the affected 911 Customer(s) (i) to establish call routing and/or call handoff arrangements, (ii) to establish which 911 Service provider will serve as the "primary" Selective Routing provider for direct trunking from the split wire center, commonly determined by a clear majority based on the Number of Access Lines (NALs)

served by the Designated Primary Wireline Service Provider; and (iii) to establish which 911 Service provider will serve as the “secondary” Selective Routing provider receiving a call hand-off from the primary Selective Routing provider. The primary Selective Routing provider may be another 911 Service Provider. Each party is responsible for their respective agreements with the other 911 Service Providers. Determination of primary and secondary routing shall be made between 911 Service Providers with concurrence by the appropriate Public Safety agencies.

5.1.3. Intentionally Omitted.

5.1.4. Intentionally Omitted.

5.1.5. **Windstream** will forward the ANI information of the party calling 911 to the appropriate Selective Router.

5.2. **Facilities and Trunking to INdigital Selective Router**

5.2.1. **INdigital** will order via the **Windstream ASR process** and **Windstream** shall provision E911 trunks and transport facilities to each INdigital Selective Router location for delivery of Windstream’s aggregated retail End User 911 call traffic for delivery of Windstream retail End User 911 calls to PSAP(s) served by INdigital.

5.2.1.1.1. INdigital will pay Windstream tariffed rates for each E911 Trunk and transport facility ordered by INdigital and provisioned by Windstream under §5.2.1 on INdigital’s side of the POI.

5.2.2. **Windstream** acknowledges that its End Users in a Wire Center may be served by different Selective Routers, and **Windstream** shall be responsible for providing interconnection facilities to route 911 calls from its End Users to the proper INdigital POI(s).

5.2.3. **Windstream** shall provide a minimum of two (2) one-way outgoing 911 Trunk(s) dedicated for originating 911 emergency service calls from its End Offices or Selective Router to the POI. Where SS7 connectivity is available and required by the applicable 911 Customer, the Parties agree to implement channel-associated signaling trunking rather than CAMA MF trunking.

5.2.4. **Windstream** is responsible for providing a separate E911 Trunk group for each county or other geographic area that **Windstream** serves if the 911 Customer for such county or geographic area has a specified varying default routing condition.

5.2.5. **Windstream** shall maintain facility transport capacity sufficient to route 911 traffic originated on the Windstream interconnected network over E911 trunks on dedicated, diverse facilities provisioned by INdigital between the **Windstream** switch and the INdigital POI(s) established with **Windstream interconnected network** within the LATA of the 911 Customer that serves the end user originating such calls providing P.01 grade of service.

5.2.6. At the time of execution of this Agreement, Windstream does not aggregate, transit or transport other carrier’s 911 traffic. If this changes, Windstream and INdigital shall negotiate for mutually agreeable information to be routed for such traffic so that INdigital may work independently with such carriers regarding the converting of 911 traffic.

5.2.7. **Windstream** is responsible for initiating orders for E911 trunking and delivering 911 calls to INdigital’s POI.

5.2.8. **Windstream** is responsible for determining the proper quantity of trunks from its switch(es) to the INdigital POI.

- 5.2.9. **Windstream** shall engineer its 911 Trunks to attain a minimum P.01 grade of service as measured using the “busy day/busy hour” criteria or, if higher, at such other minimum grade of service as required by Applicable Law.
- 5.2.10. **Windstream** shall monitor its E911 Trunks for the purpose of determining originating network traffic volumes. If **Windstream**’s traffic study indicates that additional 911 trunks are needed to meet the current level of 911 call volumes, **Windstream** shall provision additional 911 trunks for interconnection with INdigital.
- 5.2.11. **Windstream** is responsible for the isolation, coordination, and restoration of all 911 facility and trunking maintenance problems on **Windstream**’s side of the POI. **Windstream** is responsible for advising INdigital of the 911 Trunk identification and the fact that the trunks are dedicated for 911 traffic when notifying INdigital of a failure or outage. The Parties agree to work cooperatively and expeditiously to resolve any 911 outage. INdigital will refer network trouble to **Windstream** if no defect is found in INdigital’s 911 network. The Parties agree that 911 network problems will be managed expeditiously and the Parties will work cooperatively until problems are resolved.

5.3. **Database**

- 5.3.1. Windstream will coordinate with INdigital concerning the transfer of the End User 911 SOI Records in a mutually-agreeable NENA format and process, **Windstream** or its representatives shall be responsible for providing **Windstream**’s End User 911 SOI Records to INdigital, at no charge, for the purpose of validating load file format conformity and MSAG record validation readiness.
  - 5.3.1.1. Upon Windstream notification of successful confirmation of file format and data acceptability, **Windstream** or its representatives will timely provide an initial load file of **Windstream**’s End User SOI Records to INdigital, at no charge, for inclusion in INdigital’s DBMS and ALI systems, and **Windstream** will activate ongoing End User SOI Record daily update processes to keep the INdigital DBMS and ALI systems synchronized with **Windstream**’s End User SOI systems. At the time of execution of this Agreement, Windstream does not aggregate, transit or transport other carrier’s 911 traffic. If this changes, Windstream and INdigital shall negotiate for mutually agreeable information to be provided so that INdigital may work independently with such carriers for SOI Records.
  - 5.3.1.2. Upon request or other mutually beneficial basis, each Party shall provide to the other Party a file containing all Windstream SOI records contained in their respective systems for audit/comparison purposes to validate data synchronization has been successfully maintained. Both Parties will work cooperatively to resolve any discrepancies discovered during the audit processes should they occur.
- 5.3.2. **Windstream** or its agent shall provide initial and ongoing updates of **Windstream**’s End User 911 SOI Records that are MSAG-valid in electronic format based upon established NENA recommended standards.
- 5.3.3. **Windstream** shall adopt use of a Company ID on all **Windstream** End User SOI 911 Records in accordance with NENA recommended standards
- 5.3.4. **Windstream** is responsible for providing daily SOI Record updates to the INdigital DBMS. Based upon state Statutes concerning the receipt of error notifications from INdigital, **Windstream** or its designated representative(s) shall correct any errors that may occur during the entry of such data into the INdigital DBMS and resubmit the corrected SOI Records to INdigital for processing.
- 5.3.5. **Windstream** or its designated representative(s) shall resolve errors associated with **Windstream**’s SOI records.
- 5.3.6. Based upon state Statutes **Windstream** or its designated representative(s) shall resolve No Record Found errors associated with **Windstream**’s customer 911 calls when identified by INdigital.

- 5.3.7. Based upon state Statutes, **Windstream** or its designated representative(s) shall process PSAP inquiries associated with customer 911 calls when identified by INdigital.

**6. RESPONSIBILITIES OF BOTH PARTIES WHEN BOTH PARTIES ARE 911 SELECTIVE ROUTING PROVIDERS**

- 6.1. Both Parties shall jointly coordinate the provisioning of transport capacity sufficient to route originating E911 calls to the 911 Selective Router(s).
- 6.2. The Parties will cooperate to promptly test all trunks and facilities between their network(s) and Selective Router(s). The Parties agree that they will not pass live traffic until successful testing is completed by both Parties.
- 6.3. **911 Surcharge Remittance to PSAP**
- 6.3.1. The Parties agree that:
- 6.3.1.1. Each Party is responsible for collecting applicable 911 surcharges or fees from their respective End Users and remitting those surcharges and fees directly to municipalities or government entities where such surcharges or fees are assessed by said municipality or government entity.
- 6.3.1.2. Each Party collecting and remitting 911 surcharges from its respective End Users is responsible for providing the 911 Customer detailed monthly listings of the actual number of access lines, or breakdowns between the types of access lines (e.g., residential, business, payphone, Centrex, PBX, and exempt lines) in accordance with Applicable Law.
- 6.3.1.3. For INdigital as a reseller, except where state law requires Windstream to serve as a clearinghouse between resellers and PSAPs, the Parties agree that:
- 6.3.1.3.1. INdigital shall be responsible for collecting and remitting all applicable 911 fees and surcharges on a per line basis to the appropriate PSAP or other governmental authority responsible for collection of such fees and surcharges.
- 6.3.1.3.2. **Windstream** shall include reseller INdigital information when providing the 911 Customer with detailed monthly listings of the actual number of access lines, or breakdowns between the types of access lines (e.g., residential, business, payphone, Centrex, PBX, and exempt lines).
- 6.4. **ALI Database Responsibilities**
- 6.4.1. Where INdigital has been designated the 911 Provider for a 911 Customer contiguous to a **Windstream** 911 Customer, and where each Party's respective 911 Customer has requested the ability for PSAP-to-PSAP call transfer with ALI for dynamic ALI type calls (e.g., wireless 911 and nomadic VoIP calls), each Party shall load pANI Shell Records and update ALI steering tables in their respective ALI databases to support PSAP-to-PSAP call transfer with ALI for dynamic ALI type calls (e.g., wireless 911 and nomadic VoIP calls).
- 6.4.2. Intentionally Omitted.
- 6.4.3. Where technically feasible and INdigital has been designated the 911 Provider for a 911 Customer contiguous to a **Windstream** 911 Customer, and where each Party's respective 911 Customer has requested the ability for PSAP-to-PSAP call transfer, the Parties shall work cooperatively to establish methods and procedures to support PSAP to PSAP call transfer with ALI for 911 calls.
- 6.5. **Inter-Selective Routing Trunks**



- 6.5.1. Where INdigital is the 911 Provider for a 911 Customer that is contiguous to a **Windstream** 9-1-1 Customer, INdigital and **Windstream** may deploy bi-directional inter-SR Trunking using one-way trunk configurations that will allow transfers between PSAPs subtending **Windstream** Selective Routers and PSAPs subtending on INdigital Selective Routers, upon terms and conditions that will be mutually agreed upon by all of the affected parties (including PSAPs) in writing. INdigital will be responsible for deploying and maintaining one-way trunks from INdigital's routing network for PSAP call transfers from INdigital subtending PSAPs to **Windstream** subtending PSAPs. **Windstream** will be responsible for deploying and maintaining one-way trunks from the **Windstream** Selective Router for PSAP call transfers from the **Windstream** subtending PSAPs to INdigital subtending PSAPs. Parties may mutually agree to use two-way trunking arrangements, where able, and each Party would be responsible for provisioning and costs of one-half of the two-way trunk group.
- 6.5.2. Configuration of inter-Selective Router Trunk groups shall be designed to support the existing E911 generic of the **Windstream** E911 Selective Router tandem. **Windstream** will notify INdigital of any necessary upgrades to the **Windstream** E911 generic in the Selective Router to accommodate call transfers.
- 6.5.3. Each Party will have a sufficient number of inter-Selective Router Trunks to support simultaneous inter-Selective Router tandem PSAP call transfers such that a P.01 grade of service is attained.
- 6.5.4. Where technically feasible, each Party will establish and maintain appropriate Selective Routing translations as necessary to support inter-tandem E911 PSAP call transfer capability requested by the 911 Customer.
- 6.5.5. Each Party will provide the appropriate number of one-way outgoing 911 Selective Router Trunks over diversely routed facilities between Selective Routers to enable transfer of 911 calls between PSAPs served by INdigital's E911 routing network and PSAPs served by **Windstream**'s E911 routing network.
- 6.5.6. The Parties will maintain appropriate dial plans to support inter-Selective Router tandem transfer
- 6.5.7. Each Party will be responsible for alarming and monitoring their respective originating E911 inter-Selective Routing Trunks. Each Party shall notify the other of any service outages on their respective inter-Selective Routing Trunk(s), and work cooperatively to restore service in accordance with federal, state and local 911 rules.
- 6.5.8. Inter-selective routing trunks may also be utilized for call handoffs associated with split Wire Center calls from the primary Selective Router to the secondary Selective Router, as well as misrouted wireless calls.

## 7. **METHODS AND PRACTICES**

- 7.1. With respect to all matters covered by this Attachment, each Party will comply with all of the following to the extent that they apply to access to 911 Selective Router and E911 Databases: (i) all FCC and applicable state Commission rules and regulations, (ii) any requirements imposed by any Governmental Authority other than a Commission, (iii) the terms and conditions of the Party's Commission-ordered tariff(s), and (iv) the principles expressed in the recommended standards published by NENA.

## 8. **CONTINGENCY**

- 8.1. The terms and conditions of this Attachment represent a negotiated plan between the Parties for providing access to 911 and E911 Databases, and for providing trunking and call routing for purposes of 911 call completion to *each Party's respective* Public Safety Answering Point (PSAP) customers as required by Section 251 of the Act.

- 8.2. The Parties agree that the 911 System is provided herein is for the use of the 911 Customer, and recognize the authority of the 911 Customer to establish service specifications and grant final approval (or denial) of service configurations offered by **Windstream** and INdigital.

## 9. **BASIS OF COMPENSATION**

- 9.1. Rates for access to the Parties' 911 and E911 Databases, trunking and call routing of E911 call completion to a Public Safety Answering Point (PSAP) as required by Section 251 of the Act shall apply to both Parties under the terms and conditions set forth in the **Windstream** Appendix Pricing or the applicable Party's Commission-approved access tariff.

## 10. **LIABILITY**

- 10.1. **Windstream**'s liability and potential damages, if any, for its gross negligence, recklessness, or intentional misconduct, is not limited by any provision of this Appendix. **Windstream** shall not be liable to INdigital, its End Users or its 911 Service calling parties or any other parties or persons for any Loss arising out of the 911 System or any errors, interruptions, defects, failures or malfunctions of the 911 System, including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures or malfunctions of the system after **Windstream** have been notified and has had reasonable time to repair, shall in no event exceed an amount equivalent to any charges made for the service affected for the period following notice from INdigital until service is restored.
- 10.2. INdigital's liability and potential damages, if any, for its gross negligence, recklessness or intentional misconduct is not limited by any provision of this Appendix. In the event INdigital provides 911 Service to **Windstream**, INdigital shall not be liable to **Windstream**, its End Users, or its 911 Service calling parties or any other parties or persons for any Loss arising out of the provision of 911 Service or any errors, interruptions, defects, failures or malfunctions of 911 Service, including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures or malfunctions of the system after INdigital have been notified and has had reasonable time to repair, shall in no event exceed an amount equivalent to any charges made for the service affected for the period following notice from **Windstream** until service is restored.
- 10.3. Each Party agrees to release, indemnify, defend and hold harmless the other Party from any and all Loss arising out of either Party's 911 System hereunder or out of either Party's customers' or End Users' use of the 911 System, whether suffered, made, instituted or asserted by their respective customers or End Users, or by any other parties or persons, for any personal injury or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by their respective customers or End Users or others.
- 10.4. Each Party also agrees to release, indemnify, defend and hold harmless the other Party from any and all Loss involving an allegation of the infringement or invasion of the right of privacy or confidentiality 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 the 911 System features and the equipment associated therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the calling party accessing the 911 System provided hereunder

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## **ATTACHMENT 12: COMPENSATION**

### **1.0 Introduction**

- 1.1 For purposes of compensation under this Agreement, the traffic exchanged between the Parties will be classified as one of six types: Local Traffic, ISP Bound Traffic, IntraLATA Interexchange Traffic, InterLATA Interexchange Traffic, Transit Traffic or Toll VOIP Traffic. The Parties agree that, notwithstanding the classification of traffic by INdigital with respect to its End Users, the classification of traffic provided in this Agreement shall control with respect to compensation between the Parties under the terms of this Agreement. The provisions of this Attachment shall not apply to services provisioned by Windstream to INdigital as local Resale Services.
- 1.2 Calls originated by INdigital and terminated to Windstream (or vice versa) will be classified as "Local Traffic" under this Agreement if: (i) the call originates and terminates in the same Windstream Exchange; or (ii) originates and terminates within different Windstream Exchanges that share a common mandatory local calling area, e.g., mandatory Extended Area Service (EAS), mandatory Extended Local Calling Service (ELCS), or other like types of mandatory expanded local calling scopes as specified or defined by Windstream tariffs.
- 1.3 The Parties agree to reciprocally exchange ISP Bound Traffic between their networks. Each Party shall bill its end-users for such ISP Bound Traffic and will be entitled to retain all revenues from such ISP Bound Traffic without payment or further compensation to the other Party.
- 1.4 Traffic, other than Local Traffic, ISP Bound Traffic and Toll VoIP Traffic, shall be terminated to a Party subject to that Party's tariffed or filed and/or approved Price list for access charges.
- 1.5 The Parties agree that all traffic, other than Local Traffic, ISP Bound Traffic and Toll VoIP Traffic, that is terminated on the public switched network, regardless of the technology used to originate or transport such traffic, will be assessed either interstate or intrastate (depending on the end points of the call) terminating charges at the rates provided in the terminating Party's access tariff or filed and/or approved Price lists. Compensation for Toll VoIP Traffic to a terminating party will be according to the terms of the terminating party's interstate switched access tariff.
- 1.6 By entering into this Agreement, both Parties expressly reserve the right to advocate their respective positions before state and/or federal regulatory bodies, whether in complaint dockets, arbitration under Section 252 of the Act, rulemaking dockets, or in any legal challenges stemming from such proceedings with regard to the treatment of Voice Over Internet Protocol (VoIP) traffic for intercarrier compensation purposes.
- 1.7 911 Service traffic and inter-Selective Router Tandem traffic shall not be subject to reciprocal compensation or access rates.

### **2.0 Responsibilities of the Parties**

- 2.1 Each Party will be responsible for the accuracy and quality of the data it submits to the other Party.
- 2.2 Each Party will provide the other Party the originating Calling Party Number (CPN) with respect to each call terminated on the other Party's network to enable each Party to issue bills in a complete and timely fashion. All CCS signaling parameters will be provided including CPN.

- 2.3 Neither Party shall strip, modify or alter any of the data signaling or billing information provided to the other Party. In the event a Party strips, modifies or alters any of the data signaled or strips, modifies or alters any of the billing information provided to the other Party, such event will be a material breach of this Agreement.
- 2.4 Each Party shall identify and make available to the other Party, at no additional charge, a contact person for the handling of any billing questions or problems that may arise during the implementation and performance of this Attachment.
- 2.5 All calls exchanged without CPN will be billed as IntraLATA Traffic, if the failure to transmit CPN is not caused by technical malfunctions. In the event that technical malfunctions result in lack of transmission of CPN, the Parties will cooperate in attempting to resolve such technical malfunctions and the Parties will develop and utilize mutually agreeable surrogate methods for determining compensation that shall be utilized until the technical malfunctions are resolved.

### **3.0 Reciprocal Compensation for Termination of Local Traffic**

- 3.1 Each Party will be compensated for the exchange of Local Traffic, as defined in §1.2 of this Attachment, in accordance with the provisions of §3.0 of this Attachment.
- 3.2 The Parties agree to reciprocally exchange Local Traffic between their networks. Each Party shall bill its end-users for such traffic and will be entitled to retain all revenues from such traffic without payment of further compensation to the other Party.
- 3.3 Upon data submitted by one of the Parties, and agreed to by the other Party, supporting the level of Local Traffic exchanged between the Parties is out of balance using a ratio of 60%/40% for three (3) consecutive months (one Party originates 60% or more of the traffic exchanged), the Parties agree to the reciprocal compensation minute of use rates pursuant to Appendix B.
- 3.4 Any traffic utilizing the Public Switched Telephone Network, regardless of transport protocol method, where the originating and terminating points (end-to-end points), are in different local calling areas as defined by the terminating Party and delivered to the terminating Party using switched access services shall be considered Switched Access Traffic. The traffic described herein shall not be considered Local Traffic. Irrespective of origination or transport protocol method used, a call that originates in one local calling area and terminates in another local calling area (i.e. the end-to-end points of the call) shall not be compensated as Local Traffic. However, all Traffic that originates and terminates in the same local calling area shall be classified as Local Traffic.

### **4.0 Compensation for Transit Traffic**

- 4.1 Transit traffic is Local Traffic exchanged between the Parties that originates or terminates on the network of another telecommunication service provider (the "Non-Party Provider"), where one of the Parties or the Non-Party Provider performs a local tandem function to complete the traffic between the others. Telecommunications Traffic to or from INdigital under its wholesale business arrangement is not considered transit traffic under this Agreement. When the transit function is performed by one of the Parties, the following shall be applicable:
  - 4.1.1 Prior to either Party providing transit traffic services to the other, the Party requesting transit service must provide notice to the other Party.
  - 4.1.2 Each Party represents that it will not send Local Traffic to the other Party that is destined for the network of a Non-Party Provider unless and until such Party has made reasonable efforts to obtain the authority to exchange traffic with the Non-Party Provider. In the event

one Party originates traffic that transits the second Party's network to reach a third party Telecommunications Carrier with whom the originating Party does not have traffic exchange agreement, then the originating Party will indemnify, defend and hold harmless the second Party against any and all charges levied by such third party Telecommunications Carrier.

- 4.1.3 The Party originating traffic will compensate the other Party a Local Transit Traffic rate element of \$.003 per Minute Of Usage (MOU).
- 4.2 All traffic, other than Local Traffic, that transits a tandem will be classified and treated as Meet-Point Billing Traffic, unless otherwise agreed in writing between the Parties.

**5.0 Compensation for Termination of IntraLATA Traffic, Interstate Traffic and Toll VOIP Traffic**

- 5.1 Compensation for termination of IntraLATA Traffic will be at the terminating access rates for Message Telephone Service (MTS) and originating access rates for 800 Service, including the Carrier Common Line (CCL) charge and the query charge, as set forth in the relevant Party's intrastate access service tariff or price list. Compensation for termination of Interstate Traffic will be at the terminating access rates for MTS and originating access rates for 800 Service including the CCL and query charge, as set forth in the relevant Party's interstate access service tariff. Compensation for termination of Toll VOIP Traffic will be at the terminating access rates as set forth in the relevant Party's interstate access service tariffs.
- 5.2 In the event that INdigital does not have a Commission filed and/or approved price list posted on its web site or a filed interstate tariff for access service, INdigital agrees to utilize rates for Toll VoIP Traffic and for Interstate Traffic that do not exceed Windstream's tariffed interstate access rates.

**6.0 Compensation for Origination and Termination of Switched Access Service Traffic to or from an IXC (Meet-Point Billing (MPB) Arrangements)**

- 6.1 Compensation for termination of Interstate or IntraLATA Traffic will be at access rates as set forth in the relevant Party's applicable access tariffs.
- 6.2 Intentionally Left Blank.
- 6.3 The Parties will each establish their respective MPB arrangements applicable to its provision of switched access services to Interexchange Carriers via its access tandem switch and such arrangements will be in accordance with the MPB guidelines adopted by and contained in the Ordering and Billing Forum's MECOD and MECAB documents. Except as modified herein, MPB arrangements will be determined during joint network planning.
- 6.4 Each Party will maintain provisions in its federal and state access tariffs, or provisions within the National Exchange Carrier Association (NECA) Tariff No. 4, or any successor tariff, sufficient to reflect the MPB arrangements, including MPB percentages, developed in accordance with this Agreement.
- 6.5 As detailed in the MECAB document, the Parties will exchange all information necessary to accurately, reliably and promptly bill third parties for Switched Access Services jointly handled by the Parties via the MPB arrangement. The Parties will exchange the information in Exchange Message Interface (EMI) format, on magnetic tape or via a mutually acceptable electronic file transfer protocol. The initial billing company (IBC) will provide the information to the subsequent billing company within fifteen (15) days of the IBC bill date.

- 6.6 If MPB data is not submitted to the other within fifteen (15) days of the IBC bill date or is not in the standard EMI format, and if as a result the other Party is delayed in billing the IXC for the appropriate charges it incurs, the delaying Party shall pay the other Party a late MPB data delivery charge which will be the total amount of the delayed charges times the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the date the MPB charges should have been received, to and including the date the MPB charge information is actually received. When the receiving Party has requested a delay in transmission of the records, a MPB data delivery charge will not be assessed.
- 6.7 Intentionally Left Blank
- 6.8 Billing to Interexchange carriers for the switched access services jointly provided by the Parties via the MPB arrangement will be according to the multiple bill multiple tariff method. As described in the MECAB document, each Party will render a bill in accordance with its tariff for its portion of the service. Each Party will bill its own network access service rates to the IXC. The Party that provides the end office switching will be entitled to bill any residual interconnection charges (“RIC”) and common carrier line (“CCL”) charges associated with the traffic. In those MPB situations where one Party sub-tends the other Party’s access tandem, only the Party providing the access tandem is entitled to bill the access tandem fee and any associated local transport charges. The Party that provides the end office switching is entitled to bill end office switching fees, local transport charges, RIC and CCL charges, as applicable.
- 6.9 MPB will also apply to all jointly provided traffic bearing the 900, 800 and 888 NPAs or any other non-geographical NPAs which may likewise be designated for such traffic where the responsible party is an IXC.
- 6.10 Each Party will provide the other a single point of contact to handle any MPB questions.

## **7.0 Identification and Compensation of Toll VOIP Traffic**

- 7.1 Toll VOIP Traffic is defined as traffic exchanged over the public switched telephone network (“PSTN”) facilities that originates and/or terminates in Internet protocol (“IP”) format. This section governs the identification and compensation of Toll VoIP Traffic that will be subject to interstate switched access rates in accordance with the Federal Communications Commission Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (Nov. 18, 2011) (“FCC Order”) as it may hereinafter be amended or clarified. Specifically, this section establishes the method of distinguishing Toll VoIP Traffic from the INdigital’s total intrastate access traffic, so that Toll VoIP Traffic will be billed in accordance with the FCC Order.
- 7.2 Windstream will bill toll VoIP-PSTN traffic which it identifies in accordance with this Attachment at rates equal to Windstream’s applicable tariffed interstate switched access rates.
- 7.3 Windstream will determine the number of Toll VoIP Traffic minutes of use (“TVMOU”) to which it will apply its interstate rates under section 7.2, above, by applying an originating Percent VoIP Usage (“OPVU”) factor to the total intrastate access MOU originated by a Telephone Company end user and delivered to INdigital and by applying a terminating PVU (“TPVU”) factor to the total intrastate access MOU terminated by INdigital to Windstream’s end users. The OPVU and TPVU will be derived and applied as follows:
- 7.3.1 Windstream will calculate and implement an OPVU factor representing a whole number percentage based on total traffic originated by Windstream end users in IP format and delivered to the customer in the State divided by Windstream’s total originated intrastate access MOU delivered to the INdigital in the State.

- 7.3.2 INdigital will calculate and furnish to Windstream a TPVU factor, along with supporting documentation, representing the whole number percentage of the customer's total terminating intrastate access MOU that INdigital exchanges with Windstream in the State that is sent to Windstream and originated in IP format.
- 7.3.3 The TPVU and supporting documentation shall be based on information that is verifiable by Windstream including but not limited to the number of INdigital's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information. INdigital shall not modify its reported PIU factor to account for Toll VoIP Traffic After Windstream verifies the TPVU provided by INdigital, Windstream will apply the TPVU factor to the associated terminating intrastate access MOU as indicated in Sections 7.3.4.1 and/or 7.3.4.2 below.
- 7.3.4.1 In the event that Windstream cannot verify INdigital's TPVU, Windstream will request additional information to support the TPVU, during this time no changes will be made to the existing TPVU. INdigital shall supply the requested additional information within fifteen (15) days of Windstream's request or no changes will be made to the existing TPVU. If after review of the additional information, INdigital and Windstream establish a revised and mutually agreed upon TPVU factor. Windstream will begin using the new factor with the next bill period.
- 7.3.4.2 If the dispute is unresolved, INdigital may request that verification audits be conducted by an independent auditor, at INdigital's sole expense. During the audit, the most recent undisputed TPVU factor will be used by Windstream.
- 7.3.5 In calculating the initial OPVU and TPVU factor(s), Windstream will take the factor(s) provided by INdigital and/or developed by Windstream into account retroactively to the effective date of this Agreement, *provided that* the factor(s) and supporting documentation are provided as specified in subsection (C) above to Windstream no later than fifteen (15) days after the effective date of this Agreement. If INdigital does not furnish Windstream with a TPVU factor pursuant to the preceding subsection (C), the initial factor will be zero (0).
- 7.3.6 INdigital may update the TPVU factor and request Windstream update the OPVU factor semi-annually using the method set forth in this Attachment. If INdigital chooses to submit such updates and requests, it shall forward to Windstream, no later than fifteen (15) days after the first day of January and/or July of each year, a revised TPVU factor and supporting documentation based on data for the prior three months, ending the last day of December and/or June, respectively. Once verified by Windstream the revised TPVU factor along with the revised Windstream developed OPVU will apply prospectively and serve as the basis for billing until superseded by a new verified factor.

## **8.0 Billing Arrangements for Compensation for Termination of IntraLATA, Local Traffic**

- 8.1 With respect to those Exchanges where INdigital intends to provide Local Exchange Service, INdigital will, at a minimum, obtain a separate NXX code for each Exchange or group of Exchanges that share a common Mandatory Local Calling Scope. At such time as both Parties have implemented billing and routing capabilities to determine traffic jurisdiction on a basis other than NXX codes separate NXX codes as specified in this paragraph will not be required. At such time as INdigital requests Windstream to establish interconnection to enable INdigital to provide Exchange Services, the Parties will determine the number of NXXs necessary to identify the jurisdictional nature of traffic for intercompany compensation. At such time as INdigital requests

additional points of interconnection, the Parties will appropriately define the number of NXXs necessary for the new interconnection points.

- 8.2 Bills rendered by either Party to the other will be due and payable as specified in the General Terms and Conditions, Section 8.0.

## **9.0 Alternate Billed Traffic**

- 9.1 All call types routed between the networks must be accounted for, and revenues settled among the Parties. Certain types of calls will require exchange of billing records between the Parties including IntraLATA alternate billed calls (e.g. calling card, bill-to-third party, and collect records and LEC/CTU provided Toll Free Service records). The Parties will utilize, where possible existing accounting and settlement systems to bill, exchange records and settle revenue.
- 9.1.1 The exchange of billing records for alternate billed calls (e.g., calling card, bill-to-third, and collect) will be through the existing CMDS processes, unless otherwise agreed to by the Parties in writing.
- 9.1.2 Inter-Company Settlements ("ICS") revenues will be settled through the Calling Card and Third Number Settlement System ("CATS"). Each Party will make its own arrangements with respect to participation in the CATS processes, through direct participation or a hosting arrangement with a direct participant.
- 9.1.3 Non-ICS revenue is defined as revenues associated with collect calls, calling card calls, and billed to third number calls which originate, terminate and are billed within the same Bellcore Client Company Territory. The Parties will negotiate and execute an Agreement for settlement of non-ICS revenue if the Parties mutually agree that the amounts are sufficient to enter into settlement negotiations. This separate arrangement is necessary since existing CATS processes do not permit the use of CATS for non-ICS revenue. The Parties will negotiate and execute an Agreement for settlement of non-ICS revenue if the Parties mutually agree that the amounts are sufficient to enter into settlement negotiations. This separate arrangement is necessary since existing CATS processes do not permit the use of CATS for non-ICS revenue. The Parties agree that the CATS process or CMDS system can be used if necessary to transport the call records for this traffic.
- 9.1.4 Each Party will provide the appropriate call records to the other for toll free IntraLATA Interexchange Traffic, thus permitting each Party to bill its subscribers for the inbound Toll Free Service. Each Party may charge its tariffed rate or a rate of \$.03 per record for such record provision. No adjustments to data contained in tapes, disks or Network Data Mover will be made by a Party without the mutual Agreement of the Parties.

## **ATTACHMENT 13: NUMBERING**

### **1.0 Numbering**

- 1.1 Nothing in this Section will be construed to limit or otherwise adversely impact in any manner either Party's right to employ or to request and be assigned any NANP numbers including, but not limited to, central office (NXX) codes pursuant to the Central Office Code Assignment Guidelines, or to establish, by tariff or otherwise, Exchanges and Rating Points corresponding to such NXX codes. Each Party is responsible for administering the NXX codes assigned to it.
- 1.2 Each Party agrees to make available to the other, up-to-date listings of its own assigned NPA-NXX codes, along with associated Rating Points and Exchanges.
- 1.3 It will be the responsibility of each Party to program and update its own switches and network systems to recognize and route traffic to the other Party's assigned NXX codes at all times. Neither Party will impose fees or charges on the other Party for such required programming and updating activities.
- 1.4 It will be the responsibility of each Party to input required data into the Routing Data Base Systems (RDBS) and into the Bellcore Rating Administrative Data Systems (BRADS) or other appropriate system(s) necessary to update the Local Exchange Routing Guide (LERG).
- 1.5 Neither Party is responsible for notifying the other Parties' End Users of any changes in dialing arrangements, including those due to NPA exhaust, unless otherwise ordered by the Commission, the FCC, or a court.

### **2.0 NXX Migration**

- 2.1 Where a Party (first Party) has activated, dedicated or reserved an entire NXX for a single End User, if such End User chooses to receive service from the other Party (second Party), the first Party shall cooperate with the second Party to have the entire NXX reassigned in the LERG (and associated industry databases, routing tables, etc.) to an end office operated by the second Party. Such transfer will require development of a transition process to minimize impact on the network and on the End User(s) service and will be subject to appropriate industry lead-times (currently forty-five (45) days) for movements of NXXs from one switch to another.

## **ATTACHMENT 14: NUMBER PORTABILITY**

### **1.0 Service Provider Number Portability (SPNP)**

- 1.1 The FCC First Report and Order in CC Docket 95-116 requires “. . .all LECs to implement a long term service provider portability solution that meets our performance criteria in the 100 large Metropolitan Statistical Areas (MSA) no later than October 1, 1997, and to complete deployment in those MSAs by December 31, 1998.” While the FCC declined “. . .to choose a particular technology for providing number portability”, they did establish performance criteria for permanent number portability and aligned expectations with the statutory definition of the Telecommunication Act of 1996 ordering Service Provider Number Portability (SPNP). In a follow-up First Memorandum Opinion and Order on Reconsideration, the commission determined that the technology that meets the performance criteria is Location Routing Number (LRN). LRN is being used by the telecommunications industry to provide SPNP.

### **2.0 Terms, Conditions Under Which Windstream Will Provide SPNP**

- 2.1 Windstream will not offer SPNP services for NXX codes 555, 976, 950.
- 2.2 Prior to commencement of any service porting or LRN query service, the Parties must have an approved interconnection Agreement along with a conforming, functional direct network interconnection, pursuant to Attachment 4: Network Interconnection Architecture, between and among involved switches and exchanges.
- 2.3 Windstream will only provide SPNP services and facilities where technically feasible, subject to the availability of facilities, and only from properly equipped central offices. SPNP applies only when a Customer with an active account wishes to change local Carriers while retaining the telephone number or numbers associated with the account.
- 2.4 An SPNP telephone number may be assigned by INdigital only to INdigital’s Customers located within Windstream’s rate center, which is associated with the NXX of the ported number.
- 2.5 Windstream will deploy SPNP at a location within six (6) months after receipt of a Bona Fide Request from INdigital as provided in §6.0, and subject to approval of this Agreement by the Commission and completion of the network preparation specified herein.
- 2.6 A service order processing charge (Service Order Charge), listed in Appendix B, will be applied to each service order issued by INdigital to Windstream to process a request for SPNP.
- 2.7 A service order processing charge (Service Order Charge), listed in Appendix B, will be applied to each service order issued by Windstream to INdigital to process a request for SPNP.
- 2.8 If either Party requests a coordinated cutover the charges contained in Appendix B will be applied to the Party making the request.
- 2.9 If one Party requests a conversion of an End User and subsequently cancels such order, the ordering Party will notify the other Party of the cancellation by 2:00 P.M. Central Time on the day prior to the due date requested on the LSR. If the ordering Party notifies the other Party of a cancellation after 2:00 P.M. Central Time on the day prior to the due date requested on the LSR (“Late Notice”), the ordering Party will pay the applicable time and material charge contained in Exhibit B Price List. In the event of a Late Notice, neither Party guarantees that service disruption will not occur to the End User.



- 2.10 If the ordering Party cancels or makes a change to an LSR due date, the original LSR will be cancelled, the ordering Party will issue a new LSR and the ordering Party shall be charged an additional Service Order charge, listed in Appendix B, for each LSR submitted under this Attachment.

### **3.0 Obligations of INdigital**

- 3.1 Each Party must offer proof of its certification with applicable regional Number Portability Administration Center (NPAC) prior to requesting SPNP from the other Party.
- 3.2 Each Party must advise the NPAC of telephone numbers that it imports and the associated data identified in industry forums as is required for SPNP.
- 3.3 After the initial deployment of SPNP in an MSA, if INdigital wants a Windstream switch to become LRN capable, INdigital must submit a Bona Fide request as provided in §6.0. Windstream will make requested switch LRN capable within the time frame required by the FCC.
- 3.4 INdigital will conform to NANC guidelines and LERG administration rules in requesting Windstream to open an NPA-NXX for portability in an LRN capable switch.
- 3.5 INdigital is responsible to coordinate with the local E911 and Public Services Answering Point (PSAP) coordinators to insure a seamless transfer of End User emergency services.
- 3.6 INdigital is required to conform to industry standard Local Service Request (LSR) format and guidelines in ordering and administration of individual service/number ports.

### **4.0 Obligations of Both Parties**

- 4.1 When a ported telephone number becomes vacant, e.g., the telephone number is no longer in service by the original End User; the ported telephone number will be released back to the Local Service Provider owning the switch in which the telephone number's NXX is native.
- 4.2 Either Party may block default routed calls from entering the public switched network when necessary to prevent network overload, congestion, or failure.
- 4.3 The Parties will conform to industry guidelines referenced herein in preparing their networks for SPNP and in porting numbers from one network to another.
- 4.4 The Parties will perform all standard SPNP certification and intra-company testing prior to scheduling intercompany testing between the Parties' interconnected networks.
- 4.5 Each Party will designate a single point of contact (SPOC) to schedule and perform required test. These tests will be performed during a mutually agreed time frame and must conform to industry portability testing and implementation criteria in force in the NPAC region.

### **5.0 Limitations of Service**

- 5.1 Telephone numbers will be ported only within Windstream rate centers as approved by the State Commission.

- 5.3. Telephone numbers associated with Windstream Official Communications Services (OCS) NXXs will not be ported.
- 5.4. Telephone numbers in NXXs dedicated to choke networks will not be ported.

**6.0 Service Provider Number Portability (SPNP) Bona Fide Request (BFR) Process**

- 6.1 The Service Provider Number Portability (SPNP) Bona Fide Request (BFR) Process is the process for INdigital to request that SPNP be deployed in Windstream exchanges that are not then capable of LRN query service.
- 6.2 INdigital may request that SPNP be deployed by Windstream in its switches located in the MSAs. Windstream will enable SPNP in the requested switches within six (6) months of receipt of BFR, based on the beginning dates for each MSA and subject to State Commission approval of an interconnection Agreement with respect to the location of the requested switch.
- 6.3 A BFR with respect to opening a Windstream switch for SPNP must be made in the form of a letter from INdigital to:
  - Windstream
  - Attn: Interconnection Services
  - Rodney Parham Road
  - 1170 B3F03-84A
  - Little Rock, AR 72212
- 6.4 The BFR must specify the following:
  - 6.4.1 The MSA in which requested switch(es) are located.
  - 6.4.2 Windstream switch(es), by CLLI codes, which are being requested to become SPNP capable.
  - 6.4.3 Specific, resident NXX codes requested to open in each Windstream switch on the BFR.
  - 6.4.4 The date when SPNP capability is requested for each Windstream switch on the BFR; however, the requested date must fall within the governing FCC schedules and interval guidelines.
  - 6.4.5 CLLI and NXXs of INdigital switches serving the exchanges associated with the relevant Windstream switches.

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## **ATTACHMENT 18: PERFORMANCE MEASURES**

### **1.0 General**

- 1.1 Windstream will use its best efforts to satisfy all service standards, intervals, measurements, specifications, performance requirements, technical requirements, and performance standards that are specified in this Agreement or are required by law or regulation. In addition, Windstream's performance under this Agreement shall be provided to INdigital at parity with the performance Windstream provides itself for like service(s).
- 1.2 Windstream shall make a good faith attempt to complete a limited root-cause analysis process within thirty (30) days of request date by INdigital to provide a reasonable opportunity to explain missed performance.
- 1.3 Windstream will notice INdigital of all process changes related to this Agreement.

### **2.0 Interconnection**

#### **2.1 Trunk Provisioning Intervals**

##### **2.1.1 Access Service Request (ASR)**

Positive acknowledgment of receipt of a non-valid ASR will be made within two (2) business days, provided the ASR is received before 3PM Eastern Standard Time (1PM Mountain Standard Time.) The start time for determining the FOC interval will commence with receipt of a valid ASR. A non-valid ASR will not start the FOC interval.

##### **2.1.2 Firm Order Confirmation (FOC)**

An FOC confirming the due date will be sent within two (2) business days (sixteen (16) business hours) after receipt of a valid ASR subject to facility availability. Subject to availability of facilities service will be implemented (trunks in service) within twenty (20) business days of receipt of a valid ASR.

##### **2.1.3 Performance Expectation**

Provided the conditions are met under 2.1.1 and 2.1.2 proceeding, Windstream's performance expectation is to provide 100% due dates met within reporting month. If service levels fall below 95% of the performance expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days.

#### **2.2 Trunking Grade of Service**

##### **2.2.1 Exchange Access (IXC Toll Traffic)**

For exchange access traffic routed via an access tandem blocking on each leg will be held to .005 (1/2% blockage).

##### **2.2.2 All Other**

All other final routed traffic will be held to .01 (1% blockage).

2.2.3 **Performance Expectation**

Provided the conditions are met under 2.2.1 and 2.2.2 preceding, Windstream's performance expectation is to provide traffic flow 100% of the time. If service levels fall below the performance expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days.

**2.3 Trunk Service Restoration**

2.3.1 **Service Affecting**

Service affecting trunk service trouble will be responded to at parity with the performance Windstream provides itself for like service(s). Service affecting trouble is defined as a condition or event affecting 20% or more of the total trunk group and overflows are experienced.

2.3.2 **Non Service Affecting**

Non service affecting trouble will be responded to at parity with the performance Windstream provides itself for like service(s).

2.3.3 **Performance Expectation**

Zero loss of service due to downtime. If service levels fall below the Performance Expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days. Specific time-frames will be listed relative to performance.

**3.0 Maintenance Intervals**

3.1. **Service Affecting**

Service affecting maintenance trouble will be responded to at parity with the performance Windstream provides itself for like service(s).

3.2 **Non Service Affecting**

Non service affecting trouble will be responded to at parity with the performance Windstream provides itself for like service(s).

3.3 **Performance Expectation**

Zero loss of service due to downtime. If service levels fall below the Performance Expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days. Specific time-frames will be listed relative to performance.

**4.0 Local Service Provisioning Intervals**

4.1 **Local Service Request (LSR)**

LSRs that are subject to the FCC's number portability interval requirements shall be processed in accordance with those requirements.

Except for LSRs that are subject to the FCC's number portability interval requirements, positive acknowledgement of receipt of a non-valid LSR for a Non-Simple Port request will be made within twenty-four (24) hours, provided the LSR is received before 3PM Eastern Standard Time. Non-Simple Port LSRs received after the 3PM cutoff will be considered to be received on the following business day.

Except for LSRs that are subject to the FCC's number portability interval requirements, positive acknowledgement of receipt of a non-valid LSR for a Simple port request will be made within 4 hours, provided the LSR is received by 1P.M. local time in the predominant Time Zone of the NPAC Region where the End User's telephone number is being ported. Simple Port LSRs received after the 1PM cutoff will be considered to be received on the following business day, and the response clock starts at 8 A.M. (local time in the predominant time zone of the NPAC Region where the number is being ported).

#### **4.2 Local Service Request Confirmation (LSCN)**

The start time for determining the Local Service Request Confirmation (LSCN) interval will commence with receipt of a valid LSR. A non-valid LSR will not start the LSCN interval.

For LSRs involving Non-Simple Ports, as determined by the donating service provider, the donating service provider must return a LSCN or reject (whichever is appropriate) within twenty-four (24) hours of receiving the LSR.

For LSRs involving Simple Ports, as determined by the donating service provider, if the gaining service provider requests a due date three (3) or more business days after LSR receipt, the donating service provider must return a LSCN or reject (whichever is appropriate) within twenty-four (24) hours of receiving the LSR.

For LSRs involving Simple Ports, as determined by the donating service provider, if the gaining service provider requests a due date one to two (1-2) business days after LSR receipt, the donating service provider must return a LSCN or reject (whichever is appropriate) within four (4) hours of receiving the LSR.

#### **4.3 Performance Expectation**

Provided the conditions are met under 4.1.1 and 4.1.2 proceeding, Windstream's performance expectation is to provide 100% due dates within the reporting month. If service levels fall below 95% of the performance expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) calendar days.



**ATTACHMENT 19: BONA FIDE REQUEST (BFR) PROCESS**

- 1.1 A Bona Fide Request (BFR) must be used when INdigital requests a change to any Services and/or Elements provided hereunder, including features, capabilities, or functionality.
- 1.2 A BFR shall be submitted in writing by INdigital and shall specifically identify the required service date, technical requirements, space requirements and/or such specifications that clearly define the request such that Windstream has sufficient information to analyze and prepare a response. Such a request also shall include INdigital's designation of the request as being (i) pursuant to the Telecommunications Act of 1996 or (ii) pursuant to the needs of the business.
- 1.3 Although not expected to do so, INdigital may cancel, without penalty, a BFR in writing at any time. Windstream will then cease analysis of the request.
- 1.4 Within two (2) business days of its receipt, Windstream shall acknowledge in writing, the receipt of the BFR and identify a single point of contact and any additional information needed to process the request.
- 1.5 Except under extraordinary circumstances, within twenty (20) days of its receipt of a BFR, Windstream shall provide to INdigital a preliminary analysis of the BFR. The preliminary analysis will include Windstream's proposed price (plus or minus 25 percent) and state whether Windstream can meet INdigital's requirements, the requested availability date, or, if Windstream cannot meet such date, provide an alternative proposed date together with a detailed explanation as to why Windstream is not able to meet INdigital's requested availability date. Windstream also shall indicate in this analysis its Agreement or disagreement with INdigital's designation of the request as being pursuant to the Act or pursuant to the needs of the business. If Windstream does not agree with INdigital's designation, it may utilize the Dispute Resolution Process described in the General Terms and Conditions §9.0. In no event, however, shall any such dispute delay Windstream's process of the request. If Windstream determines that it is not able to provide INdigital with a preliminary analysis within twenty (20) days of Windstream's receipt of a Bona Fide Need request, Windstream will inform INdigital as soon as practicable. The Parties will then determine a mutually agreeable date for receipt of the preliminary analysis.
- 1.6 As soon as possible, but in no event more than forty-five (45) days after receipt of the request, Windstream shall provide INdigital with a BFR quote which will include, at a minimum, the firm availability date, the applicable rates and the installation intervals, and a price quote.
- 1.7 Unless INdigital agrees otherwise, all proposed prices shall be the pricing principles of this Agreement, in accordance with the Act, and any applicable FCC and Commission rules and regulations. Payments for services purchased under a BFR will be made as specified in this Agreement, unless otherwise agreed to by INdigital.
- 1.8 Within thirty (30) days after receiving the firm BFR quote from Windstream, INdigital will notify Windstream in writing of its acceptance or rejection of Windstream's proposal. If at any time an agreement cannot be reached as to the terms and conditions or price of the request, or if Windstream responds that it cannot or will not offer the requested item in the BFR and INdigital deems the item essential to its business operations, and deems Windstream's position to be inconsistent with the Act, FCC, or Commission regulations and/or the requirements of this Agreement, the Dispute Resolution Process set for in the General Terms and Conditions, §9.0 of the Agreement may be used by either Party to reach a resolution.

## **ATTACHMENT 20: DEFINITIONS**

Definitions of the terms used in this Agreement are listed below. The Parties agree that certain terms may be defined elsewhere in this Agreement, as well as terms not defined shall be construed in accordance with their customary meaning in the telecommunications industry as of the Effective Date of this Agreement.

**"911 Customer"** or **"PSAP"** means a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated to respond to public emergency telephone calls, at a minimum, for emergency police and fire services through the use of one telephone number, 911. A 911 Customer subscribes to 911 Service.

**"911 Service"** means a service that uses a universal telephone number to provide the public access to the PSAP by dialing 911. 911 Service may be provisioned as Basic 911 Service, E911 Service or NG911 Service.

**"911 System"** or **"E911 System"** means the set of network, database and customer premise equipment (CPE) components required to provide 911 Service.

**"911 Trunk"** or **"E911 Trunk"** means a trunk capable of transmitting Automatic Number Identification (ANI) associated with a call to 911 from **WINDSTREAM** or **INdigital** to the E911 System.

**"911 Selective Router Trunk"** or **"E911 Selective Router Trunk"** means a trunk from a Selective Router capable of transmitting Automatic Number Identification (ANI) associated with an End User call to 911. The 911 Selective Router Trunk may be between a Selective Router and a PSAP or between Selective Routers. The latter configuration may also be known as an inter-Selective Router Trunk.

**"Access Service Request"** or **"ASR"** means the industry standard forms and supporting documentation used for ordering Access Services. The ASR may be used to order trunking and facilities between Windstream and INdigital for local interconnection.

**"Act"** means the Communications Act of 1934 (47 U.S.C. §151 et seq.), as amended by the Telecommunications Act of 1996, as may be subsequently amended or, as from time to time interpreted in the duly authorized rules and regulations of the FCC or the Commission having authority to interpret the Act within its state of jurisdiction.

**"Ancillary Services"** are services which support, but, are not required for interconnection of telecommunications networks between two or more parties, e.g., 911 (if applicable) and Directory Services.

**"Automatic Location Identification"** or **"ALI"** means the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and, in some cases, supplementary emergency services information.

**"Automatic Number Identification"** or **"ANI"** means the telephone number associated with a communications device that originates an emergency call, which is the number used to route an E911 call to the appropriate PSAP for use in retrieving the associated ALI record for display to the call taker, the access line from which a call to 911 originates.

**"Calling Party Number" or "CPN"** is a feature of Signaling System 7 ("SS7") protocol whereby the 10-digit number of the calling party is forwarded from the end office.

**"CLASS (Custom Local Area Signaling Service) and Custom Features"** means a grouping of optional enhancements to basic local exchange service that offers special call handling features to residential and single-line business Customers (e.g., call waiting, call forwarding and automatic redial).

**"Commission" or "PUC" or "PSC"** means the Florida Public Service Commission.

**"Common Channel Signaling" or "CCS"** means a special network, fully separate from the transmission path of the public switched network that digitally transmits call setup and network control data.

**“Company Identifier”** or **“Company ID”** means a three to five (3 to 5) character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the End-User. The Company Identifier is maintained by NENA in a nationally accessible database.

**“Confidential Information”** has the meaning set forth in §6.0 of the General Terms and Conditions.

**“Contract Year”** means a twelve (12) month period during the term of the contract commencing on the Effective Date and each anniversary thereof.

**“Customer”** means, whether or not capitalized, any business, residential or governmental Customer of services covered by the Agreement, and includes the term "End User". More specific meanings of either of such terms are dependent upon the context in which they appear in the Agreement and the provisions of the Act.

**“Customer Proprietary Network Information”** or **“CPNI”** means information that relates to the quantity, technical configuration, type, destination, and amount of a Telecommunications Service subscribed to by any Customer of a Telecommunications Carrier, and that is made available to the carrier by the Customer solely by virtue of the carrier Customer relationship; and information contained in the bills pertaining to telephone exchange service or telephone toll service received by a Customer of a carrier.

**“Database Management System”** or **“DBMS”** means a system of manual procedures and computer programs used to create, store and update the data required to provide Selective Routing and/or Automatic Location Identification for E911 Systems.

**“Designated 911/E911 Service Provider”** or **“911 Provider”** means the entity designated by the 911 Service Customer to provide 911 Services to the PSAPs in their jurisdictional serving area.

**“Discloser”** means that Party to this Agreement which has disclosed Confidential Information to the other Party.

**“E911 Universal Emergency Number Service”** (also referred to as **“Enhanced 911 Service”**) or **“E911 Service”** is a communications service whereby a public safety answering point (PSAP) answers telephone calls placed by dialing the number 911. E911 includes the service provided by the lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls dialed to 911. E911 provides completion of a call to 911 via dedicated trunking facilities and includes Automatic Number Identification (ANI), Automatic Location Identification (ALI), and/or Selective Routing.

**“Effective Date”** is the date indicated in the Preface on which the Agreement shall become effective.

**“Emergency Services”** means police, fire, ambulance, rescue, and medical services.

**“Emergency Service Number”** or **“ESN”** means a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area. The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

**“End Office”** means a local switching point where a Customer station loops are terminated for purposes of interconnection to each other and to the network.

**“End User”** means, whether or not capitalized, any business, residential or governmental Customer of services covered by the Agreement and includes the term "Customer". More specific meanings of either of such terms are dependent upon the context in which they appear in the Agreement and the provisions of the Act.

**“Exchange”** is the geographic territory delineated as an exchange area by official commission boundary maps.

**“Exchange Access”** is defined in the Act.

**“Exchange Services”** are two-way switched voice-grade telecommunications services with access to the public switched network with originate and terminate within an exchange.

**"FCC"** means the Federal Communications Commission.

**“ICB”** means individual case basis.

**"Incumbent Local Exchange Carrier” or “ILEC”** has the meaning given the term in the Act.

**“Interconnected VoIP”** means a service that: (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the user's location; (3) requires Internet protocol-compatible customer premises equipment; and (4) permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.

**"Interconnection"** has the meaning given the term in the Act and refers to the connection of separate pieces of equipment, facilities, or platforms between or within networks for the purpose of transmission and routing of Telephone Exchange Service traffic and Exchange Access traffic.

**“Interconnection Agreement”** means the Agreement between the Parties entitled “Interconnection Agreement Under §§251 and 252 of the Telecommunications Act of 1996,” dated July 16, 1996.

**"Interexchange Carrier" or "IXC"** means a telecommunications provider that provides long distance communications services between LATAs or within a LATA and authorized by the Commission to provide long distance communications services.

**"InterLATA"** has the meaning given the term in the Act.

**"IntraLATA Traffic"** means all IntraLATA calls provided by a LEC other than traffic completed in the LECs local exchange boundary.

**“Interconnection Point” or “IP”** is the point of demarcation at a technically feasible point within Windstream’s interconnected network within the LATA, as specified in *Attachment 4* Section 2.1.1, where the networks of Windstream and INdigital interconnect for the exchange of traffic.

**"Local Access and Transport Area" or "LATA"** has the meaning given to the term in the Act.

**"Local Exchange Carrier" or "LEC"** means the incumbent carrier that provides facility-based Exchange Services, which has universal-service and carrier-of-last-resort obligations.

**"Local Service Provider” or “INdigital”** means a non-incumbent carrier licensed by the Commission with the appropriate certification (e.g., a Certificate of Authorization or Service Provider Certificate of Authorization) and authority necessary to provide Exchange Services.

**“Local Service Request” or “LSR”** means an industry standard form used by the Parties to add, establish, change or disconnect services provided under this Agreement.

**“Master Street Address Guide”** means a database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of E911 calls.

**“National Emergency Number Association” or “NENA”** means the National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation-One Number”. NENA is a networking source and promotes research, planning, and training. NENA strives to educate, recommend standards

and provide certification programs, legislative representation and technical assistance for implementing and managing 911 systems.

**“NG911 Service”** is an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions and provides additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for Public Safety Answering Points (PSAPs) and other emergency service organizations.

**“Operating Company Number” or “OCN”** means nationally recognized company codes set forth in Bellcore’s LERG that will be used as the official identification code for each company that provides local exchange telephone service.

**“Parties,”** means Windstream and INdigital collectively.

**“Party”** means either Windstream or INdigital as applicable.

**“P.01 Transmission Grade of Service”** means a trunk facility provisioning standard with the statistical probability of no more than one call in 100 blocked on initial attempt during the average busy hour.

**“Percent Local Usage” or “PLU”** is a calculation which represents the ratio of the local minutes to the sum of local IntraLATA minutes between exchange carriers sent over Local Interconnection Trunks. Directory assistance, BLV/BLVI, 900, 976, transiting calls from other exchange carriers and switched access calls are not included in the calculation of the PLU.

**“Point of Interconnection” (POI)** for delivery of traffic originated on Windstream’s interconnected network means a technically feasible point(s) on the WINDSTREAM interconnected network within a LATA or where agreed to by the Parties, where Parties deliver traffic to each other, and also serves as a demarcation point between the facilities that each Party is responsible to provide. The POI for delivery of traffic originated on Windstream’s interconnected network will be at a minimum of two locations which shall be located in or on the Windstream interconnected network. The technically feasible points of interconnection typically are located at a DACS or cross-connect panel.

**“Pseudo-ANI” or “pANI”** means a telephone number used to support routing of wireless 911 calls or nomadic VoIP 911 calls. It may identify a wireless cell, cell sector or PSAP to which the call should be routed. Pseudo-ANI is also known as routing number.

**“Public Safety Answering Point” or “PSAP”** is the public safety communications center where 911 calls placed by the public for a specific geographic area will be answered.

**“Recipient”** means the Party to this Agreement, which has received Confidential Information from the other Party.

**“Service Provider Number Portability/Number Portability” or “SPNP”** means the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers without the impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.

**“Selective Router”** means the Covered 911 Service Provider’s (as that term is defined under Part 12 of the Federal Communications Commission’s rules) facility that provides the tandem switching of 911 calls. The Selective Router controls delivery of the emergency voice call with ANI to the PSAP and provides Selective Routing, speed calling, selective transfer, fixed transfer, and certain maintenance functions for each PSAP.

**“Selective Routing”** means the routing and equipment used at a **Selective Router** to directly route a 911 call to the proper PSAP based upon the number and location of the caller. Selective Routing is controlled by an ESN, which is derived from the location of the access line from which the 911 call was placed.

**“Service Order Input (SOI) Records”** means those records generated by the telephone exchange service provider

when performing service order input and/or service order updates, and that are sent in a file to the DBMS provider upon telephone service activation.

**“Shell Records”** means those database records associated with Pseudo-ANI telephone numbers. Shell Records facilitate call delivery and the appropriate ALI display for wireless 911 calls and nomadic VoIP 911 calls.

**“Signaling System 7” or “SS7”** means a signaling protocol used by the CCS network.

**“Telephone Exchange Service”** means wireline exchange connections amongst LEC End Users.

**“Telecommunications”** has the meanings given in the Act.

**“Termination”** means the switching of Local Traffic at the terminating carrier's end office switch, or equivalent facility, and delivery of such traffic to the called Party.

**“Territory”** means the incumbent local exchange areas within the states identified in Appendix A

**“Toll VoIP Traffic”** means Interconnected VoIP Traffic that originates and terminates within the state of Florida but is not Local Traffic.

**“Undefined Terms”** The Parties acknowledge that terms may appear in the Agreement that are not defined and agree that any such terms shall be construed in accordance with their end-user usage in the telecommunications industry as of the Effective Date of this Agreement.

**“Windstream”** has the meaning set forth in the preamble.

**“Work Locations”** means any real estate that Windstream owns, leases or licenses or in which it holds easements or other rights to use, or does use, in connection with this Agreement.

**ATTACHMENT 21: ACRONYMS**

|           |   |
|-----------|---|
| AMA       | Automated Message Accounting                    |
| ASR       | Access Service Request                          |
| BAN       | Billing Account Number                          |
| BFR       | Bona Fide Request                               |
| BRADS     | Bellcore Rating Administrative Data Systems     |
| CAP       | Competitive Access Provider                     |
| CATS      | Calling Card and Third Number Settlement System |
| CCL       | Carrier Common Line                             |
| CCS       | Common Channel Signaling                        |
| CLASS     | Custom Local Area Signaling Service             |
| INdigital | INdigital                                       |
| CMDS      | Centralized Message Distribution System         |
| CPN       | Calling Party Number                            |
| CPNI      | Customer Propriety Network Information          |
| EAS       | Extended Area Service                           |
| ELCS      | Extended Local Calling Service                  |
| EMI       | Exchange Message Interface                      |
| EUCL      | End User Common Line                            |
| FCC       | Federal Communications Commission               |
| FOC       | Firm Order Commitment                           |
| ILEC      | Incumbent Local Exchange Carrier                |
| IP        | Interconnection Point                           |
| ISDN      | Integrated Digital Services Network             |
| ISDNUP    | Integrated Digital Services Network User Part   |
| IXC       | Interexchange Carrier                           |
| LATA      | Local Access and Transport Area                 |
| LEC       | Local Exchange Carrier                          |
| LERG      | Local Exchange Routing Guide                    |
| LOA       | Letter of Authority                             |
| LRN       | Local Routing Number                            |
| LSCN      | Local Service Request Confirmation              |
| LSP       | Local Service Provider                          |
| LSR       | Local Service Request                           |
| MSA       | Metropolitan Statistical Area                   |
| MTP       | Message Transfer Part                           |
| MTS       | Message Telephone Service                       |
| NEBS      | Network Equipment Building System               |
| NECA      | National Exchange Carrier Association           |
| NIIF      | Network Interoperability Interface Forum        |
| NPA       | Numbering Plan Area                             |
| NPAC      | Number Portability Administration Center        |
| OCN       | Operating Company Number                        |
| OLI       | Originating Line Information                    |
| PIC       | Primary Interexchange Carrier                   |
| PLU       | Percent Local Usage                             |
| PON       | Purchase Order Number                           |
| PSC       | Public Service Commission                       |
| PUC       | Public Utilities Commission                     |
| RDBS      | Routing Data Base Systems                       |
| SLC       | Subscriber Line Charge                          |

|            |   |
|------------|---|
| SONET      | Synchronous Optical Network               |
| SPNP       | Service Provider Number Portability       |
| SS7        | Signaling System 7                        |
| STP        | Signaling Transfer Point                  |
| TCAP       | Transaction Capabilities Application Part |
| Windstream | Windstream                                |



**APPENDIX A – Billing Dispute Form**

| <b>Billing Company Contact Information Section:</b>              |          |   |  |                        |
|--|----------|---|--|------------------------|
| 1. Billing Company Name:   |          | 2. Billing Contact Name:                  |  |                        |
| 3. Billing Contact Address:                                      |          | 4. Billing Contact Phone:                 |  |                        |
|  |          | 5. Billing Contact Fax #:                 |  |                        |
|  |          | 6. Billing Contact Email:                 |  |                        |
| <b>Disputing Company Contact Information Section:</b>            |          |   |  |                        |
| 7. Disputing Company Name:                                       |          | 8. Disputing Contact Name:                |  |                        |
| 9. Disputing Contact Address:                                    |          | 10. Disputing Contact Phone:              |  |                        |
|  |          | 11. Disputing Contact Fax #:              |  |                        |
|  |          | 12. Disputing Contact Email:              |  |                        |
| <b>General Dispute Section:</b>                                  |          |   |  |                        |
| 13. Date of Claim:<br>(yyyy-mm-dd):                              |          | 14. Status:                               | 15. Claim/Audit Number:                    |                        |
| 16. Service Type:  |          |   |  |                        |
| 17. ACNA:  | 18. OCN: | 19. CIC:                                  | 20. BAN:                                   | 21. Invoice Number(s): |
| 22. Bill Date:   |          | 24. Dispute Reason<br>Code:               | 25. Dispute Desc:                          |                        |
| 23. Billed Amount: \$ _____                                      |          |   |  |                        |
| 26. Disputed Amount: \$  |          |   | 29. Dispute Bill Date From:                |                        |
| 27. Disputed Amount Withheld: \$                                 |          |   | Dispute Bill Date Thru:                    |                        |
| 28. Disputed Amount Paid: \$                                     |          |   |  |                        |
| <b>Dispute Information Section:</b>                              |          |   |  |                        |
| 30. Rate Element/USOC:   |          |   | 31. Rate:      Billed              Correct |                        |
| <b>Factor Information:</b>                                       |          | 36. Jurisdiction                          | 37. Mileage: Billed              Correct   |                        |
| 32. PIU: Billed              Correct                             |          | <input type="checkbox"/> Non              | 38. Contract Name/#:                       |                        |
| 33. PLU: Billed              Correct                             |          | Jurisdictional                            | 39. Business/Residence Indicator:          |                        |
| 34. BIP: Billed              Correct                             |          | <input type="checkbox"/> Inter/Interstate | 40: State:                                 |                        |
| 35. Other Factors:   |          | <input type="checkbox"/> Intra/Interstate | 41: LATA:                                  |                        |
| Billed              Correct                                      |          | <input type="checkbox"/> Intra/Intrastate |  |                        |
|  |          | <input type="checkbox"/> Inter/Intrastate |  |                        |
|  |          | <input type="checkbox"/> Local            |  |                        |
| <b>Facilities/Dedicated Circuit Dispute Information Section:</b> |          |   |  |                        |
| 42. PON:   |          |   | 48. TN/All:                                |                        |
| 43. SON:   |          |   | 49. Point Code:                            |                        |
| 44. EC Circuit ID:   |          |   | 50. USOC Quantity:                         |                        |
| 45. Circuit Location:  |          |   | 51. Two-Six Code:                          |                        |
| 46. IC Circuit ID:   |          |   |  |                        |
| 47. CFA :  |          |   |  |                        |
| 52. Facilities From Date:  |          | Thru Date:                                |  |                        |

| Usage Dispute Information Section:   |  |                     |
|--|--|---------------------|
| 53. End Office CLLI:   | 54. TN/All:  |                     |
| 55. Usage Billed Units/Quantity:   | 56. Usage Billed Units/Quantity Disputed:                  |                     |
| 57. Directionality: <input type="checkbox"/> N/A <input type="checkbox"/> Orig. <input type="checkbox"/> Term.<br><input type="checkbox"/> Combination | 58. Query:   | 59. Query Type:     |
| 60. OC&C SON:  | 61 OC&C PON:   |                     |
| 62. Usage From Date:   | Thru Date:   |                     |
| Information Section:   |  |                     |
| 63. Tax Dispute Amount:  | 64. Tax exemption form attached : <input type="checkbox"/> |                     |
| 65. Invoice(s) LPC billed:   |  |                     |
| 66. LPC paid, date of payment:   |  |                     |
| OTHER  |  |                     |
| 67. Other remarks  |  |                     |
| Resolution Information Section:  |  |                     |
| 68. Resolution Date:   |  |                     |
| 69. Resolution Amount: \$  | 70. Resolution Reason:                                     |                     |
| 71. Adjustment Bill Date:  | 72. Adjustment Invoice Number:                             |                     |
| 73. Adjustment Phrase Code(s):   | 74. Adjustment BAN/  | 75. Adjustment SON: |
| 76. Disputed Amount: \$  | 77. Amount Credited: \$                                    |                     |
| 78. Bill Section Adjustment will appear on: OC&C _____ Adjustment _____  |  |                     |
| 79. Resolution remarks:  |  |                     |

**Appendix B: Price List**

|   | <b>Nonrecurring Charges</b> |                   |
|---|-----------------------------|-------------------|
|   | <b>Initial</b>              | <b>Additional</b> |
| <b><u>Service Order Charges</u></b>       |                             |                   |
| New <sup>1</sup>                          |                             |                   |
| Residential                               | \$22.39                     | \$22.39           |
| Business                                  | \$22.39                     | \$22.39           |
| Change <sup>2</sup>                       |                             |                   |
| Residential                               | \$17.44                     | \$17.44           |
| Business                                  | \$17.44                     | \$17.44           |
| Disconnect <sup>3</sup>                   |                             |                   |
| Residential                               | \$12.26                     | \$12.26           |
| Business                                  | \$12.26                     | \$12.26           |
| Expedite Charge <sup>4</sup>              | \$21.76                     | \$21.76           |
| Manual Service Order Charges <sup>5</sup> | \$8.07                      | \$8.07            |
| <b><u>Time and Material Charges</u></b>   |                             |                   |
| Basic Time per half (1/2) hour            | \$45.00                     | \$45.00           |
| Overtime per half (1/2) hour              | \$62.50                     | \$62.50           |
| Premium Time per half (1/2) hour          | \$85.00                     | \$85.00           |
| <b><u>Coordinated Cut-Over Charge</u></b> |                             |                   |
| Basic Time per half (1/2) hour            | \$45.00                     | \$45.00           |
| Overtime per half (1/2) hour              | \$62.50                     | \$62.50           |
| Premium Time per half (1/2) hour          | \$85.00                     | \$85.00           |

|   | <b>Reciprocal Compensation MOU Rate</b>                                     |
|---|---|
| <b>Windstream Pursuant Attachment 12: Compensation, Section 3.3</b> | <b>Applicable Rates from Windstream's Interstate Access Services Tariff</b> |
|   | <b>Transit Traffic MOU Rate</b>   |
| <b>Windstream</b>   | <b>\$0.003</b>  |

<sup>1</sup> **New** – includes each local number portability request and each new directory assistance request.

<sup>2</sup> **Change** - includes any rearrangement or change to an existing service, supplemental requests, or existing directory assistance.

<sup>3</sup> **Disconnect** – disconnection of a Windstream service or of a Windstream or INdigital directory assistance.

<sup>4</sup> **Expedite** - applies if INdigital requests service prior to the standard due date intervals and the expedite request can be met by Windstream.

<sup>5</sup> **Manual** – applies to orders sent via facsimile, electronic mail or US Postal Service when Windstream Express is available.

