

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Application of)	
Windstream Missouri, Inc. for Approval)	
Of an Interconnection Agreement With)	
Big River Telephone Company, LLC)	Case No.
)	

**APPLICATION OF WINDSTREAM MISSOURI, INC.
FOR APPROVAL OF AN INTERCONNECTION AGREEMENT
WITH BIG RIVER TELEPHONE COMPANY, LLC**

COMES NOW Windstream Missouri, Inc. (“Windstream” or “Applicant”), pursuant to Missouri Public Service Commission ("Commission") Rule 4 CSR 240-3.513(1), and hereby applies for approval by the Commission of the accompanying Interconnection Agreement (“Agreement”) voluntarily entered into by Applicant and Big River Telephone Company, LLC (“Big River”) pursuant to the Federal Telecommunications Act of 1996 (the "Act") under 47 U.S.C. § 252(e).

1. Windstream Missouri, Inc. is a Missouri corporation duly authorized to conduct business in Missouri, as evidenced by the Certificate of Amendment filed on June 21, 2006 in Case No. IN-2006-0481, and incorporated herein by reference pursuant to Commission Rule 4 CSR 240-2.060(1)(G). Windstream’s principal office is located at 4001 Rodney Parham Road, Little Rock, Arkansas 72212. Windstream is a “local exchange telecommunications company” and a “public utility,” and is duly authorized to provide “telecommunications service” within the State of Missouri as each of those phrases is defined in Section 386.020, RSMo 2000.

2. Big River holds authority from the Commission to operate as a competitive local exchange carrier in Missouri and provides or will provide telecommunications services employing such authorization.

3. All correspondence, communications, and orders and decisions of the Commission issued in this matter should be sent to:

Carol Keith
VP – Law, Wholesale/Carrier
Windstream Missouri
4001 N. Rodney Parham
Little Rock, AR 72212
Telephone: (847) 201-1743
Facsimile: (330) 486-3561
E-mail: Carol.Keith@windstream.com

4. Applicant has no pending action or final unsatisfied judgments or decisions against it from any state or federal agency or court which involve customer service or rates, which action, judgment or decision has occurred within three (3) years of the date of the Application. No Missouri annual reports or assessment fees are overdue.

In support of this Application, Applicant states the following:

I. AGREEMENT REACHED

Applicant presents to this Commission for approval the attached Agreement between Windstream and Big River that was negotiated and executed pursuant to the terms of the Act. Following good faith negotiations to address all of the complex issues involved in such an agreement, the parties signed the Agreement July 30, 2015, and hereby file the Agreement with all pages sequentially numbered. There are no outstanding issues between the parties to the Agreement that need the assistance of mediation or arbitration.

II. REQUEST FOR APPROVAL

Applicant seeks the Commission's approval of the Agreement, consistent with the provisions of the Act. Applicant believes that the implementation of this Agreement complies fully with Section 252(e) of the Act because the Agreement is consistent with the public interest, convenience and necessity, and does not discriminate against any telecommunications carrier. The Agreement promotes interconnectivity and diversity in providers, and will increase customer choices for telecommunications services.

Applicant respectfully requests that the Commission grant approval of this Agreement, without change, suspension or other delay in its implementation. This is an Agreement, reached as a result of negotiation and compromise between the Applicant and Big River.

III. STANDARD FOR REVIEW

The statutory standards of review are set forth in Section 252(e) of the Act, which provides:

(e) APPROVAL BY STATE COMMISSION

- (1) APPROVAL REQUIRED.** – Any interconnection agreement adopted by negotiation or arbitration shall be submitted for approval to the State commission. A State commission to which an agreement is submitted shall approve or reject the agreement, with written findings as to any deficiencies.
- (2) GROUNDS FOR REJECTION.** – The State Commission may only reject –
 - (A)**an agreement (or any portion thereof) adopted by negotiation under subsection (a) if it finds that –
 - (i)** the agreement (or portion thereof) discriminates against a telecommunications carrier not a party to the agreement; or
 - (ii)** the implementation of such agreement or portion is not consistent with the public interest, convenience, and necessity;

WHEREFORE, Windstream respectfully requests the Commission to enter an Order approving the attached agreement between Windstream and Big River.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Carol Keith", written over a horizontal line.


Carol Keith MBN 45065
VP – Law, Wholesale/Carrier
Windstream Missouri
4001 N. Rodney Parham
Little Rock, AR 72212
Telephone: (847) 201-1743
Facsimile: (330) 486-3561
E-mail: Carol.Keith@windstream.com

Attorney for Windstream Missouri, Inc.

VERIFICATION

[illegible]

I, S. Lynn Hughes, Director – Carrier Interconnect for Windstream Missouri, Inc., hereby verify and affirm that I have read the foregoing Application, and that the statements contained therein are true and correct to the best of my information and belief.


S. Lynn Hughes

Subscribed and sworn to before me on this 3rd day of August, 2015.

Nicole Winters
Notary Public

My Appointment Expires:

April 8, 2021




CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been hand-delivered, transmitted by e-mail or mailed, First Class, postage prepaid, this 3rd day of August, 2015 to:

Office of the Public Counsel
200 Madison Street
Jefferson City, MO 65101

Kevin Thompson, Chief Staff Counsel
Missouri Public Service Commission
200 Madison Street
Jefferson City, MO 65101

Gerard J. Howe
Chief Executive Officer
Big River
24 S. Minnesota
Cape Girardeau, MO 63701


Carol Keith

INTERCONNECTION AGREEMENT

BETWEEN

WINDSTREAM MISSOURI, INC.

&

BIG RIVER TELEPHONE COMPANY, LLC

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GENERAL TERMS AND CONDITIONS

This Agreement ("Agreement") is between Big River Telephone Company, LLC ("Big River") a Delaware limited liability company, having an office at 24 S. Minnesota, Cape Girardeau, MO 63701 and Windstream Missouri, Inc. ("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 Missouri.

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 Big River. 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 Big River 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, Big River agrees to provide Windstream in writing Big River'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 Big River to perform any material terms of this Agreement, Big River 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. 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, except in cases in which this Agreement has been terminated for Default pursuant to Section 4.6 or has been terminated for any reason not prohibited by law pursuant to Section 4.5.
- 4.3 If, within one hundred and thirty-five (135) days of commencing the negotiation referred to in Section 4.2 above, the Parties are unable to negotiate new terms, conditions and prices for a Subsequent Agreement, either Party may petition the applicable state Commission to establish appropriate terms, conditions and prices for the Subsequent Agreement pursuant to 47 U.S.C. 252. Should the Commission decline jurisdiction, either Party may petition the FCC under the Act or resort to a commercial provider of arbitration services.
- 4.4 If either Party has requested negotiations, and the Parties have not executed a subsequent agreement or filed arbitration at the applicable state commission, then this Agreement will terminate upon the date the arbitration window closes (the 160th day). Big River will execute Windstream's then current standard interconnection agreement with an effective date of the next day following the close of the arbitration window. Failure by Big River to execute Windstream's then current standard interconnection agreement will result in termination of all services provided by Windstream to Big River.
- 4.5 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) 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) after receipt of the Default Notice thereof. Default is defined as:
 - 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 default remains uncured for sixty (60) days from receipt of such notice, 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) days from receipt of such notice.
 - 4.6.4 Illegal use or taking of facilities is considered a material breach of this Agreement and termination of the Agreement will occur.

In addition, this Agreement shall be null and void if Big River has not placed an order for a service or facility or terminated traffic hereunder by one (1) year following Effective Date. If Big River has not placed an order for a service, a facility, or terminated traffic within one (1) year, Windstream shall provide Big River with notice of Windstream's intent to terminate the Agreement. Big River shall have thirty (30) calendar days to indicate in writing to Windstream that Big River intends to place orders or terminate traffic within thirty (30) calendar days. If Big River cannot meet this timeframe for placing orders or terminating traffic, the Agreement will be terminated. If Big River 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 Any assignment by either Party to any non-affiliated entity of any right, obligation or duty, or of any other interest hereunder, in whole or in part, without the prior written consent of the other Party shall be void. A Party may assign this Agreement in its entirety to an Affiliate of the Party without the consent of the other Party; provided, however, that the assigning Party shall notify the other Party in writing of such assignment thirty (30) days prior to the Effective Date thereof and, provided further, if the assignee is an assignee of Big River, the assignee must provide evidence of Commission CLEC certification. The Parties shall amend this Agreement to reflect such assignments and shall work cooperatively to implement any changes required due to such assignment. All obligations and duties of any Party under this Agreement shall be binding on all successors in interest and assigns of such Party. No assignment or delegation hereof shall relieve the assignor of its obligations under this Agreement in the event that the assignee fails to perform such obligations. Notwithstanding anything to the contrary in this Section, Big River shall not assign this Agreement to any Affiliate or non-affiliated entity unless either (1) Big River pays all bills, past due and current, under this Agreement, or (2) Big River's assignee expressly assumes liability for payment of such bills.
- 5.2 As a minimum condition of any assignment or transfer of this Agreement (or any rights hereunder) that is permitted under or consented to by Windstream pursuant to this Section 5, Big River agrees that any change, modification or other activity required for Windstream to accommodate or recognize the successor to or assignee of Big River shall be a CLEC Change. Windstream shall have no obligation to proceed with such activities nor shall any otherwise acceptable assignment or transfer be effective against Windstream until the Parties agree upon the charges that apply to such CLEC Change.
- 5.3 In the event that Big River 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/AECN, 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"), Big River shall submit written notice to Windstream within thirty (30) days of the first action taken to implement such CLEC Change. Within thirty (30) days following receipt of that notice, the Parties shall negotiate rates to compensate Windstream for the expenses to be incurred by Windstream to make the CLEC Change to the applicable Windstream databases, systems, records and/or recording announcement(s) for Big River branded/repair calls. In addition, Big River shall compensate Windstream for any service order charges and/or service request charges, as specified in Appendix B, associated with such CLEC Change. Windstream's Agreement to implement a CLEC Change is conditioned upon Big River's Agreement to pay all reasonable charges billed to Big River for 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. If the Recipient wishes to disclose the Discloser's Confidential Information to a third-party agent or consultant, such disclosure must be agreed to in writing by the Discloser, and 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 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 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 and held harmless by the other 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 his 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) unless 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 Windstream makes no warranties, express or implied, concerning Big River's (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 Big River's interconnection with Windstream's network use or receipt of Windstream 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 relevant Indemnitee, as appropriate, 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 relevant 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 relevant Indemnities. The Indemnifying Party will consult with the relevant Indemnitee prior to any compromise or settlement that would affect the Intellectual Property Rights or other rights of any Indemnitee, and the relevant Indemnitee will have the right to refuse such compromise or settlement and, at such 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 relevant 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 relevant 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 Indemnitee's expense. In the event the Indemnifying Party does not accept the defense of any indemnified Claim as provided above, the relevant 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 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 Windstream, at its discretion may require Big River to provide Windstream a security deposit to ensure payment of Big River's account. The security deposit must be an amount equal to three (3)

months anticipated charges (including, but not limited to, recurring, non-recurring, termination charges and advance payments), as reasonably determined by Windstream, for the interconnection, resale services, network elements, collocation or any other functions, facilities, products or services to be furnished by Windstream under this Agreement.

- 8.1.1 Such security deposit shall be a cash deposit or other form of security acceptable to Windstream. 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.
- 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 Big River 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 sole judgment, circumstances so warrant and/or gross monthly billing has increased beyond the level initially used to determine the security deposit.
- 8.1.5 In the event that Big River is in breach of this Agreement, service to Big River 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 Big River 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 Big River 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 Big River owes Windstream undisputed charges under this Agreement that are more than thirty (30) calendar days past due; or
 - 8.2.2 Big River 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, Big River 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 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.

- 8.5 If the 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 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.
- 8.7 Collection from End Users. Big River may not deduct from the amounts it owes to Windstream on its Windstream invoice any amounts that it cannot collect from its end users, including any billing adjustments or credits that Big River grants end users, and including any amounts that are uncollectible as a result of fraudulent usage or practices by end users.

9.0 Dispute Resolution

9.1 Notice of Disputes

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"). A billing dispute 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 fields populated by the disputing Party or the form will be rejected by the billing Party.

9.1.1 Billing Disputes

A billing dispute ("Billing Dispute") is limited to charges contained within one invoice and one invoice only. The disputing Party must submit a billing dispute to the billing Party on the Billing Dispute Form contained in Appendix A by the due date on the disputed bill. The disputing Party will not combine multiple invoices into one Billing Dispute without the prior written consent by the billing Party. The Billing Dispute Form must be complete, with all 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. 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 disputing Party may escalate the dispute as outlined in section 9.1.1.1. If escalation of the billing dispute does not occur within the thirty (30) 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 the billing dispute will be closed and resolved in favor of the billing Party.

- 9.1.1.1 Resolution of the billing 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 billing dispute is not resolved within

thirty (30) calendar days from receipt of the Billing Dispute Form, the following resolution procedure may be implemented at the request of the disputing Party:

- 9.1.1.1.1 If the billing dispute is not resolved within thirty (30) calendar days of receipt of the Billing Dispute Form, the billing dispute may be escalated by the disputing Party to the second level of management for each of the respective Parties for resolution. If the billing dispute is not resolved within sixty (60) calendar days of receipt of the Billing Dispute Form, the billing dispute may be escalated by the disputing Party to the third level of management for each of the respective Parties for resolution. If escalation by the disputing Party to the next level of management does not occur within sixty (60) calendar days of the receipt of the Billing Dispute Form, the disputing Party must remit payment for the disputed charge, including late payment charges, to the billing Party by the next bill date and the billing dispute will be closed and resolved in favor of the billing Party.
- 9.1.1.1.2 If the billing dispute is not resolved within ninety (90) calendar days of the receipt of the Billing Dispute Form, the billing dispute may be escalated by the disputing Party to the fourth level of management for each of the respective Parties for resolution. If escalation by the disputing Party to the next level of management does not occur within ninety (90) calendar days of the receipt of the Billing Dispute Form, the disputing Party must remit payment for the disputed charge, including late payment charges, to the billing Party by the next bill date and the billing dispute will be closed and resolved in favor of the billing Party.
- 9.1.1.1.3 Each Party will provide to the other Party an escalation list for resolving a billing dispute. The escalation list will contain the name, title, phone number, fax number and email address for each escalation point identified in this section 9.1.1.1. A Party's failure to pay all undisputed amounts by the due date listed on the bill is a material breach of this Agreement.
- 9.1.1.1.4 If the billing dispute is not resolved within one hundred twenty (120) days of receipt of the Billing Dispute Form the Formal Dispute Resolution process, outlined in section 9.4, may be invoked. To invoke Formal Dispute Resolution per section 9.4, for a billing dispute, the disputing Party must escalate the dispute through the fourth level escalation as defined in section 9.1.1.1 through 9.1.1.3. The Formal Dispute Resolution process must be invoked within thirty (30) days after the fourth level of escalation is completed. Failure of the disputing Party to invoke section 9.4 Formal Dispute Resolution, will result in the billing dispute being closed and resolved in favor of the billing Party.
- 9.1.1.2 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 billing 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. Accordingly, if the disputing Party disputes charges and the billing 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.

9.1.1.3 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 9.1.1. Party's failure to pay all undisputed amounts by the due date listed on the bill, is a material breach of this agreement.

9.1.1.4 Once the billing dispute has been processed in accordance with this subsection 9.1.1, the disputing Party will make immediate payment on any of the disputed amount owed to the billing Party, or the billing Party shall have the right to pursue normal treatment procedures. Any credits due to the disputing Party resulting from the Dispute process will be applied to the disputing Party's account by the billing Party immediately upon resolution of the dispute.

9.1.1.5 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, and neither Party shall receive credit for charges incorrectly billed to the other Party for more than twelve (12) months, or from the date of in-service of said billed services if the in-service date is less than twelve (12) months.

9.1.2 **All Other Disputes**

All other disputes (*i.e.*, contractual disputes) shall be valid only if reasonable within the scope of this Agreement, and within the most recent twelve (12) month period or from the date of in-service of said services if the in-service date is less than twelve (12) months.

9.2 **Alternative to Litigation**

9.2.1 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 PUC 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.

9.2.2 Each Party agrees to promptly notify the other Party in writing of a dispute pursuant to §9.1 above and may in the Dispute Notice invoke the Informal Dispute Resolution process described in §9.3.

9.3 **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 one hundred twenty (120) days after the date of the Billing Dispute Notice, provided the Party invoking the formal dispute resolution process has in good faith negotiated, or attempted to negotiate, with the other Party.

9.4 Formal Dispute Resolution

9.4.1 The Parties agree that an unresolved Billing Dispute arising under this Agreement may be submitted to PUC for resolution in accordance with the PUC dispute resolution process only after the Parties have complied with section 9.1.1 above, and the outcome of such process will be binding on the Parties, subject to any right to appeal a decision reached by the PUC under applicable law. Furthermore, for All Other Disputes, subject to section 9.1.2 above, the Parties agree that All Other Disputes arising under this Agreement may be submitted to PUC for resolution in accordance with the PUC 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 PUC under applicable law.

9.4.2 If the PUC 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

9.4.3 Each Party shall bear its own costs of these procedures unless the Missouri Public Service Commission or other presiding authority, if any, rules otherwise. A Party seeking discovery shall reimburse the responding Party for the costs of production of documents (including search time and reproduction costs).

9.5 Conflicts

9.5.1 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 PUC.

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 registered mail return receipt requested. Notice may also be affected by personal delivery or by overnight courier. All notices will be effective upon receipt, and should be directed to the following:

If to Big River:

Andrew Schwantner
12444 Powerscourt Dr.
Des Peres, MO 63131
Phone: 314-225-2205
Fax: 314-225-2235
Email: aschwantner@bigrivertelephone.com

Copy to:

If to Windstream:

Windstream
Attn: Staff Manager – Interconnection Services
4001 Rodney Parham Road
Mailstop: 1170 B1F2-12A
Little Rock, Arkansas 72212

Copy to:

Windstream
Attn: Legal Department
4001 Rodney Parham Road
Mailstop: 1170 B1F3-53A
Little Rock, Arkansas 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. 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, if any Tax is imposed by applicable law on the End User in connection with any such purchase, then (i) the purchasing Party shall be required to impose and/or collect such Tax from the End User and (ii) the purchasing Party shall remit such Tax to the applicable taxing authority. 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 collect 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
Mailstop: 1170 B1F03-70A
Little Rock, AR 72212

Copy to:

Windstream
Attn: Staff Manager - Interconnection Services
4001 Rodney Parham Road
Mailstop: 1170 B1F2-12A
Little Rock, AR 72212

To Big River:

Jennifer Rinesmith
24 S Minnesota
Cape Girardeau, MO 63703
Phone: 537-388-3722
Fax: 573-651-3605

Email: jrinesmith@bigrivertelephone.com

- 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 Big River:

Contact Number: 800-455-1201
Fax: 573-651-3605

- 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 Big River with access to Customer Proprietary Network Information ("CPNI") for Windstream End Users upon Big River affirmation that Big River has obtained a Letter of Agency (LOA) for Windstream's Customer of record. . Big River 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 Big River 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.
- 17.4.3 CPNI requests will be processed and responded to by each Party in parity. Big River will provide the same CPNI to Windstream that Windstream provides Big River.
- 17.5 Windstream will only accept an LOA for a Windstream Customer of record. Big River 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. The Parties recognize that Windstream is a 2 % Rural Telephone Company and is entitled to all rights afforded 2% Rural Telephone Companies under the Act including, but not limited to, exemptions, suspensions, and modifications under 47 USC § 251(f). This Agreement does not affect, and Windstream does not waive, any rights including, but not limited to, the rights 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 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 provided. 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. Each Party's execution may be provided to the other Party by mail, email, facsimile, overnight delivery or other method as agreed upon by the Parties.

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, Big River shall assume sole responsibility in making such filings or notices. All costs associated with the aforementioned filing(s) or notice(s) shall borne by Big River. Notwithstanding the foregoing, this Agreement shall not be submitted for approval by the appropriate state regulatory agency unless and until such time as Big River is duly certified as a local exchange carrier in such state, except as otherwise required by a Commission.

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. Such audit will take place at a time and place agreed on by the Parties no later than sixty (60) 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 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 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 Big River 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 Big River to notify Windstream 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 from or otherwise generated in connection with its or its contractors' or agents' activities at the Work Locations. Subject to the limitations on liability 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 so comply or ii) any activity, duty or status of it or its contractors or agents that triggers any legal obligation to investigate or remediate environmental contamination.

39.0 Responsibility for Environmental Contamination

- 39.1 Big River will in no event be liable to Windstream for any costs whatsoever resulting from the presence or release of any Environmental Hazard that Big River did not introduce to the affected work location. Windstream will indemnify, defend (at Big River's request) and hold harmless Big River, 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 Big River for any costs whatsoever resulting from the presence or release of any Environmental Hazard that Windstream did not introduce to the affected work location. Big River 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 Big River, its contractors or agents introduce to the Work Locations or ii) the presence or release of any Environmental Hazard for which Big River 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 either Party performs through subcontractors, and each Party will be solely responsible for payments due the Party's subcontractors. 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 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 Missouri, without regard to its conflicts of laws principles, shall govern. The Parties submit to personal jurisdiction in Missouri.

45.0 Other Obligations of Big River

- 45.1 To establish service and provide efficient and consolidated billing to Big River, Big River is required to provide a CLEC Profile, which includes its authorized and nationally recognized Operating Company Number ("OCN"), to establish Big River's billing account. Big River will be provided with a billing account number ("BAN") for each CLEC Profile submitted. Big River will pay Windstream \$380.00 for the establishment of each billing account number ("BAN").
- 45.2 Big River 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 and billing disputes for resale services. If Windstream Express is not available, Big River 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 Big River chooses to submit orders, requests for maintenance and repair of services and resale billing disputes manually, when Windstream's electronic operations support system access platform (Windstream Express) is available, Big River will pay a manual order charge as reflected in the applicable Windstream tariff.
- 45.3 Big River 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), listed in Appendix B, will be applied to each service order issued by Windstream 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) provide the numbers described in §15.2.1; 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 anytime 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.

Attachment 4: Network Interconnection Architecture
Attachment 6: Unbundled Network Elements
Attachment 12: Compensation
Attachment 13: Numbering
Attachment 14: Number Portability
Attachment 18: Performance Measures
Attachment 19: Bona Fide Request (BFR) Process
Attachment 20: Definitions
Attachment 21: Acronyms
Appendix A: Billing Dispute Form
Appendix B: Price List

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed as of this ____ day of _____, 2015.

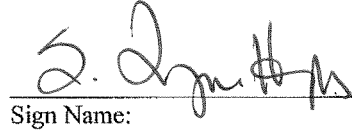
Big River Telephone Company, LLC

Windstream Missouri, Inc.

Gerard J. Howe
Print Name

S. Lynn Hughes
Print Name

 7/29/2015
Sign Name: Date

 7.30.15
Sign Name: Date

CEO
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. Network Interconnection will be provided by the Parties at any technically feasible point(s) within Windstream's interconnected network within a LATA. At a minimum, Big River must establish a point of interconnection at each tandem within the LATA that the Windstream end offices subtend as identified in LERG. It is Big River'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. 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. Big River must establish a point of interconnection at each Windstream tandem within the LATA for traffic destined for end offices that subtend that tandem as identified in LERG. 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 the direct 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 is required at 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
 - d) IP at Midspan Meet – The Parties each agree to provide fiber or metallic transmission facilities to a technically feasible and mutually agreed upon common meet point or IP at a location within the exchange boundary(ies) of the Windstream interconnected network pertaining to the LATA where Big River and Windstream exchange Local Traffic. A midspan meet IP can only be used for the exchange of Local Traffic within the LATA

where the midspan meet IP is located. Each Party will be responsible for providing compatible terminating equipment with the other Party's terminating equipment on its side of the IP. Each Party, at its own expense, shall procure, install and maintain the equipment and transmission facilities on its side of the IP. In addition, each Party shall be responsible, at its own expense, for providing its own transport facilities to the IP at the midspan meet location.

2.1.2 Lease arrangements will be governed by the applicable Windstream interstate, intrastate or local, special access or private line tariffs under which Big River orders service.

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 Big River, Big River agrees to pay Windstream reasonable charges for such modifications. If Big River uses a third party network Carrier to reach the IP, Big River 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 Big River and Windstream.

2.2.2 Traffic Volume – Where traffic exceeds or is forecasted to exceed a single DS1 of traffic per month, then the Parties shall install and retain direct end office facilities sufficient to handle such traffic volumes. The Parties 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 have 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. Indirect Interconnection provides for network interconnection between the Parties through a third party tandem provider performing a transit function. Under this arrangement, Big River may choose to connect indirectly to Windstream's network provided the Windstream end office/s subtend the third party tandem as identified in LERG. In such an arrangement, both Parties will route local and EAS Traffic via the third party that performs a transit function on their behalf.

2.3.1 Where traffic exchanged via an indirect arrangement exceeds or is forecasted to exceed a single DS1 of traffic per month to a specific Windstream end office, then the Parties will establish a Direct Interconnection as per Section 2.1, above.

2.4 Transit Traffic. Subject to the terms and provisions of this Agreement, Windstream will provide Transit Traffic Services where Windstream has agreed to provide Transit Traffic Services. The Parties agree that Transit Traffic Services are not a 251 requirement pursuant to federal law and are voluntarily being provided by Windstream to Big River.

2.4.1 The Transit Traffic Services do not include (1) any traffic deemed local only by subscription to Big River's optional local calling plans; (2) any traffic for which transit charges are assessed under a separate agreement between the Parties; (3) 900 or 976 calling; (4) traffic originated by or terminated to an interexchange carrier (IXC); (5) traffic for which Windstream is entitled to collect access charges; and (6) any traffic

where Windstream is the toll provider for the end user originating the call and where Windstream collects toll revenue from such end user.

- 2.4.2 The Parties understand that the arrangements and provision of Service as contemplated by this Agreement may require technical and operational coordination between the Parties. Accordingly, the Parties agree to work cooperatively to implement this Agreement and Big River agrees to provide Windstream with such information as may be necessary to establish and maintain Big River's account and Services under this Agreement.
- 2.4.3 No performance measures or related incentive payments apply to services provided under this Agreement.
- 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 Parameters. Windstream and Big River are required to provide each other the proper signaling information as required by Applicable Law and further clarified by the FCC Order to enable each Party to issue bills in a complete and timely fashion. All CCS signaling parameters will be provided unchanged including CPN, calling party category, ChN (Charge Number) and Originating Line Information Parameter (OLIP) on all calls. All privacy indicators will be honored. The ChN is to be passed unaltered in SS7 signaling fields where it is different than CPN; ChN must not be populated with a number associated with an intermediate switch, platform, or gateway, or other number that designates anything other than a calling party's charge number; and if MF signaling is used by Big River then the ChN must be included in the ANI field if different from the CPN. Where SS7 connections exist, each Party shall pass all CCS signaling parameters, where available, on each call carried over interconnection trunks. If either Party fails to provide valid originating information, such traffic will be billed as Intrastate Switched Access when the calls traverse an interconnection trunk. The Parties will coordinate and exchange data as necessary to determine the cause of the CPN/ChN failure to assist its correction.
- 3.2 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.
- 3.3 The Parties shall jointly develop a grooming plan (the "Joint Grooming Plan") which shall define and detail, inter alia,
 - 3.3.1 disaster recovery provisions and escalations;
 - 3.3.2 direct/high usage trunk engineering guidelines; and
 - 3.3.3 such other matters as the Parties may agree.
- 3.4 If a Party makes a change in its network, which it believes will materially affect the interoperability of its network with the other Party, the Party making the change shall provide thirty (30) days advance written notice of such change to the other Party.

4.0 Interconnection and Trunking Requirements

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

4.1.1 The Parties shall reciprocally terminate Local Traffic, ISP Bound Traffic, IntraLATA Interexchange Traffic, InterLATA Interexchange 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 Interexchange Traffic, InterLATA Interexchange 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 Interexchange Traffic, InterLATA Interexchange 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 Interexchange Traffic, InterLATA Interexchange 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 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, separate trunks connecting Big River's switch to Windstream's E911 routers will be established by Big River. If Big River purchases such services from Windstream, they will be provided at full applicable tariff rates. For all 911/E911 traffic originating from Big River, it is the responsibility of Big River and the appropriate state or local public safety answering agency to negotiate the manner in which 911/E911 traffic from Big River will be processed.

4.2.3 Where Windstream is not the 911 provider, it is the responsibility of Big River to connect to the selective router of the PSAP provider. Windstream is not responsible for the routing of Big River's 911 calls.

- 4.2.4 Big River will not route traffic to Windstream's local end office switches to act as a tandem on Big River's behalf nor will Windstream route traffic to Big River's local end office switches to act as a tandem on Windstream's behalf.
- 4.2.5 This Agreement is applicable only to Windstream's serving areas. Windstream will not be responsible for interconnections or contracts relating to any of Big River'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 others 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/Serviceing 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 Big River. Big River 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) 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 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 Big River 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: INTENTIONALLY LEFT BLANK

ATTACHMENT 6: UNBUNDLED NETWORK ELEMENTS (UNEs)

1.0 Introduction

- 1.1 This Attachment sets forth rates, terms and conditions for Network Elements, subject to facility availability and technical feasibility, that Windstream agrees to offer to Big River in accordance with its obligations under Section 251(c)(3) of the Act. The rates for each Network Element are as set forth in this Attachment Exhibit A: UNE Price List.
 - 1.1.1 UNEs shall only be obtained for the provision of Telecommunications Services, which do not include telecommunications utilized by Big River for its own administrative use.
 - 1.1.2 Big River may not access UNEs for the exclusive provision of Mobile Wireless Services or Interexchange Services.
 - 1.1.2 Big River will request Unbundled Network Elements on the Local Service Request (LSR).
 - 1.1.4 Big River is responsible for paying all monthly recurring charges, non-recurring charges, miscellaneous charges and service order charges pursuant to this Unbundled Network Elements attachment and Agreement.
 - 1.1.5 If it is determined by Big River or Windstream that Big River's access to or use of UNEs is inconsistent with Existing Rules, except due to change of law, Big River has thirty (30) Days to convert such UNEs to alternate service arrangements and Big River is subject to back billing for the difference between rates for the UNEs and rates for the Windstream alternate service arrangements. Big River is also responsible for all non-recurring charges associated with such conversions.
- 1.2 Windstream's sole obligation is to provide and maintain Unbundled Network Elements in accordance with such specifications herein. Windstream DOES NOT WARRANT THAT UNBUNDLED NETWORK ELEMENTS ARE COMPATIBLE WITH ANY SPECIFIC FACILITIES OR EQUIPMENT OR CAN BE USED FOR ANY PARTICULAR PURPOSE OR SERVICE. Transmission characteristics may vary depending on the length of the unbundled local loop and may vary due to characteristics inherent in the physical network. Unbundled Local Loop specifications described in this Agreement apply only to the local loop as defined herein. Windstream, in order to properly maintain and modernize the network, may make necessary modifications and changes to the Network Elements in its network on an as needed basis. Such changes may result in minor changes to transmission parameters.
- 1.3 Unbundled Network Elements may not be used to provide any service that would degrade or otherwise adversely affect Windstream's network services, e.g., introduce harmful voltages or electrical currents in excess of standards used in common industry practice. Windstream will determine the medium over which the Unbundled Local Loop is provisioned to meet the appropriate technical parameters, except that, if Big River requires a specific type of Unbundled Local Loop to meet the technical requirements of a proposed service, Windstream will consider the request on a case-by-case basis.
- 1.4 It is Big River's responsibility to provision and provide E911 Services to its End Users that are provisioned utilizing Windstream's Unbundled Network Elements.
- 1.5 Unbundled Network Elements are only available to Big River for use in its provisioning of local exchange service to its End Users.

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- 1.6 Access to the facility or functionality of a network element will be provided separately from access to other elements, and for a separate charge.
- 1.7 Windstream retains duty to maintain, repair, or replace the element.
- 1.8 Each Party is solely responsible for the services it provides to its End Users and to other Telecommunications Carriers.
- 1.9 Network elements provided to Big River under the provisions of this Attachment will remain the property of Windstream.
- 1.10 Installation intervals for Unbundled Network Elements are contained on Windstream's website.
- 1.11 Maintenance and repair is described herein. The repair center contact telephone numbers are provided on Windstream's web site.
- 1.12 In order to maintain and modernize the network properly, Windstream may make necessary modifications and changes to the UNEs in its network on an as needed basis. Such changes may result in minor changes to transmission parameters. Network maintenance and modernization activities will result in UNE transmission parameters that are within transmission limits of the UNE ordered by Big River. Windstream shall provide advance notice of changes that affect network Interoperability pursuant to applicable FCC rules. Changes that affect network Interoperability include changes to local dialing from seven (7) to ten (10) digit, area code splits, and new area code implementation. FCC rules are contained in C.F.R. Parts 51 and 52. Windstream provides such disclosures on an Internet web site.
- 1.13 Recurring and nonrecurring charges apply for Unbundled Network Elements, as provided under Exhibit A.
- 1.14 Miscellaneous Charges apply for miscellaneous services listed below in this Section, if such miscellaneous services are available with Unbundled Network Elements. Miscellaneous services are provided at Big River's request or are provided based on Big River's actions that result in miscellaneous services being provided by Windstream. Miscellaneous Charges are in addition to recurring and nonrecurring charges that apply under this Agreement. When more than one miscellaneous service is requested for the same Unbundled Network Element(s), Miscellaneous Charges for each miscellaneous service apply. Basic rates apply for miscellaneous services provided during Windstream's regular business hours, 8 a.m. to 5 p.m., local time, Monday through Friday, excluding holidays; overtime Miscellaneous Charges apply for such services provided between 5 p.m. and 8 a.m., local time, Monday through Friday, or any time Saturday, excluding holidays; and premium Miscellaneous Charges apply for such services provided any time on Sundays or holidays.
- a) Additional engineering – engineering work including: 1) additional technical information after Windstream has already provided the technical information normally on the design layout record; 2) customized service; or 3) review of Windstream outside plant records. Basic or overtime rates apply.
 - b) Additional labor – installation – installation work scheduled to be performed outside of Windstream's regular business hours. Overtime or premium rates apply.
 - c) Additional labor - other - work not included in "additional labor – installation" above that involves labor only, including testing and maintenance that are not part of initially requested installation or maintenance, or, for example, for Optional Testing when Big River reports trouble and provides no test results and authorizes Windstream to perform tests on Big River's behalf. Basic, overtime, or premium rates apply.
 - d) Additional cooperative acceptance testing – performing specific tests requested by Big River. Windstream's participation in such testing is subject to the availability of necessary qualified Windstream personnel and test equipment at test locations, which normally include the

Windstream Central Office and may include Big River's specified location. Tests include, but are not limited to, loop back, attenuation, intermodulation, phase jitter, noise, delay, echo, and frequency shift tests. Basic, overtime, or premium rates apply.

- e) Non-scheduled testing - performing specific tests requested by Big River as described above under "cooperative testing" or "manual testing" on a non-scheduled basis. Tests include, but are not limited to, loss, noise, slope, delay, and echo. Such tests are performed as the result of a repair request and are in addition to tests required to isolate and repair trouble. Basic, overtime, or premium rates apply.
- f) Cancellation – cancellation of a pending order for the installation of services at any time prior to notification by Windstream that service is available for use. The cancellation date is the date Windstream receives notice from Big River that the order is cancelled. If Big River or Big River's End User Customer is unable to accept service within thirty (30) Days after the original Due Date, the order will be cancelled by Windstream. Prices for this miscellaneous service are market-based, using Windstream's Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change. Additional information concerning the application of prices for cancellations can be found in Windstream's Tariff FCC No. 3.
- g) Design change – information provided by Big River or a request from Big River that results in an engineering review and/or a design change to service on a pending service order, per order, per occurrence. Design changes include, but are not limited to: 1) changes to the address on a pending service order when the new address is in the same Windstream Wire Center as the original address; or 2) conversions from an Unbundled Network Element to a private line/Special Access circuit. In addition to a design change Miscellaneous Charge, an address change may result in the application of an expedite Miscellaneous Charge in order to retain the original Due Date. Prices for this miscellaneous service are market-based, using Windstream's Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.
- h) Dispatch – 1) information provided by Big River, or a request from Big River, in relation to installation of services, resulting in dispatch of a Windstream technician(s) when dispatch is not required for Windstream to complete its installation work; 2) information provided by Big River resulting in dispatch, or a request from Big River for dispatch, of a Windstream technician(s) in relation to a repair request where no trouble is found in Windstream's facilities; and 3) a Windstream technician(s) is dispatched and Big River or Big River's End User Customer is not available or ready. Prices for this miscellaneous service are market-based, using Windstream's Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.
- i) Expedite – a Due Date that reflects a shorter service interval than is available in Windstream's Service Interval Guide; or that is a request for an earlier Due Date than has been established on a pending order; or that is required to meet a Due Date on a pending order due to design or other changes submitted by Big River. Windstream will accommodate Big River's request for an expedited installation if it can do so without delaying Due Dates or orders of other CLECs or End User Customers. Charges for expedited installations are in addition to nonrecurring charges for the service ordered. Prices for this miscellaneous service are market-based, using Windstream's Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.
- j) Maintenance of Service/Trouble Isolation – work performed by Windstream when Big River reports trouble to Windstream and no trouble is found in Windstream's facilities. Big River is responsible for payment of charges when the trouble is in equipment or systems provided by a party(ies) other than Windstream. Additionally, when Big River reports trouble within a quantity of services and circuits, but fails to identify the specific service and circuit experiencing trouble, charges apply for the time spent by Windstream to isolate the trouble. A call-out of Windstream technician at a time not consecutive with that technician's scheduled work period is subject to a minimum charge of four (4) hours. Failure of Windstream personnel to find trouble in Windstream facilities will result in no charge if the trouble is subsequently found in those facilities. Charges apply per Windstream technician, from the time of dispatch until the work is complete. Trouble Isolation Charges (TIC) apply for trouble isolation work on POTS and Maintenance of Service charges apply for trouble

isolation work on other services. Dispatch Miscellaneous Charges may apply in addition to Maintenance of Service charges or TIC. Basic, overtime, or premium rates apply. Prices for this miscellaneous service are market-based, using Windstream's Tariffed, cataloged, price listed, or other similarly documented prices, and are subject to change.

- 1.15 Expedite requests for designed Unbundled Network Elements are allowed. Expedites are requests for intervals that are shorter than the interval defined in Windstream's website or Individual Case Basis (ICB) Due Dates.

- 1.15.1 Big River will request an expedite for designed Unbundled Network Elements, including an expedited Due Date, on the Local Service Request (LSR).

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3.0 Network Interface Device (NID)

- 3.1 The Windstream NID is defined as any means of Interconnection of Customer on-premises wiring and Windstream's distribution plant, such as a cross connect device used for that purpose. Specifically, the NID is a single line termination device or that portion of a multiple line termination device required to terminate a single line or circuit at a premises. If Big River seeks to access a NID, it may do so only pursuant to Section 3. If Big River seeks to access a NID, it may only do so pursuant to this Section 3. Windstream shall permit Big River to connect its own Loop facilities to on-premises wiring through Windstream's NID, or at any other Technically Feasible point. The NID carries with it all features, functions and capabilities of the facilities used to connect the Loop distribution plant to the End User Customer's premises wiring, including access to the Cross Connection field, regardless of the particular design of the NID mechanism. Although the NID provides the connection to the End User Customer's premises wiring, it may not represent the Demarcation Point where Windstream ownership or control of the intra-premises wiring ends. The NID contains a protective ground connection that protects the End User Customer's on-premises wiring against lightning and other high voltage surges and is capable of terminating media such as twisted pair cable. The NID is offered in the following varieties:

- 3.1.1 Simple NID - The modular NID is divided into two (2) components, one containing the over-voltage unit (protector) and the other containing the End User Customer's on-premises inside wiring termination, and a modular plug which connects the inside wire to the distribution plant or dial tone source. The non-modular NID is a protector block with the inside wire terminated directly on the distribution facilities.
 - 3.1.2 Simple Multi-Tenant (MTE) NID - The MTE NID is divided into two (2) functional components: one containing the over-voltage unit (protector) and the other containing the terminations of the on-premises inside wiring. Such devices contain the protectors for, and may be located externally or internally to the premises served.
 - 3.1.3 Smart NID – Windstream does not currently deploy “smart” NIDs, and prior to Carrier’s use of any “smart” NID Windstream may deploy in the future, the Parties must first agree to a price. To the extent Windstream deploys “smart” devices in the future, in general meaning a terminating device that permits the service provider to isolate the Loop facility from the premises wiring for testing purposes, and such devices have spare functioning capacity not currently used by Windstream or any other provider, Windstream shall provide unbundled access to such devices. Windstream shall also continue to allow Big River, at its option, to use all features and functionality of the Windstream NID including any protection mechanisms, test capabilities, or any other capabilities now existing or as

they may exist in the future regardless of whether or not Big River terminates its own distribution facility on the NID.

3.2 Terms and Conditions

- 3.2.1 Big River may use the existing Windstream NID to terminate its drop if space permits, otherwise a new NID or other Technically Feasible Interconnection point is required. If Big River installs its own NID, Big River may connect its NID to the Windstream NID by placing a cross connect between the two. When Provisioning a NID-to-NID connection, Big River will isolate the Windstream facility in the NID by unplugging the modular unit. If Big River requires that a non-modular unit be replaced with a modular NID, Windstream will perform the replacement for the charge described in Section 3.3.1. If Big River is a facilities-based provider up to and including its NID, the Windstream facility currently in place, including the NID, will remain in place.
- 3.2.1.1 Windstream shall allow Big River to connect its Loops directly to the NID field containing the terminations of the on-premises inside wiring not owned or controlled by Windstream, without restriction. Where Windstream does not own or control the on-premises inside wiring, Big River and the landowner shall determine procedures for such access.
- 3.2.1.2 Windstream shall allow Big River to use all features and functionality of the Windstream NID including any protection mechanisms, test capabilities, or any other capabilities now existing or as they may exist in the future.
- 3.2.1.3 Pursuant to generally acceptable work practices, and provided the inside wire re-termination is required to meet service requirements of either Parties' End User Customer, either Party may remove the inside wire from the NID and connect that wire to that Party's own NID. Future installation of Windstream NIDs will be such that it will not unnecessarily impede access to the End User Customer's wiring.
- 3.2.1.4 Big River may enter the subscriber access chamber or End User Customer side of a dual chamber NID enclosure for the purpose of NID-to-NID connections.
- 3.2.1.5 Upon Big River request, Windstream will make other rearrangements to the inside wire terminations or terminal enclosure. Charges will be assessed per Section 3.3.4. No such charge shall be applicable if Windstream initiates the rearrangement of such terminations. In all such instances, rearrangements shall be performed in a non-discriminatory fashion and timeframe and without an End User Customer's perceivable disruption in service. Windstream will not make any rearrangements of wiring that is provided by another Carrier that relocates the other Carrier's test access point without notifying the affected Carrier promptly after such rearrangement if Big River has properly labeled its cross connect wires.
- 3.2.2 Windstream will retain sole ownership of the Windstream NID and its contents on Windstream's side. Windstream is not required to proactively conduct NID change-outs, on a wide scale basis. At Big River's request, Windstream will change the NID on an individual request basis by Big River and charges will be assessed per Section 3.3.5 except where Section 3.5.1 applies. Windstream is not required to inventory NID locations on behalf of Big River.
- 3.2.3 When Big River accesses a Windstream NID, it shall employ generally accepted best engineering practices and comply with industry standards should such standards exist when it physically connects its NID (or equivalent) to the Windstream NID and makes

Cross Connections necessary to provide service. At MTE NIDs, Big River shall clearly label the cross connect wires it uses to provide service. Windstream shall label its terminals when a technician is dispatched.

- 3.2.4 All services fed through a protector field in a Windstream NID located inside a building will interface on an industry standard termination block and then extend, via a Cross Connection to the End User Customer's in-premises wiring. All services fed through a protector field in a Windstream NID that is attached to a building will interface on industry standard lugs or a binding post type of termination and then extend, via a Cross Connection, to the End User Customer's on-premises wiring.
- 3.2.5 If so requested by Big River, Windstream shall allow Big River to connect its Loops directly to the protector field at Windstream NIDs that have unused protectors and are not used by Windstream or any other Telecommunications Carrier to provide service to the premises. If Big River accesses the Windstream protector field, it shall do so on the distribution side of the protector field only where spare protector capacity exists. In such cases, Big River shall only access a Windstream NID protector field in cable increments appropriate to the NID. If twenty-five (25) or more metallic cable pairs are simultaneously terminated at the MTE NID, additions must be in increments of twenty-five (25) additional metallic pairs. In all cases, Telecommunications cables entering a Windstream NID must be terminated in compliance with FCC 88-57, section 315 of the National Electric Safety Code and section 800.30 of the National Electric Code.

3.3 Rate Elements

Exhibit A provides recurring and nonrecurring rates for access or modifications to an existing NID, and Exhibit A also provides Miscellaneous Charges.

- 3.3.1 If Big River requests the current simple NID be replaced with a different simple NID, pursuant to Section 3.2.1, additional labor – other Miscellaneous Charges will be assessed with Big River paying only for the portion of the change-out that is specific to and for the functionality that supports Big River requirements.
- 3.3.2 Recurring rates apply for unbundled access to the protector field in a Windstream NID, pursuant to Section 3.2.5.
- 3.3.3 When Big River requests that Windstream perform the work to connect its NID to the Windstream NID, the costs associated with Windstream performing such work will be charged to Big River as additional labor – other Miscellaneous Charges.
- 3.3.4 When Windstream makes rearrangements to the inside wire terminations or terminal enclosure pursuant to Section 3.2.1.5, charges will be assessed as additional labor – other Miscellaneous Charges.
- 3.3.5 Big River will be charged for any change-out Windstream performs pursuant to Section 3.2.2. Big River will be billed only for the portion of the change-out that is specific to Big River's request for modified/additional capacity. Charges will be assessed as additional labor – other Miscellaneous Charges.

3.4 Ordering Process

- 3.4.1 Big River may access a MTE NID after determining that the terminal in question is a NID, per the process identified in Section 3. If the terminal is a NID and Big River wishes to access the End User Customer field of the NID, no additional verification is needed by Windstream. Big River shall tag its jumper wire.

3.4.1.1 When Big River seeks to connect to a cross connect field other than to the End User Customer field of the NID, Big River shall submit a LSR for connection to the NID. Windstream shall notify Big River, within ten (10) business days, if the connection is not Technically Feasible. In such cases, Windstream shall inform Big River of the basis for its claim of technical infeasibility and, at the same time, identify all alternative points of connection that Windstream would support. Big River shall have the option of employing the alternative terminal or disputing the claim of technical infeasibility pursuant to the Dispute Resolution provisions of this Agreement. No additional verification is needed by Windstream and Big River shall tag its jumper wire.

3.4.2 Subject to the terms of Section 3.4.1, Big River may perform a NID-to-NID connection, according to Section 3.1.3, and access the End User Customer field of the NID by submitting a LSR. Big River may access the protector field of the NID by submitting a LSR.

3.5 Maintenance and Repair

3.5.1 If Windstream is dispatched to an End User Customer's location on a maintenance issue and finds the NID, facilities and lines have been removed from the protector field or damaged by Big River, Big River will be responsible for all costs associated with returning the NID, facilities and lines back to their original state. This work is billed to Big River as additional labor – other Miscellaneous Charges.

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5.0 Provisioning/Maintenance of Network Elements on an Unbundled Basis

5.1 Subject to the terms herein, Windstream is responsible only for the installation, operation and maintenance of the Network Elements it provides. Windstream is not otherwise responsible for the Telecommunications Services provided by Big River through the use of those elements.

5.2 Where unbundled network elements provided to Big River are dedicated to a single End User, if such elements are for any reason disconnected, they will be made available to Windstream for future provisioning needs, unless such element is disconnected in error. Big River agrees to relinquish control of any such unbundled network element concurrent with the disconnection of Big River's End User's service.

5.3 The elements provided pursuant to this Attachment will be available to Windstream at times mutually agreed upon in order to permit Windstream to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. No credit will be allowed for any interruptions involved during such tests and adjustments.

5.4 Big River's use of any Windstream unbundled network element, or of its own equipment or facilities in conjunction with any Windstream network element, will not materially interfere with or impair service over any facilities of Windstream, or its connecting and concurring carriers involved in its services, cause damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public. Upon reasonable written notice and opportunity to cure, Windstream may discontinue or refuse service if Big River violates this provision, provided that such termination of service will be limited to Big River's use of the element(s) causing the violation.

- 5.5 When a Windstream provided tariffed or resold service is replaced by an Big River facility based service using any Windstream provided unbundled network elements (including service provided exclusively via Windstream provided UNE), both the disconnect order and the new connect order will be issued by Big River. A service order charge on the requested network elements will be assessed. Similarly, when an End User is served by one local service provider using Windstream provided UNE is converted to Big River's service which also uses a Windstream provided UNE, a disconnect order will be issued by Windstream (with an appropriate service order charge being generated to Big River) of the existing UNE and a new connect order will be issued by Big River (with an appropriate service order charge being generated to Big River) of the new UNE.
- 5.6 Big River will connect equipment and facilities that are compatible with the Windstream Network Elements and will use Network Elements in accordance with the applicable regulatory standards and requirements.
- 5.7 Unbundled Network Elements may not be connected to or combined with Windstream access services or other Windstream tariffed service offerings.
- 5.8 Big River is responsible for submitting a Local Service Request ("LSR") to Windstream for installation, disconnection, rearrangement, changes to or record orders for unbundled network elements. The applicable service order charges and UNE charges will apply pursuant to Exhibit A: UNE Price List.

6.0 Maintenance of Elements

- 6.1 The network elements provided by Windstream pursuant to this Attachment will be maintained by Windstream. Big River or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by Windstream, other than by connection or disconnection to any interface means used, except with the written consent of Windstream.
- 6.2 If trouble occurs with unbundled network elements provided by Windstream, Big River will first determine whether the trouble is in Big River's own equipment and/or facilities or those of the End User. If Big River determines the trouble is in Windstream's equipment and/or facilities, Big River will issue a trouble report to Windstream via Windstream Express.
- 6.3 Big River will pay Time and Material charges when Big River reports a suspected failure of a network element and Windstream dispatches personnel to the End User's premises or a Windstream central office and trouble was not caused by Windstream's facilities or equipment. Time and Material charges will include all technicians dispatched, including technicians dispatched to other locations for purposes of testing.
- 6.4 Big River will pay Time and Material charges when Windstream dispatches personnel and the trouble is in equipment or communications systems provided an entity by other than Windstream or in detariffed CPE (Customer Provider Equipment) provided by Windstream, unless covered under a separate maintenance Agreement.
- 6.5 If Big River issues a trouble report allowing Windstream access to the End User's premises and Windstream personnel are dispatched but denied access to the premises, then Time and Material charges will apply for the period of time that Windstream personnel are dispatched. Subsequently, if Windstream personnel are allowed access to the premises, the charges discussed herein will still apply.
- 6.6 Time and Material charges apply on a half-hour basis. If more than one technician is necessary in accordance with Windstream standard practices and is dispatched in conjunction with the same trouble report, the total time for all technicians dispatched will be aggregated prior to the

distribution of time between the "First Half Hour or Fraction Thereof" and "Each Additional Half Hour or Fraction Thereof" rate categories. Basic Time is work-related efforts of Windstream performed during normally scheduled working hours on a normally scheduled workday. Overtime is work-related efforts of Windstream performed on a normally scheduled workday, but outside of normally scheduled working hours. Premium Time is work related efforts of Windstream performed other than on a normally scheduled workday.

- 6.7 If Big River requests or approves a Windstream technician to perform services in excess of or not otherwise contemplated by the nonrecurring charges herein, Big River will pay for any additional work to perform such services, including requests for installation or conversion outside of normally scheduled working hours.

7.0 Performance of Network Elements

- 7.1 Access to Network Elements provided by Windstream to Big River will meet applicable regulatory performance standards and be at least equal in quality and performance as that which Windstream provides to itself. Big River may request, and Windstream will provide, to the extent technically feasible, access to Network Elements that is lesser quality than Windstream provides to itself and such service will be requested pursuant to the Bona Fide Request process.
- 7.2 Nothing in this Attachment will limit either Party's ability to modify its network through the incorporation of new equipment, new software or otherwise. Each Party will provide the other Party written notice of any such upgrades in its network which will materially impact the other Party's service consistent with the timelines established by the FCC in the Second Report and Order, CC Docket 96-98. Big River will be solely responsible, at its own expense, for the overall design of its telecommunications services and for any redesigning or rearrangement of its telecommunications services which may be required because of changes in facilities, operations or procedure of Windstream, minimum network protection criteria, or operating or maintenance characteristics of the facilities.

8.0 Pricing

- 8.1 Exhibit A: UNE Price List is a schedule which reflects the prices at which Windstream agrees to furnish Unbundled Network Elements and associated ancillary items to Big River. Big River agrees to compensate Windstream for unbundled Network elements at the rates contained in this Exhibit.
- 8.2 For any rate element and/or charge contained in or referenced to in this Attachment that are not listed in the pricing, including Bona Fide Requests, the rate for the specific service or function will be as set forth in the applicable Windstream tariff.
- 8.3 Windstream will render a monthly bill for Network Elements provided hereunder. Remittance in full will be due within thirty (30) days of receipt of invoice. Interest will apply on overdue amounts.
- 8.4 Windstream will recover the costs of modifying its outside plant facilities for Big River space requirements. These costs will be recovered via the Bona Fide Request process described herein.
- 8.5 **Recurring Charges**
- 8.5.1 Unless otherwise listed below, where Rates are shown as monthly, a month will be defined as a calendar month. The minimum term for each monthly rated element will be

one (1) month. After the initial month, billing will be on the basis of whole or fractional months used. The minimum service period for elements provided under the Bona Fide Request process might be longer.

- 8.5.2 Where rates will be based on minutes of use, usage will be accumulated at the end office and rounded to the next higher minute. Big River will pay for all usage on such calls including those that are not completed due to busy or don't answer conditions
- 8.5.3 Where rates are based on miles, the mileage will be calculated on the airline distance involved between the locations. To determine the rate to be billed, Windstream will first compute the mileage using the V&H coordinates method, as set forth in the National Exchange Carrier Association, Inc. Tariff F.C.C. No 4. When the calculation results in a fraction of a mile, Windstream will round up to the next whole mile before determining the mileage and applying rates.

8.6 Non-Recurring Charges

- 8.6.1 Big River will pay a non-recurring charge when Big River adds or removes a signaling point code. This charge also applies to point code information provided by Big River allowing other telecommunications providers to use Big River's SS7 signaling network.
- 8.6.2 A service order processing charge (Service Order Charge), listed in Exhibit A: UNE Price List, will be applied to each service order issued by Big River for Windstream to process a request for installation, disconnection, rearrangement, changes to or record orders for unbundled network elements.
- 8.6.3 Big River will pay non-recurring charges in accordance with the applicable Time and Material Charges, as contained in Exhibit A: UNE Price List, when Big River requests a coordinated cut-over.

Exhibit A: UNE Price List

	Monthly Recurring Charges	Nonrecurring Charges	
		Initial	Additional
<u>Network Interface Device (NID)</u>			
Simple NID – 6 lines or less	\$1.36	\$11.46	\$11.46
<u>Service Order Charges</u>			
New Service		\$22.39	\$22.39
Change		\$17.44	\$17.44
Disconnect		\$12.26	\$12.26
Expedite		21.76	\$21.76
Manual Service Order Charges (*In Addition to the applicable service order charge.)		\$8.07*	\$8.07*
<u>Maintenance of Service Charges</u>			
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
<u>Time and Material Charges</u>			
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

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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 Big River 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 Big River as local Resale Services.
- 1.2 Calls originated by Big River 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. ISP Bound Traffic is not included in the compensation of Local Traffic. The terms "originate" and "terminate" refer to the end points of the call, regardless of the classification of the Party's End User.
- 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 ISP Bound Traffic and Local Traffic, shall be terminated to a Party subject to that Party's tariffed access charges.
- 1.5 The Parties agree that all traffic, other than ISP Bound Traffic, Local Traffic and Toll VoIP, 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.

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 Interexchange 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.
- 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 unless such Local Traffic is not exchanged via a conforming, functional **direct** network interconnection, pursuant to Section 2.1 of Attachment 4: Network Interconnection Architecture and instead is exchanged via an Indirect Interconnection, pursuant to Section 2.3 of Attachment 4. In the event Local Traffic is exchanged via an Indirect Interconnection, then Big River will compensate Windstream for Local Traffic that Windstream originates that is terminated to Big River via the Indirect Interconnection at the rate of \$0.003 per minute. Windstream will not owe Big River any compensation for Local Traffic, when the traffic is routed via an Indirect Interconnection. For purposes of this section and simplicity, based on current traffic volumes Windstream shall bill and Big River shall pay Windstream for 20,000 minutes per month. This amount of traffic shall be updated quarterly based upon the actual number of minutes of Local Traffic that Windstream originates over the Indirect Interconnection which Windstream will provide via notice to Big River and shall not require an amendment to change to billing volume.
- 3.3 Upon data submitted by one of the Parties, and agreed to by the other Party, supporting the level of 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.

4.0 Compensation for Transit Traffic

- 4.1 Windstream shall provide tandem switching and transport services for Big River-originated Transit Traffic where Windstream has agreed to provide Transit Traffic Services. Windstream shall bill Big River for Transit Traffic originated by Big River at the rates as set forth in Appendix B: Price List. The Parties agree that Transit Traffic Services are not a 251 requirement pursuant to federal law and are voluntarily being provided by Windstream to Big River.
- 4.2 Windstream agrees to provide, where available, industry standard Exchange Message Interface (EMI) call detail records associated with Transit Traffic sufficient for billing purposes within forty-five (45) days after such usage occurs. So long as Big River routes its Transit Traffic destined for Third Party Terminating Carriers in accordance with the LERG and this Agreement, Windstream agrees to deliver Big River-originated Transit Traffic to the Third Party Terminating

Carriers to the extent the Third Party Terminating Carriers are interconnected with Windstream's tandem and Windstream is not prohibited from delivering such traffic to such Third Party Terminating Carriers. So long as Third Party Originating Carriers properly route their Transit Traffic destined for Big River in accordance with the LERG and in accordance with terms and conditions of an applicable Windstream tariff or a written agreement with Windstream for Transit Traffic Service, Windstream agrees to deliver Transit Traffic originated by a Third Party Originating Carrier to Big River.

Notwithstanding the foregoing, Big River and any third parties are responsible for negotiating and executing any appropriate contractual arrangements between themselves for the exchange of Transit Traffic through the Windstream network. Windstream will not be liable for any compensation to the Third Party Terminating Carriers for Big River-originated Transit Traffic. Windstream will not be liable for any compensation to Big River for Transit Traffic received by Windstream from Third Party Originating Carriers. Amounts that the Big River bills to Windstream under other agreements shall not include any minutes of use for Transit Traffic.

The existing interconnection facilities between Big River and Windstream may not be utilized by the Parties for the routing of Transit Traffic. Separate transit facilities must be established for the routing of transit traffic. Big River will pay 100% of the facility costs used for the routing of Transit Traffic. Big River originated traffic terminating to a Windstream retail customer may not be routed on the Transit Facility.

- 4.3 Windstream will provide Big River call detail records upon election, as identified below, to receive these records on a once per month transmission from Windstream.

Big River Requests Windstream to Provide Call Detail Records: X
Big River Requests Windstream to Not Provide Call Detail Records:

- 4.4 When Big River requests Windstream to provide call detail records for billing to the originating third party, Big River agrees to pay Windstream a one time charge, as identified in Appendix B: Price List, for the all system modifications required to provide these records. This one time charge will be billed to Big River on the initial bill containing Transit Traffic Service. Big River agrees not to dispute this charge when billed.
- 4.5 When Big River requests Windstream to provide call detail records, Windstream shall provide industry standard call detail records to Big River as the terminating carrier for Third Party Originating Transit Traffic that Windstream delivers to Big River, for billing purposes. Windstream shall not be liable for any compensation to Big River or any Third Party Originating Carrier Transit Traffic service. Big River is solely responsible for negotiating and executing any appropriate contractual arrangements with the third party carrier for the exchange of Third Party Originating Carrier Transit Traffic through the Windstream network.
- 4.6 When Big River requests Windstream to provide call detail records, Windstream will provide these call detail records one time each month for each Windstream operating company to Big River at no charge. If Big River requests additional copies of these call detail records, Big River will pay Windstream a per record charge as listed in Appendix B: Price List. This per record charge will be billed to Big River on the next bill containing Transit Traffic Service.
- 4.7 Prior to either Party providing transit traffic services to the other, the Party requesting transit service must provide notice to the other Party.
- 4.8 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 Interexchange Traffic and Toll VOIP Traffic

- 5.1 Compensation for termination of intrastate Interexchange service 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 Interexchange 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 Big River does not have a filed IntraLATA Interexchange tariff for access service, Big River agrees to utilize rates that do not exceed Windstream's tariffed 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 InterLATA intercompany traffic will be at access rates as set forth in the relevant Party's applicable interstate access tariffs.
- 6.2 In the event that Big River does not have a filed IntraLATA Interexchange tariff or price list for access service, Big River will utilize rates that do not exceed Windstream's tariffed access rates.
- 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 ten (10) days of the IBC bill date. A Party that fails to deliver the billing data will be liable to the other for the amount of associated unbillable charges, if any.
- 6.6 If MPB data is not submitted to the other within ten (10) 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 Windstream and Big River will coordinate and exchange the billing account reference (“BAR”) and billing account cross reference (“BACR”) numbers for the MPB arrangements described in this Agreement. Each Party will notify the other if the level of billing or other BAR/BACR elements change and results in a new BAR/BACR number.
- 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 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 Big River’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 Windstream end user and delivered to Big River and by applying a terminating PVU (“TPVU”) factor to the total intrastate access MOU terminated by Big River 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 Big River in the State.
- 7.3.2 Big River 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 Big River 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 Big River’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. Big River shall not modify its reported PIU factor to account for Toll VoIP Traffic After Windstream verifies the TPVU provided by Big River, Windstream will apply the TPVU factor to the associated terminating intrastate access MOU as indicated in Sections 7.3.3.1 and/or 7.3.3.2 below.

- 7.3.3.1 In the event that Windstream can not verify Big River's TPVU, Windstream will request additional information to support the TPVU, during this time no changes will be made to the existing TPVU. Big River shall supply the requested additional information within 15 days of Windstream's request or no changes will be made to the existing TPVU. If after review of the additional information, Big River and Windstream establish a revised and mutually agreed upon TPVU factor, Windstream will begin using the new factor with the next bill period.
- 7.3.3.2 If the dispute is unresolved, Big River may request that verification audits be conducted by an independent auditor, at Big River's sole expense. During the audit, the most recent undisputed TPVU factor will be used by Windstream.
- 7.3.4 In calculating the initial OPVU and TPVU factor(s), Windstream will take the factor(s) provided by Big River 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 7.3.3 above to Windstream no later than 15 days after the effective date of this Agreement. If Big River does not furnish Windstream with a TPVU factor pursuant to the preceding subsection 7.3.3, the initial factor will be zero.
- 7.3.5 Big River may update the TPVU factor and request Windstream update the OPVU factor semi-annually using the method set forth in this Attachment. If Big River chooses to submit such updates and requests, it shall forward to Windstream, no later than 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 Big River intends to provide Local Exchange Service, Big River 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 Big River requests Windstream to establish interconnection to enable Big River 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 Big River 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, §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.
- 8.1.3 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 within 30 days of the execution of this Agreement for settlement of non-ICS revenue. 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 CMDS system can be used 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 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.

10.0 Issuance of Bills

- 10.1 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.

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 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 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 a Party only to it's Customers located within Windstream's rate center, which is associated with the NXX of the ported number.
- 2.5 Although all Windstream locations in existence at the time of this Agreement being executed are SPNP capable, should Windstream acquire or establish a location that is not currently SPNP capable, Windstream will deploy SPNP at that location within six (6) months after receipt of a Bona Fide Request from Big River 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: Price List, will be applied to each service order issued by either Party to process a request for installation, disconnection, rearrangement, changes to or record orders pursuant to this Attachment.
- 2.7 If either Party requests a coordinated cutover the applicable charges contained in Appendix B: Price List will be applied to the requesting Party.
- 2.8 If either Party cancels a conversion of an End User, that Party will notify the other Party of the cancellation by 2:00 Central Time on the day prior to the due date requested on the LSR. If a Party notifies the other Party of a cancellation after 2:00 Central Time on the day prior to the due date requested on the LSR (“Late Notice”), the notifying Party will pay the applicable time and material charge contained in Exhibit A Price List. In the event of a Late Notice, the notified Party does not guarantee that service disruption will not occur to the End User.

- 2.9 If either Party cancels an LSR due date, the original LSR will be cancelled. The originating Party may issue a new LSR and shall be charged the applicable Service Order charge, listed in Appendix B: Price List, for each LSR submitted under this Attachment.

3.0 Obligations of Both Parties

- 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 Big River wants a Windstream switch that is not currently LRN capable to become LRN capable, Big River 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 or that laid out in §2.5, above, whichever is less.
- 3.4 Both Parties will conform to NANC guidelines and LERG administration rules in requesting the opening of an NPA-NXX for portability in an LRN capable switch.
- 3.5 Both Parties are 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 Both Parties are required to conform to industry standard Local Service Request (LSR) format and guidelines in ordering and administration of individual service/number ports.
- 3.7 Both Parties are responsible for establishing interconnection facilities on Windstream's interconnected network at a mutually agreed upon technically feasible point(s) on Windstream's interconnected network within a LATA as described in Attachment 4: Network Interconnection Architecture.

4.0 Further 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. Neither Party will port numbers outside of the Windstream rate center.
- 5.2 Windstream and Big River porting rate center areas must comprise identical geographic locations and have common boundaries.
- 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 Big River to request that SPNP be deployed in Windstream exchanges that are not then capable of LRN query service.
- 6.2 Big River 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.
- 6.2 A BFR with respect to opening a Windstream switch for SPNP must be made in the form of a letter from Big River 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 Big River switches serving the exchanges associated with the relevant Windstream switches.

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ATTACHMENT 18: PERFORMANCE MEASURES

1.0 General

- 1.1 The Parties will use their 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, a Party's performance under this Agreement shall be provided to the other Party at parity with the performance the providing Party provides itself for like service(s).

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 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 2 business days (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 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, a Party'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 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 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 3 or more business days after LSR receipt, the donating service provider must return a LSCN or reject (whichever is appropriate) within 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 1-2 business days after LSR receipt, the donating service provider must return a LSCN or reject (whichever is appropriate) within 4 hours of receiving the LSR. An LSCN confirming the due date will be sent within 2 business days (16 business hours) after receipt of a valid LSR subject to facility availability.

4.3 Performance Expectation

Provided the conditions are met under 4.1 and 4.2 proceeding, a Party'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) days.

ATTACHMENT 19: BONA FIDE REQUEST (BFR) PROCESS

- 1.1 A Bona Fide Request (BFR) must be used when Big River 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 Big River 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 Big River'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, Big River 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 Big River 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 Big River'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 Big River's requested availability date. Windstream also shall indicate in this analysis its agreement or disagreement with Big River'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 Big River'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 Big River with a preliminary analysis within twenty (20) days of Windstream's receipt of a Bona Fide Need request, Windstream will inform Big River 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 Big River 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 Big River 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 Big River.
- 1.8 Within thirty (30) days after receiving the firm BFR quote from Windstream, Big River 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 Big River 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.

"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 Big River 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.

"Affiliate" is a legal entity that directly or indirectly controls, is controlled by, or is under common control with a Party. An entity is considered to control another entity if it owns, directly or indirectly, more than fifty percent (50%) of the total voting securities or other similar voting rights.

"Business Day(s)" means the days of the week excluding Saturdays, Sundays, and all Windstream holidays.

"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).

"CLEC" means Competitive Local Exchange Carrier.

"Commission" or "PUC" or "PSC" means the state administrative agency to which the United States Congress or state legislature has delegated authority to regulate the operations of Local Exchange Carriers ("LECs") as defined in the Act.

"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.

"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.

"Discloser" means that Party to this Agreement which has disclosed Confidential Information to the other Party.

"E911 Service" is a method of routing 911 calls to a PSAP that uses Customer location data in the ALI/DMS to determine the PSAP to which a call should be routed.

"Effective Date" is the date indicated in the Preface on which the Agreement shall become effective.

"End Office" means a local Windstream switching point where Windstream 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.

"Enhanced White Pages Listings" means optional features available for residential White Pages Directory Listings (e.g., bold, italics, lines of distinction)

"Exchange" is the geographic territory delineated as an exchange area for Windstream 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.

"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 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 Big River interconnect for the exchange of traffic.

"ISP Bound Traffic" means all dial-up modem traffic destined for a commercial provider of internet access in the same local calling area.

"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 "Big River" 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.

"911 Service" means a universal telephone number, which gives the public direct access to the PSAP. Basic 911 service collects 911 calls from one or more local exchange switches that serve a geographic area. The calls are then sent to the correct authority designated to receive such calls.

"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 Big River collectively.

"Party" means either Windstream or Big River 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.

"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.

"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" is as defined in 47 CFR §153(43).

"Telecommunications Service" is as defined in 47 CFR §153(46).

"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 state identified in this Agreement.

"Third Party Originating Carrier" means a Telecommunications Carrier (e.g., Competitive Local Exchange Carrier (CLEC), Incumbent Local Exchange Carrier (ILEC), Commercial Mobile Radio Service (CMRS) provider that delivers to Windstream Transit Traffic that transits Windstream's network and is delivered to Big River.

“Third Party Terminating Carrier” means traffic originated by Big River and transited by Windstream for delivery to a Telecommunications Carrier (e.g., Competitive Local Exchange Carrier (CLEC), Incumbent Local Exchange Carrier (ILEC), Commercial Mobile Radio Service (CMRS) provider).

“Transit Traffic” is defined as Local Traffic and ISP-bound Traffic that is (i) received by Windstream from Big River that is switched and/or transported by Windstream and delivered to a Third Party Terminating Carrier’s network, or (ii) received by Windstream from a Third Party Originating Carrier’s network that is switched and/or transported by Windstream and delivered to Big River’s network. Transit Traffic does not include traffic terminating to a third party’s network where the third party utilizes Windstream’s switching to provide its end user service (i.e., local resale). Windstream will only accept Transit Traffic from Big River where Windstream has agreed to provide Transit Traffic Service.

“Transit Traffic Service” means the service provided by Windstream for the acceptance and switching of Transit Traffic originated by Big River, delivered to a Windstream tandem. Transit Traffic Service refers only to the non-tariffed services and products provided by Windstream to Big River, and shall not include any Windstream tariffed services provided pursuant to any filed tariff of Windstream or a Windstream affiliated company, irrespective of whether reference is made herein to any such tariffed service. Windstream will only accept Transit Traffic from Big River where Windstream has agreed to provide Transit Traffic Service.

“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
CLEC	CLEC
CLASS	Custom Local Area Signaling Service
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

Billing Company Contact Information Section:				
1. Billing Company Name:		2. Billing Contact Name:		
3. Billing Contact Address:		4. Billing Contact Phone:		
		5. Billing Contact Fax #:		
		6. Billing Contact Email:		
Disputing Company Contact Information Section:				
7. Disputing Company Name:		8. Disputing Contact Name:		
9. Disputing Contact Address:		10. Disputing Contact Phone:		
		11. Disputing Contact Fax #:		
		12. Disputing Contact Email:		
General Dispute Section:				
13. Date of Claim: (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 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: \$				
Dispute Information Section:				
30. Rate Element/USOC:		31. Rate: Billed Correct		
Factor Information: 32. PIU: Billed Correct 33. PLU: Billed Correct 34. BIP: Billed Correct 35. Other Factors: Billed Correct		36: Jurisdiction <input type="checkbox"/> Non Jurisdictional <input type="checkbox"/> Inter/Interstate <input type="checkbox"/> Intra/Interstate <input type="checkbox"/> Intra/Intrastate <input type="checkbox"/> Inter/Intrastate <input type="checkbox"/> Local 37. Mileage: Billed Correct 38. Contract Name/#: 39. Business/Residence Indicator: 40. State: 41. LATA:		
Facilities/Dedicated Circuit Dispute Information Section:				
42. PON: 43. SON: 44. EC Circuit ID: 45. Circuit Location: 46. IC Circuit ID: 47. CFA :		48. TN/All: 49. Point Code: 50. USOC Quantity: 51. Two-Six Code:		
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. <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

	Nonrecurring Charges	
	Initial	Additional
<u>Service Order Charges</u>		
New ¹	\$5.00	\$5.00
Change ²	\$17.44	\$17.44
Disconnect ³	\$12.26	\$12.26
Expedite Charge ⁴	\$21.76	\$21.76
Manual Service Order Charges ⁵	\$8.07	\$8.07
<u>Time and Material Charges</u>		
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
<u>Coordinated Cut-Over Charge</u>		
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

RECIPROCAL COMPENSATION	MOU Rate
Windstream Missouri	\$0.005

TRANSIT TRAFFIC	MOU Rate	Per Record Rate	Non-Recurring Charge
Windstream Missouri	\$0.003		
Record exchange establishment (CDRs)			\$3,750.00
Additional copies of CDRs (per record)		\$0.0025	

¹ **New** – includes each local number portability request and each new directory assistance request.

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

³ **Disconnect** – disconnection of a Windstream service or of a Windstream or Big River directory assistance.

⁴ **Expedite** - applies if Big River requests service prior to the standard due date intervals and the expedite request can be met by Windstream and are in addition to the applicable service order charge.

⁵ **Manual** – applies to orders sent via facsimile, electronic mail or US Postal Service when Windstream Express is available and are in addition to the applicable service order charge.