
LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

This tariff West Telecom Services, LLC (Delaware) Louisiana P.S.C. No. 3 replaces Hypercube Telecom, LLC Louisiana P.S.C. No. 1 currently on file with the Commission in its entirety due to Company name change.

FACILITIES-BASED AND RESOLD LOCAL EXCHANGE
AND FACILITIES-BASED AND RESOLD INTRASTATE INTEREXCHANGE
TELECOMMUNICATIONS SERVICES TARIFF

This tariff contains the description, regulations and rates for the furnishing of intrastate resold and facilities-based local exchange and facilities-based and resold interexchange telecommunications services provided by West Telecom Services, LLC (Delaware) throughout the State of Louisiana. The principal offices of West Telecom Services, LLC (Delaware) are located at: 3200 West Pleasant Run Road, Suite 300, Lancaster, TX 75146. This applies for service furnished within the State of Louisiana. This tariff is on file with the Louisiana Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business. This tariff is governed and interpreted according to the laws of the State of Louisiana.

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 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET

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

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* - indicates those pages included with this filing

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LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SYMBOLS

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

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

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TARIFF FORMAT

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

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

1.1 Definitions

Busy Hour - The two consecutive half hours during which the greatest volume of traffic is handled.

Call - A completed connection between the calling and called parties.

Calling Station - The telephone number from which a call originates.

Called Station - The telephone number called.

Carrier - An entity other than the Company that provides telecommunications services.

Commission - The Louisiana Public Service Commission

Company - West Telecom Services, LLC (Delaware), unless specifically stated otherwise.

Customer - End User. A person, firm, corporation, partnership or other entity, including affiliates or divisions of the Customer, in whose name the telephone number of the Calling Station is registered with the underlying local exchange company. The Customer is responsible for payment of charges to the Company and compliance with all terms and conditions of this tariff.

Day - The period of time from 8:00 a.m. to (but not including) 5:00 p.m., Monday through Friday, as measured by local time at the location from which the call is originated.

Disconnect - To render inoperable or to disable circuitry thus preventing outgoing and incoming toll communications service.

Evening - The period of time from 5:00 p.m. to (but not including) 11:00 p.m., Sunday through Friday and any time during a Holiday, as measured by local time at the location from which the call is originated.

Incomplete - Any call where voice transmission between the calling and called station is not established.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd.)

1.1 Definitions, (Cont'd.)

Holiday - For the purposes of this tariff recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Message - A completed telephone call by a Customer.

Night - The hours of 11:00 p.m. to 8:00 a.m., Sunday through Saturday, as measured by local time at the location from which the call is originated.

Normal Business Hours - The hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

Premises - The space occupied by an individual Customer in a building, in adjoining buildings occupied entirely by that Customer, or on contiguous property occupied by the Customer separated only by a public thoroughfare, a railroad right of way, or a natural barrier.

Rate - Money, charge, fee or other recurring assessment billed to Customers for services or equipment.

State - Louisiana

Terminal Equipment - Telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically, or inductively to the telecommunication system.

End User - Customer or any authorized person or entity that utilizes the Company's services.

Weekend - The hours of 8:00 a.m. to 11 :00 p.m. on Saturday, and 8:00 a.m. to 5:00 p.m. on Sunday, as measured by local time at the location from which the call is originated.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd.)

1.2 Abbreviations

BLV - Busy Line Verification

PBX - Private Branch Exchange

PICC - Presubscribed Interexchange Carrier Charge

POP - Point of Presence

V&H - Vertical and Horizontal Coordinates

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.1 The Company provides resold and facilities-based local exchange and facilities-based and resold interexchange telecommunications services to Customers for the direct transmission of voice, data and other types of telecommunications. The Company provides service to multi-line business Customers.
- 2.1.2 The Company provides local exchange services in the local calling areas set forth in Section 5 of this tariff. The Company resells intrastate interexchange services throughout the State of Louisiana.
- 2.1.3 The Company installs, operates and maintains the telecommunications services provided herein in accordance with the terms and conditions set forth in this tariff. When authorized by the Customer, the Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities to allow connection of a Customer's location to the Company's network the Customer shall be responsible for all charges due for such service arrangements.
- 2.1.4 The Company's services are provided on a monthly basis, unless otherwise stated in this tariff Services are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.5 The Company's customer service representatives for billing and service inquiries may be reached, toll-free, at (866) 905-1735, Customers wishing to communicate with the Company in writing may send correspondence to: 3200 West Pleasant Run Road, Suite 300, Lancaster, TX 75146.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)**2.2 Limitations of Service**

- 2.2.1 Service is offered subject to the availability of facilities and provisions of this tariff.
- 2.2.2 Service is furnished to the Customer for any lawful purpose. Service shall not be used for any unlawful purpose, nor used in such a manner as to interfere unreasonably with the use of service by any other Customers.
- 2.2.3 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 The Company's services may be denied for nonpayment of charges or for other violations of the terms and conditions set forth in this tariff.
- 2.2.5 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another is prohibited.
- 2.2.6 Service temporarily may be refused or limited because of system capacity limitations.
- 2.2.7 Service is subject to transmission limitations caused by natural (including atmospheric, geographic or topographic) or artificial conditions adversely affecting transmission.
- 2.2.8 Service to any or all Customers may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs and similar activities necessary for proper or improved operations.
- 2.2.9 The Company reserves the right to discontinue furnishing service where the Customer is using the service in violation of the law or the provisions of this tariff.
- 2.2.10 Customers reselling or rebilling the Company's services must be certificated by the Commission.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.3 Limitations of Liability

- 2.3.1 Because the Company has no control of communications content transmitted over its system, and because of the possibility of errors incident to the provision and use of its service, service furnished by the Company is subject to the terms, conditions and limitations herein specified.
- 2.3.2 The Company is not liable to Customers for interruptions in service except as set forth in Section 2.5 of this tariff.
- 2.3.3 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited, unless otherwise ordered by the Commission, to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- 2.3.4 Except in instances of gross negligence or willful misconduct, the Company shall not be liable for and the Customer shall indemnify and hold the Company harmless against any claims for loss or damages involving:
 - A. Any act or omission of: (i) the Customer; or (ii) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company;
 - B. Interruptions or delays in transmission, or errors or defects in transmission, or failure to transmit when caused by or as a result of acts of God, fire, war, riots, government authorities or causes beyond the Company's control;
 - C. Any unlawful or unauthorized use of the Company's facilities and services;
 - D. Libel, slander or infringement of copyright arising directly or indirectly from content transmitted over facilities provided by the Company;
 - E. Infringement of patents arising from combining apparatus and systems of the Customer with facilities provided by the Company;
 - F. Claims arising out of any act or omission of the Customer in connection with service provided by the Company;

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.3 Limitations of Liability, (Cont'd.)

2.3.4 (Cont'd.)

- G. Breach in the privacy or security of communications transmitted over the Company's facilities;
- H. Changes in any of the facilities, operations or procedures of the Company that: (1) render any equipment, facilities or services provided or utilized by the Customer obsolete; (2) require modification or alteration of such equipment, facilities or services; or (3) otherwise affect use or performance of such equipment, facilities or services except where reasonable notice is required by the Company and is not provided to the Customer;
- I. Defacement of or damage to the Customer's Premises or personal property resulting from the furnishing of services or equipment on such Premises or the installation or removal thereof;
- J. Any wrongful act of a Company employee where such act is not authorized by the Company and is not within the scope of the employee's responsibilities for the Company;
- K. Any noncompleted calls due to network busy conditions; and
- L. Any calls not actually attempted to be completed during any period that service is unavailable.

2.3.5 The Customer shall reimburse the Company for all costs, expenses and fees (including reasonable attorneys' fees and costs) incurred by the Company in its defense against claims set forth in Section 2.3.4.

2.3.6 The Company assumes no responsibility for the availability or performance of any facilities under the control of other entities that are used to provide service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services.

2.3.7 Any claim against the Company shall be deemed waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)**2.3 Limitations of Liability, (Cont'd.)**

2.3.8 The Company makes no express representations or warranties regarding the service and disclaims any implied warranties, including, but not limited to, warranties of title or implied warranties of merchantability or fitness for a particular purpose. The Company does not authorize anyone to make a warranty of any kind on its behalf and the Customer should not rely on any such statement.

2.3.9 Except in instances of gross negligence or willful misconduct, any liability of the Company for loss or damages arising out of mistakes, omissions, interruptions, delays, errors or defects in the service, the transmission of the service, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service shall in no event exceed an amount equivalent to the proportionate fixed monthly charge to the Customer for service, during the period of time in which such mistakes, omissions, interruptions, delays, errors or defects in the service, its transmission or failure or defect in facilities furnished by the Company occurred, unless the Commission orders otherwise.

2.4 Responsibilities of the Customer

2.4.1 The Customer is responsible for placing any necessary orders, complying with tariff regulations and assuring that Customers comply with tariff regulations. The Customer shall ensure compliance with any applicable laws, regulations, orders or other requirements of any governmental entity relating to services provided by the Company to the Customer or made available by the Customer to another User. The Customer also is responsible for the payment of charges for all calls originated at the Customer's numbers which are not collect, third party, calling card, or credit card calls.

2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.

2.4.3 If required for the provisioning of the Company's services, the Customer must provide the Company, free of charge, with any necessary equipment space, supporting structure, conduit and electrical power.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd.)**2.4 Responsibilities of the Customer, (Cont'd)**

2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.

2.4.5 The Customer must pay the Company for replacement or repair of damage to the Company's equipment or facilities caused by negligent or improper use on the part of the Customer, Users, or others.

2.4.6 The Customer must indemnify the Company for the theft of any Company equipment or facilities installed at the Customer's premises.

2.4.7 The Customer agrees, except where the events, incidents or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct, to release, indemnify and hold harmless the Company against any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, fix any personal injury to or death of any person or persons, or for any loss of or damage to any property, whether owned by the Customer or others. The Customer shall reimburse the Company for all costs, expenses and fees (including reasonable attorneys fees and costs) incurred by the Company in its defense against such actions.

2.4.8 Third Party Vendor Charges

For the avoidance of doubt and notwithstanding any other provision in this tariff or other customer service agreement or arrangement, including but not limited to Meet Point Billing arrangements, in addition to service charges imposed by the Company for the Service, the Customer shall be responsible for and reimburse the Company for any and all charges, fees, assessments of any kind or nature, including but not limited to interstate and intrastate switched access charges, imposed by any third party (collectively "Third Party Charges") upon the Company relating to usage incurred by the Customer in connection with the Services. The Customer hereby indemnifies the Company for all Third Party Charges and agrees to defend and hold the Company harmless for all damages, losses, claims or judgments arising out any Third Party Charges.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.5 Allowances for Interruptions of Service

2.5.1 General

- 2.5.1 A service is interrupted when it becomes unusable to the Customer, e.g., the Customer is unable to transmit or receive communications due to the failure of a component furnished by the Company under this tariff.
- 2.5.2 An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- 2.5.3 If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service facility or circuit considered by the Company to be impaired.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)**2.5 Allowances for Interruptions of Service (Cont'd)****2.5.2 Applicatim of Credits for Interrupted Services**

At the Customer's request, a credit allowance for a continuous interruption of service for more than (24) hours will be made in an amount to be determined by the Company or a case-by-case basis.

- A. Any such interruption will be measured from the time it is reported to or detected by the Company, whichever occurs first.
- B. In the event the Customer is affected by such interruption for a period of less than twenty-four (24) hours, no adjustment will be made. No adjustments will be earned by accumulating non-continuous periods of interruption.
- C. When an interruption exceeds twenty-four (24) hours, the length of the interruption will be measured in twenty-four (24) hour days. A fraction of a day consisting of less than twelve (12) hours will not be credited and a period of twelve (12) hours or more will be considered an additional day.

2.5.3 Limitations on Allowances

- A. No credit allowance will be made for any interruption of service:
 - 1. due to the negligence of, or noncompliance with the provisions of this tariff by, any person or entity other than the Company, including but not limited to the Customer or other entities or carriers connected to the service of the Company;
 - 2. due to the failure of power, equipment, systems or services not provided by the Company;
 - 3. due to circumstances or causes beyond the control of the Company;

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.5 Allowances for Interruptions of Service, (Cont'd)

2.5.3 Limitations on Allowances, (Cont'd)

A. (Cont'd)

4. during any period in which the Company is not given full and free access to the Customer's or Company's facilities and equipment for the purpose of investigating and correcting the interruption;
5. during any period in which the Customer continues to use the service on an impaired basis;
6. during any period in which the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
7. that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
8. that was not reported to the Company within thirty (30) days of the date that service was affected.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.6 Termination of Service

2.6.1 A Customer may terminate service, with or without cause, by giving the Company notice. If a Customer orders services requiring special equipment and/or facilities dedicated to the Customer's use and then cancels the order before service begins, a charge will be made to the Customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by the Company.

2.6.2. Upon five (5) business days written notice to the Customer, the Company may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

- A. Failure of the Customer to pay a non-disputed delinquent account;
- B. Failure of the Customer to make satisfactory arrangements to pay arrearages or meet the requirements of a payment agreement;
- C. Failure of the Customer to permit the Company to have reasonable access to its equipment, facilities, service connections or other property;
- D. Failure of the Customer to provide the Company with adequate assurances that an unauthorized use or practice will cease;

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.6 Termination of Service, (Cont'd)

2.6.2 (Cont'd)

- E. Customer violation of any regulation governing the service under this tariff, or a violation of any law, rule, or regulation of any government authority having jurisdiction over the service;
- F. Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction;
- G. Customer fraud or material misrepresentation of identity for purpose of obtaining telephone service; or
- H. Failure of the Customer to adhere to contractual obligations with the Company.

2.6.3 The Company may terminate service without notice to the Customer for any of the following occurrences:

- A. Customer's maintenance or operation of its equipment in such a manner as to adversely affect the Company's equipment or service to others;
- B. Customer non-compliance with any provision of this tariff which results in threatening the safety of a person or the integrity of the service delivery system of the Company;
- C. The existence of a condition on the Customer's premises determined by the Company to be hazardous;
- D. Customer tampering with the Company's equipment or service;
- F. Customer's unauthorized or illegal use of the Company's service or equipment.

The Customer is responsible for all charges incurred to the calling station regardless of which party terminates the service. The Customer shall reimburse the Company for all costs, expenses and fees (including reasonable attorneys' fees) incurred by the Company in collecting such charges.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.7 Payment of Charges

2.7.1 The Customer is responsible for payment of all charges for service furnished to the Customer.

2.7.2 The Company reserves the right to assess late payment charges for Customers whose account(s) carries principal owing from the prior billing period. Any charges not paid in full by twenty (20) days after the due date indicated on the billing statement may be subject to a late fee of 1.5% per month.

2.7.3 Recurring monthly charges may be invoiced one month in advance. Invoicing cycles are approximately thirty (30) days in length.

2.7.4 Customers must notify the Company either verbally, or in writing, of any disputed charges within thirty (30) days of the billing date, otherwise all charges on the invoice will be deemed accepted. All charges remain due and payable at the due date, although a Customer is not required to pay disputed charges while the Company conducts its investigation into the matter.

2.8 Deposits

The Company will not require deposits from Customers.

2.9 Advance Payments

The Company will not require advance payments from Customers.

2.10 Contested Charges

All bills are presumed accurate, and shall be binding on the Customer unless objection is received by the Company no more than thirty (30) days after such bills are rendered. In the event that a billing dispute between the Customer and the Company for service furnished to the Customer cannot be settled with mutual satisfaction, the Customer take the following course of action:

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.10 Contested Charges (Cont'd)

2.10.1 First, the Customer may request, and the Company will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.)

2.10.2 Second, if there is still a disagreement about the disputed amount after investigation and review by the Company, the Customer may file an appropriate complaint with the Louisiana Public Service Commission. The address/phone numbers of the Commission are:

Galvez Building, 12th Floor
602 North Fifth Street
Post Office Box 91154
Baton Rouge, Louisiana 70821-9154

Website: <http://lpsc.louisiana.gov/>

225-342-4404 or 225-342-4999
800-256-2397
225-342-2831 (Fax)

2.11 Taxes

State and local sales, use and similar taxes are billed as separate items and are not included in the quoted rates for service.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE**3.1 Timing of Calls**

- 3.1.1 The Customer's monthly usage charges for the Company service are based upon the total number of minutes the Customer uses and the service options to which the Customer subscribes. Chargeable time begins at the time the called party answers (i.e. when two-way communications is possible), and ends when either party hangs up.
- 3.1.2 No charges apply if a call is not completed.
- 3.1.3 For billing purposes, all calls are rounded up to the nearest minute and billed in increments of one minute. The minimum call duration is one (1) minute for a connected call.
- 3.1.4 Where applicable, charges will be rounded up to the nearest penny.
- 3.1.5 Usage begins when the called party picks up the receiver (i.e. when two-way communication is possible). A call is terminated when the calling or called party hangs up. The Company utilizes software answer supervision, which permits up to 60 seconds of ringing before the call becomes billed usage. Where answer supervision is not available, any call for which the duration exceeds 60 seconds shall be presumed to have been answered and becomes billed usage.
- 3.1.6 The Company will not knowingly charge for incomplete calls. Upon the Customer's request and proper verification, the Company shall promptly adjust or credit the Customer's account for charges or payments for any unanswered call inadvertently billed due to the unavailability of Feature Group D or due to another carrier's failure to provide answer supervision. Upon the Customer's request and proper verification, the Company also shall promptly adjust or credit the Customer's account for charges or payments for calls placed to a wrong number.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.2 Start of Billing**

For billing purposes, the start of service is the day following acceptance by the Customer of the Company's service or equipment, or another date mutually agreed-upon by the Customer and the Company. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation, or another date mutually agreed-upon by the Customer and Company.

3.3 Calculation of Distance

3.3.1 Where applicable, usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

3.3.2. Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is set of geographic coordinates, as referenced in National Exchange Carrier Association, Inc. Tariff FCC No. 4, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as dedicated 800 or WATS access line), the Company will apply the Rate Center of the Customer's main billing telephone number.

 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)

3.3 Calculation of Distance, (Cont'd.)

3.3.3 The airline distance between any two Rate Centers is determined as follows:

- Step 1: Obtain the "V" and "H" coordinates for the serving wire center of the Customer's switch and the destination point.
- Step 2: Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.
- Step 3: Square the differences obtained in Step 2.
- Step 4: Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5: Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6: Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

$$\sqrt{\frac{|V_1 - V_2|^2 + |H_1 - H_2|^2}{10}}$$

This is the airline mileage.

3.4 Minimum Call Completion Rate

The Customer can expect a call completion rate of at least 90% per 100 calls attempted during peak use periods for all Feature Group D (1+) services. The Company will engineer its switching systems on the basis that at least ninety percent (90%) of the Customers accessing their system will be served during the Busy Hour.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.5 Exchange Access Service****3.5.1 General**

Exchange Access Service provides a Customer with a telephonic connection to, and a unique telephone number address on the public switched telecommunications network. All local exchange service offerings of the Company include touch tone capability. Each Exchange Access Service enables customers to:

- receive calls from other stations on the public switched telecommunications network;
- access other services offered by the Company as set forth in this tariff;
- access certain interstate and international calling services provided by the Company;
- access (at no additional charge) the Company's operators and business office for service related assistance;
- access (at no additional charge) emergency services by dialing 0- or 9-1-1 ; and
- access services provided by other common carriers that purchase the Company's Switched Access services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

Each Exchange Access Service is available on a "Full" service basis, whereby service is delivered to a demarcation/connection block at the Customer's premises.

The following Exchange Access Services are offered:

A. Base Line Service

Basic Line Service provides a Customer with a single, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Lines are provided for connection of Customer-provided single station sets or facsimile machines to the public switched telecommunications network. Each Basic Line may be configured into a hunt group with other Company provided Basic Lines. Each Basic Line is provided with the following standard features which are set forth in Section 3.9.5 of the tariff.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)

3.5 Exchange Access Service, (Cont'd.)

3.5.1 General, (Cont'd.)

B. Directory Listings

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number* in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge.

C. Main Number Retention

Main Number Retention is an optional feature by which a new Customer, who was formally a Customer of another certificated local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Access Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

Monthly recurring and nonrecurring charges apply per retained number. Rates for retained numbers may vary from area to area.

D. 900/976/700 Blocking

Permits a new or existing Customer, on a per-line basis, to receive free of charge block on all calls made from its Calling Station to a 900, 976 or 700-type telephone number. Customers will be informed of this service offering at the time of their initial sign-up with the Company.

*For Customers with multiple premises served by the Company, the Company will arrange for a listing of the main billing telephone number at each premise.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.6 Resold Local Exchange Service****3.6.1 Description**

Resold Local Exchange Service is composed of the resale of exchange access lines and local calling provided by other certificated Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate/international services.

3.7 Local Calling Service**3.7.1 Description**

Local Calling Service provides a Customer with the ability to originate calls from a Company provided access line to all other stations on the public switched telephone network* bearing the designation of any central office exchanges, areas, and zones included in the Customer's local calling area. All local exchange service offerings of the Company include touch tone capability.

3.7.2 Basic Local Exchange Service - This calling service allows the Customer unlimited access to all other stations on the public switched telephone network within the Customer's Basic Local Calling Area. All calls to destinations outside the Basic Local Calling Area but within the same state and LATA will be charged the IntraLATA rates as specified in Section 4 following.

3.7.3 Expanded Local Exchange Service - This calling service allows the Customer limited access to all other stations on the public switched telephone network within the Customer's Basic Local Calling Area. Additional calls to the Basic Local Calling Area will be charged as specified in Section 4 following. All calls to the Expanded Local Calling Area will be charged a per call setup and per minute access charge as specified in Section 4 following. All calls to destinations outside the Expanded Local Calling Area but within the same state and LATA will be charged the IntraLATA rates as specified in Section 4 following.

* Except calls to other telephone companies' caller paid information services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's centralized switching facility.

As specified in Bell South's tariff in effect and as amended from time-to-time.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)

3.7 Local Calling Service, (Cont'.d)

3.7.3 Expanded Local Exchange Service (Cont'd):

A. Time Periods

Day and Night/Weekend rates apply as follows:

<u>Rates</u>	<u>From</u>	<u>To (but not Including)</u>	<u>Days Applicable</u>
Day	9:00 A.M.	9:00 P.M.	Mon.-Fri.

Night/Weekend All other days, times, and holidays.

 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)

3.8 IntraLAA Calling Service

3.8.1 Description

Intra LATA calling service provides a Customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network* bearing the designation of any central office exchanges, areas, and zones outside of the Customer's Basic Calling Area but within the same state and LATA.

3.8.2 Time Periods

Day, Evening and Night/Weekend rate periods are shown below. On holidays, Evening rates will apply unless a lower rate will normally apply.

Rates	From	To (but not including)	Days Applicable	Discount Applicable
Day	8:00 A.M.	12:00 P.M.	Mon. - Fri.	0%
	1:00P.M.	5:00 P.M.	Mon. -Fri.	0%
Evening	5:00 P.M.	11:00 P.M.	Mon. - Fri.	25%
Night/ Weekend	All other times			50%

Holidays include New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

* Except calls to other telephone companies' caller paid information services (e.g. NPA 900, NXX 976, etc.), calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's centralized switching facility.

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LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.9 Miscellaneous Local Exchange Services****3.9.1 Operator Services**

Operator Handled Calling Services are provided to Customers of Company-provided Exchange Access Services, and to Customers and Users of exchange access lines.

A. Definitions

Person-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or nonproprietary calling card. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

Operator Dialed Charge: The end user places the call without dialing the destination number, although the capability to do it himself exists. The end user will dial "O" for local calls and "00" for long distance calls and then request the operator to dial the called station.

Billed to Non-Proprietary Calling Cards: Refers to calls that are dialed by the Customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.9 Miscellaneous Local Exchange Services, (Cont'd.)****3.9.2 Busy Line Verify and Line Interrupt Service****A. Description**

Upon request of a calling party the Company will verify a busy condition on a called line.

1. The operator will determine if the line is clear or in use and report to the calling party.
2. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

B. Regulations

1. A charge will apply when:
 - (a) The operator verifies that the line is busy with a call in progress.
 - (b) The operator verifies that the line is available for incoming calls.
 - (c) The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.
2. No charge will apply:
 - (a) When the calling party advises that the call is to or from an official public emergency agency.
 - (b) Under conditions other than those specified in 3.9.2.B.(1) preceding.
3. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.
4. The Customer shall identify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)

3.9 Miscellaneous Local Exchange Services, (Cont'd)

3.9.3 Service Implementation

A. Description

Absent a promotional offering, service implementation charges will apply to new service orders or to orders to change existing service.

3.9.4 Restoration

A. Description

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

3.9.5 Custom Calling Features

Call Return
Repeat Dialing
Call Selector
Preferred Call Forwarding
Call Block
Call Tracing
Caller ID
Calling Number Delivery Blocking
Enhanced Caller ID
Remote Call Forwarding
Flexible Call Forwarding

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)

3.10 Special Arrangements

3.10.1 Special Construction

A. Basis for Charges

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include:

1. nonrecurring type charges;
2. recurring type charges;
3. termination liabilities; or
4. combinations thereof.

B. Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the Customer.

1. The termination liability period is the estimated service life of the facilities provided.
2. The amount of the maximum termination liability is equal to the estimated amounts for:
 - (a) Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:
 1. equipment and materials provided or used,
 2. engineering, labor and supervision,
 3. transportation, and
 4. rights-of-way

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.10 Special Arrangements, (Cont'd.)****3.10.1 Special Construction, (Cont'd.)****B. Termination Liability, (Cont'd)****2. (Cont'd.)**

- (b) license preparation, processing, and related fees;
- (c) tariff preparation, processing, and related fees;
- (d) cost of removal and restoration, where appropriate; and
- (e) any other identifiable costs related to the specially constructed or rearranged facilities.

- 3. The applicable termination liability method for calculating the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in Section 3.10.1.B preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in section 3.10.1.B preceding shall be adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.

C. Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis. All ICB rates are subject to Commission approval.

D. Temporary Promotional Programs

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce present or potential Customers to a service not previously received by the Customers. All promotions are subject to Commission approval.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.11 Intrastate Long Distance Service Offerings****3.11.1 West Telecom Services, LLC (Delaware) Long Distance Service (LDS)****A. Description**

West Telecom Services, LLC (Delaware) Long Distance Service (LDS) is a communications service which is available for use by Customers twenty-four (24) hours a day. Customers may originate LDS from locations served by the Company, and may terminate in all locations within the State of Louisiana.

LDS calls will be billed in 6-second increments with an initial billing period of 6 seconds.

The service is offered in two variations depending upon the method the Customer employs to gain access to the Company's network for use of the service:

Switched LDS is offered in Feature Group D (FGD) exchanges where the Customer's local telephone lines are pre-subscribed by the local exchange Company to the Company's LDS service, such that "I+" interLATA calls are automatically routed to the Company's network.

Dedicated LDS is offered to the extent facilities are available in those cases where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's POP. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities. The Company's 1 + Long Distance Service is a switched long distance message telecommunications service provided between points within the State. Customers subscribing to this service may make calls from any location in the State at any time of day or night for a flat-rated per minute charge. Customers may be eligible for volume discounts based upon the amount of their Long Distance Service usage.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.11 Intrastate Long Distance Service Offerings, (Cont'd.)****3.11.1 West Telecom Services, LLC (Delaware) Long Distance Service (LDS), (Cont'd.)****B. Commitment Levels and Term Plans**

LDS is available on a month to month basis or on an optional 1, 2, or 3-year term plan. Discounts off the base rates are available to the Customer according to the commitment level and term plan selected by the Customer. The commitment level is calculated from the monthly total usage generated from the following Company products: shared and dedicated domestic and interstate and intrastate outbound and inbound service, intraLATA, and calling card. Charges such as taxes, late payment fees or other service nonrecurring and monthly recurring charges will not be included in the total usage amount calculation.

Should the Customer's actual usage fall below the monthly minimum usage commitment, the Customer is required to pay the Company a fee equal to the difference between the Customer's discounted rate and the higher rate associated with the lower volume.

A Customer who terminates a term plan in the 1st year prior to the term's expiration will be required to pay in one lump sum an amount equaling the selected monthly commitment level times the number of months remaining in the term, plus an amount equal to any promotional credit, or discount, or waiver, if applicable, that was provided to the Customer.

A Customer who terminates a term plan in the 2nd or 3rd year prior to the term's expiration will be required to pay 35% an amount equaling the selected monthly commitment level times the number of months remaining in the term, plus an amount equal to any promotional credit, or discount, or waiver, if applicable, that was provided to the Customer.

C. Discounts

The following discounts on per minute base rates for qualifying usage are based on the monthly commitment level and term plan selected by the Customer. These discounts are applicable to the rates found in Section 4 of this tariff.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.11 Intrastate Long Distance Service Offerings, (Cont'd.)****3.11.2 West Telecom Services, LLC (Delaware) Toll Free Service****A. Description**

West Telecom Services, LLC (Delaware) Toll Free Service is an inbound communications service which permits calls to be completed at the Customer's location without charge to the calling party. Access to the service is gained by dialing a ten (10) digit telephone number (800+ NXX-XXXX) which will terminate at the Customer's location. Calls may originate from any location within the State of Louisiana and may terminate at the Customer's location.

Toll Free Service will be billed per call based on the duration of the call. Each call will be billed in 6 second increments with an initial billing period of 6 seconds. Usage discounts apply to aggregate monthly interstate and intrastate usage.

Toll Free Service is offered in two variations depending upon the method the Customer employs to access the Company's network for use of the service:

Switched Toll Free service calls are originated via normal shared use facilities and are terminated via the Customer's local exchange service access line.

Dedicated Toll Free service calls are originated via normal shared use facilities and are terminated via dedicated access facilities connecting the Customer's premises and the Company's POP. This service is offered to the extent facilities are available and where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk compatible PBX or other suitable equipment to the Company's POP. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.11 Intrastate Long Distance Service Offerings, (Cont'd.)****3.11.2 West Telecom Services, LLC (Delaware) Toll Free Service, Cont'd.)****B. Commitment Levels and Term Plans**

Toll Free is available on a month to month basis or on an optional 1, 2, or 3-year term plan. Discounts off the base rates are available to the Customer according to the commitment level and term plan selected by the Customer. The commitment level is calculated from the monthly total usage generated from the following Company products: shared and dedicated domestic and interstate and intrastate outbound and inbound service, intralATA, and calling card. Charges such as taxes, late payment fees or other service nonrecurring and monthly recurring charges will not be included in the total usage amount calculation

Should the Customer's actual usage fall below the monthly minimum usage commitment, the Customer is required to pay the Company a fee equal to the difference between the Customer's discounted rate and the higher rate associated with the lower volume.

A Customer who terminates a term plan in the 1st year prior to the term's expiration will be required to pay in one lump sum an amount equaling the selected monthly commitment level times the number of months remaining in the term, plus an amount equal to any promotional credit, or discount, or waiver, if applicable, that was provided to the Customer.

A Customer who terminates a term plan in the 2nd or 3rd year prior to the term's expiration will be required to pay 35% of an amount equaling the selected monthly commitment level times the number of months remaining in the term, plus an amount equal to any promotional credit, or discount, or waiver, if applicable, that was provided to the Customer.

C. Discounts

The following discounts on per minute base rates for qualifying usage are based on the monthly commitment level and term plan selected by the Customer. These discounts are applicable to the rates found in Section 4 of this tariff.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)

3.11 Intrastate Long Distance Service Offerings, (Cont'd.)

3.11.3 Miscellaneous Intrastate Long Distance Services

A. West Telecom Services, LLC (Delaware) Calling Card Service

West Telecom Services, LLC (Delaware) Calling Card Service is provided to Customers for use when away from their established service location. Access to the service is gained by dialing a Company designated 800 access number (800-NXX-XXXX), plus the Customer's Company Calling Card authorization number and the called telephone number.

Beyond these standard features, the Company calling card includes the following enhanced features: conference calling, West Telecom Services, LLC (Delaware) Voice Mail access, voice messaging, news and information access and speed dialing. Use of these enhanced features is subject to separate charges. The Company calling card calls are billed in full minute increments, with a one minute minimum. This service is offered with Peak and Off-Peak pricing. A description of the additional features are as follows.

1. Enhanced Features Charges

Enhanced features are available for use as described below. Enhanced features charges apply in lieu of standard usage charges. Usage charges are billed in six second increments with a one minute minimum.

(a) Conference Calling

Allows the Customer to establish a conference call by accessing the conference operator. Charges apply per established line and per minute of usage.

(b) Voice Mail Access

Allows the Customer to access West Telecom Services, LLC (Delaware) Voice Mail and to place return calls without having to hang-up and initiate a new calling card call.

(c) Voice Messaging

Allows the Customer to leave up to a three minute voice recorded message that is stored for future delivery when the called number is busy or no answer.

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SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.11 Intrastate Long Distance Service Offerings, (Cont'd.)****3.11.3 Miscellaneous Intrastate Long Distance Services,(Cont'd.)****A. West Telecom Services, LLC (Delaware) Calling Card Service, (Cont'd.)****1. Enhanced Features Charges, (Cont'd.)****(d) News and Information**

Provides access to news, weather, sports, financial information and other features.

(e) Speed Dialing

Allows the Customer to access Speed Dialing by programming and storing up to nine frequently dialed numbers.

B. Bill-to-Calling Card (BCC) Service

Bill-to-Calling Card Service allows customers of touch-tone telephones connected to the Company's LDS services to charge calls to their local exchange company (LEC) calling card. In addition to standard LDS, the BCC charge, as set forth in 4. applies when customers complete calls by entering both the called number and their LEC calling card number without the assistance of an operator. For BCC calls to Directory Assistance, the appropriate charges set forth in 4. will apply in addition. The Company accepts only LEC calling cards which it can identify as valid. Charges for BCC calls will appear on the customer's LEC bill.

C. Directory Assistance (DA)

The Company will connect LDS Service Customers to Directory Assistance (DA) for a fee as set forth in Section 4. A credit allowance for DA will be provided upon request if the Customer experiences poor transmission quality, is cut-off, receives an incorrect telephone number, or misdials the intended DA number(NPA+ 555-1212).

D. Special Promotions

The Company may from time to time engage in special promotional service offerings designed to attract new Customers or to increase existing subscribers awareness of a particular tariff offering. The Louisiana Public Service

Commission will be notified of the starting and ending dates, times, and/or locations of such promotions.

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SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd.)**3.11 Intrastate Long Distance Service Offerings, (Cont'd.)****3.11.3 Miscellaneous Intrastate Long Distance Services,(Cont'd.)****E. Special Service Arrangements**

Customer-specific service arrangements, which may include engineering, installation, construction, facilities, assembly and/or other special services, may be furnished in addition to existing tariff offerings. Rates, terms, and conditions plus any additional regulations, if applicable for the special service arrangements will be developed upon the Customer's request. Unless otherwise specified, the regulations for the special service arrangements are in addition to the applicable regulations specified in other sections of this tariff. The necessary tariff revisions will be filed to reflect the special service arrangements.

3.11.4 Bad Check Charge

If payment for service is made by a check, draft, or similar instrument (collectively "Check") that is returned to the Company unpaid by a bank or another financial institution for any reason, the Company may bill the Customer a returned check charge for the amount of \$20.00. In addition, the Customer may be required to replace the returned Check with a payment in cash or equivalent to cash, such as cashier's check, certified check or money order.

3.11.5 Reconnction

Reconnection charges occur where service to an existing Customer has been discontinued for proper cause, and the Customer desires to resume service with the Company. If service has been discontinued for proper cause and where a Customer desires reconnection, the Customer will be charged a fee to defray the cost of restoring service to the Customer.

3.11.6 Late Payment Fee

A late payment fee of 1.5% will be applied to service charges not paid within twenty (20) days after the due date of the bill. The late payment fee will not be applied to previous late payment charges that have been assessed but remain unpaid, but will apply to the accumulated amount for which the Customer is in arrears.

 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES

4.1 Exchange Access Service

4.1.1 Basic Line Service

Nonrecurring and monthly recurring rates per Basic Line apply as follows:

	<u>Nonrecurring Charge</u>	<u>Monthly Recurring Charge</u>
<u>On-Net Services</u>		
Basic Local		
Exchange Service		
<u>Flat Rate Service</u>		
-1st Line	RESERVED FOR FUTURE USE	
-Each Addt'l Line	RESERVED FOR FUTURE USE	
<u>Measured Rate Service</u>		
-1 st Line	RESERVED FOR FUTURE USE	
-Each Addt'l Line	RESERVED FOR FUTURE USE	
Expanded Local		
Exchange Service		
<u>Flat Rate Service</u>		
-1 st Line	RESERVED FOR FUTURE USE	
-Each Addt'l Line	RESERVED FOR FUTURE USE	
<u>Measured Rate Service</u>		
-1st Line	RESERVED FOR FUTURE USE	
-Each Addt'l Line	RESERVED FOR FUTURE USE	

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.2 Directory Listings

	<u>Nonrecurring Charge</u>	<u>Monthly Recurring Charge</u>
Each Additional Listing:	N/A	RESERVED FOR FUTURE USE

4.3 Main Number Retention

	<u>Nonrecurring Charge</u>	<u>Monthly Recurring Charge</u>
per retained number	RESERVED FOR FUTURE USE	
per retained	RESERVED FOR FUTURE USE	

 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.4 Resold Local Exchange Service

	<u>Nonrecurring Charge</u>	<u>Monthly Recurring Charge</u>
<u>Resold Basic Lines</u>		
<u>Flat Rate Service</u>		
1st Line	\$87.00	\$34.11
Each Add'l Line	\$87.00	\$34.11
<u>Measured Service</u>		
1st Line	\$87.00	\$21.03
Each Add'l Line	\$87.00	\$21.03
<u>Resold Basic Trunks*</u>		
<u>Flat Rate Service</u>		
1 st Trunk	\$87.00	\$40.50
Each Add'l Trunk	\$87.00	\$40.50
<u>Measured Service</u>		
1 st Trunk	\$87.00	\$40.50
Each Add'l Trunk	\$87.00	\$40.50
Per line:		\$0.45
Per PBX trunk:		\$4.05

*Includes Hunting

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.4 Resold Local Exchange Service, (Cont'd.)

	<u>Nonrecurring Charge</u>	<u>Monthly Recurring Charge</u>
<u>Resold Local Usage</u>		
<u>Flat Rate Calling</u>	Unlimited	
<u>Measured Rate Calling</u>		
<u>Peak</u>	<u>1st Min</u>	<u>Add'l Min</u>
Intra-wire Center	\$0.0250	\$0.0100
All Other Local Calls	\$0.0400	\$0.0150
<u>Off-Peak</u>	<u>1st Min</u>	<u>Addtl Min</u>
Intra-wire Center	\$0.0063	\$0.0025
All Other Local Calls	\$0.0100	\$0.0038

Resold features associated with Resold Local Exchange Service will be priced according to the rates established for such features in the underlying carrier's effective intrastate tariffs.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.5 Local Calling Service

The rates set forth in this section apply to all direct dialed local calls. For operator-assisted local calls, the operator charges listed in Section 4.7 apply in addition to the charges listed below.

4.5.1 Usage Charges - Per minute charges apply for each call. Timing is in whole minute increments, with a minimum charge of one minute per call.

A. Monthly Message Allowance

	Basic Calling Area	Extended Calling Area
Type of Service		
Basic Local Exchange Service	TBD	TBD*
Expanded Local Exchange Service	TBD	TBD

* Additional message charge of \$X.XX for each message over monthly allowance.

B. Expanded Calling Area - The following usage charges apply to points in the Customer's Expanded Calling Area.

<u>MILEAGE</u>	<u>SETUP PER CALL</u>	<u>PEAK</u>	<u>OFF-PEAK</u>
RESERVED FOR FUTURE USE			

* Customers of Basic Local Exchange Service are billed intraLATA rates for calls to destinations within the state and LAT A but outside the Basic Local Calling Area.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES, (Cont'd.)**4.6 IntraLATA Calling**

MILEAGE	FIRST MINUTE	ADDITIONAL MINUTE
0 - 8	\$0.0550	\$0.0440
9 - 12	\$0.0660	\$0.0550
13 - 16	\$0.0825	\$0.0660
17 - 21	\$0.0990	\$0.0825
22 - 26	\$0.1265	\$0.0990
27 - 31	\$0.1265	\$0.1100
32 - 41	\$0.1265	\$0.1210
42 - 56	\$0.1265	\$0.1265
57 - 71	\$0.1265	\$0.1265
72 - 87	\$0.1265	\$0.1265
88 - 127	\$0.1265	\$0.1265
128+-	\$0.1265	\$0.1265

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.7 Operator Services

Per Call Charges	IntraLATA
Person-to-Person (Operator Assisted)	\$3.13
Station-to-Station (Operator Assisted)	\$0.75
Operator Dialed Charge (applies in addition to other operator charges)	\$0.80
Billed to Non-Proprietary Calling Card (additional surcharge)	\$1.83
Directory Assistance (Operator Assisted)	\$0.31
Directory Assistance Call Completion	\$0.30

4.8 Busy Line Verify and Line Interrupt Service

Busy Line Verify Service (each request)	RESERVED FOR FUTURE USE
Busy Line Verify and Busy Line Interrupt Service (each request)	RESERVED FOR FUTURE USE

 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.9	Service Implementation	Resold Nonrecurring <u>Charge</u>	On-Net Nonrecurring <u>Charge</u>
	per service order	\$84.00	RESERVED FOR FUTURE USE
4.10	Restoration of Service	Resold Nonrecurring <u>Charge</u>	On-Net Nonrecurring <u>Charge</u>
	per occasion	\$84.00	RESERVED FOR FUTURE USE

 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.11 Charges for Connecting or Changing Service

	Resold Nonrecurring <u>Charge</u>	On-Net Nonrecurring <u>Charge</u>
Line Connection Charge		
Applies per exchange access line or trunk		
First Line	\$84.00	RESERVED FOR FUTURE USE
Additional Line (each)	\$84.00	RESERVED FOR FUTURE USE
Line Change Charge		
Applies per exchange access line or trunk		
First Line	\$8.00	RESERVED FOR FUTURE USE
Additional Line (each)	\$8.00	RESERVED FOR FUTURE USE
Secondary Service Charge		
Applies per Customer request		
Each	\$8.00	RESERVED FOR FUTURE USE
Premises Work Charge		
First 15-minute increment or fraction thereof		
Per increment	\$17.00	RESERVED FOR FUTURE USE
Each Additional 15-minute increment or fraction thereof		
Per increment	\$9.00	RESERVED FOR FUTURE USE

 LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.12 Custom Calling Service

Resold Rates

Business/Business PBX Individual Features:

	Monthly
Call Waiting	\$X.XX
Call Forwarding Variable	\$X.XX
Three-Way Calling	\$X.XX
Speed Calling (8-code)	\$X.XX
Speed Calling (30-code)	\$X.XX
Call Forwarding Busy Line	\$X.XX
Call Forwarding Don't Answer	\$X.XX
Call Forwarding Don't Answer - Ring Control	\$X.XX
Customer Control of Call forwarding Busy Line	\$X.XX
Customer Control of Call Forwarding Don't Answer	\$X.XX
Call Forwarding Busy Line Multipath or Customer Control of Call Forwarding Busy Line Multipath	\$X.XX
Call Forwarding Don't Answer Multipath or Customer Control of Call Forwarding Don't Answer Multipath	\$X.XX
Call Forwarding Variable Multipath or Remote Access- Call Forwarding Variable Multipath	\$X.XX
Remote Access - Call Forwarding Variable	\$X.XX

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.12 Custom Calling Service, (Cont'd.)

Resold Rates, (Cont'd.)

Business/Business PBX

Individual Features:

	Nonrecurring Charge	Monthly Recurring Charge
Call Return (per line)		\$X.XX
Call Return (per use)	\$X.XX	
Call Return (denial of per use)	\$X.XX	
Repeat Dialing (per line)		\$X.XX
Repeat Dialing (per use)	\$X.XX	
Repeat Dialing (denial of per use)	\$X.XX	
Call Selector (per line)		
Preferred Call forwarding (per line)		\$X.XX
Call Block (per line)		\$X.XX
Call Tracing (per line)		
Per line		\$X.XX
Per Successful Trace (non-subscription)	N/A	
Caller ID (per line)		
Caller ID - Calling Name Delivery		\$X.XX
Caller ID - Calling Number Delivery		\$X.XX
Caller ID - Calling Number & Name Delivery		\$X.XX
Calling Number Delivery Blocking		\$X.XX
Permanent Per line		
Calling Number Delivery Blocking		\$X.XX
Per Call (Per activation)		
Enhanced Caller ID (with ACR) Per Line		\$X.XX
Enhanced Caller ID (with Call Management) Per Line		\$X.XX
Enhanced Caller ID (with ACR & Call Management) Per Line		\$X.XX

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.12 Custom Calling Service, (Cont'd.)

Remote Call Forwarding

Rates

The following charge is for the Remote Call Forwarding feature only and are in addition to applicable charges for service and equipment.

Remote Call Forwarding is per feature arranged and one access path for either interexchange, intraexchange, or local calling area per service request.

Each	Resold Nonrecurring <u>Charge</u>	Resold Monthly Recurring <u>Charge</u>
	RESERVED FOR FUTURE USE	
Additional Access Path (with initial installation)	(Monthly)	
Each	RESERVED FOR FUTURE USE	
	On-Net Nonrecurring <u>Charge</u>	On-Net Monthly Recurring <u>Charge</u>
Each	RESERVED FOR FUTURE USE	
Additional Access Path (with initial installation)		Monthly Recurring <u>Charge</u>
Each	RESERVED FOR FUTURE USE	

Flexible Call Forwarding

The following charge is for the Flexible Call Forwarding feature only and are in addition to applicable charges for service and equipment.

Flexible Call Forwarding is an optional network feature that provides Customer control for call forwarding capabilities via dial-accessed voice prompt menus.

Rates-Individual Features	Resold Nonrecurring <u>Charge</u>	Resold Monthly Recurring <u>Charge</u>
Flexible Call Forwarding	RESERVED FOR FUTURE USE	
Flexible Call Forwarding with Audio Calling Name	RESERVED FOR FUTURE USE	

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.13 Intrastate Long Distance

4.13.1 West Telecom Services, LLC (Delaware) Long Distance Service (LDS)

New Service Offering

Rates and Charges

Outbound Switched	\$0.089
Outbound Dedicated	\$0.079
Inbound Switched	\$0.089
Inbound Dedicated	\$0.079

4.13.2 West Telecom Services, LLC (Delaware) Toll Free Service

New Service Offering

Rates and Charges

Inbound Switched	\$0.089
Inbound Dedicated	\$0.079

Recurring and Nonrecurring Rates

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Recurring Charges</u>
Shared charge per 800 number	N/A	N/A
Dedicated charge per routing arrangement	N/A	N/A
Advanced features (per feature)	\$50.00	
1 routing feature	\$30.00	N/A
3 routing features	\$30.00	N/A
All routing features	\$30.00	N/A

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.13 Intrastate Long Distance, (Cont'd.)

4.13.3 Miscellaneous Service

West Telecom Services, LLC (Delaware) Calling Card Service

A. Standard Usage Charges (per minute of use)			
1.	Peak/Off-Peak Rate		\$0.24
2.	Surcharge		\$0.31
B. Directory Assistance Calls			
1.	Requested Number Charge		\$1.26
2.	Call Completion Charge (per minute)		NC
C. Enhanced Feature Charges			
1.	Conference Calling		
	per established line		\$2.50
	per minute of usage per line	(Day)	\$0.59
		(Weekend)	\$0.35
2.	Voice Mail Access		
	per minute of usage		\$0.32

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SECTION 4 - RATES AND CHARGES, (Cont'd.)

4.13 Intrastate Long Distance, (Cont'd.)

4.13.3 Miscellaneous Services, (Cont'd)

C. Enhanced Feature Charges (Cont'd)

3. Voice Messaging (per minute of usage)

1 message	\$2.90
up to 5 messages	\$9.39
up to 10 messages	\$16.90
up to 20 messages	\$31.00
message status	NC

4. News and Information per minute of usage	
Per minute of usage	N/A

5. Speed Dialing	NC
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4.13.4 BCC Service

A. BCC Service Charge	\$0.60
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B. Directory Assistance

Per requested number	\$0.65
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LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES, (Cont'd.)**4.14 Exemptions and Special Rates****4.14.1 Discounts for Hearing Impaired Customers**

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period. Discounts do not apply to surcharges or per call add on charges for operator service when the call is placed by a method that would normally incur the surcharge.

4.14.2 Directory Assistance for Handicapped Persons

There is no charge for Directory Assistance for the first 50 calls in a monthly billing period from handicapped persons. Such persons must contact the Company for credit on their directory assistance calls.

4.14.3 Exemptions and Special Rates**A. Discounts for Telecommunications Relay Service**

For intrastate toll calls received from the telecommunications relay service, there will be a 50 percent discount off the applicable rate for a voice non relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call will be discounted 60 percent off the applicable rate for a voice non relay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS

5.1 Local Calling Area

The local area of each exchange or locality includes all the central offices and localities of the exchange. The Local Calling Areas consist of contiguous exchanges within the LATA, and certain additional exchanges and localities.

5.1.1 Local Calling Areas

The Company provides local exchange telecommunications services to Customers throughout the state of Louisiana.