
Access Services

TABLE OF CONTENTS

| | |
|------------------------------|-----------|
| Title Page | Title |
| Table of Contents | Page 1 |
| Concurring Carriers | Page 2 |
| Connecting Carriers | Page 2 |
| Other Participating Carriers | Page 2 |
| Explanation of Notes | Page 3 |
| General Regulations | Section 1 |
| Rules and Regulations | Section 2 |
| Switched Access | Section 3 |
| Special Access | Section 4 |
| Special Arrangements | Section 5 |
| Miscellaneous Service | Section 6 |

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Access Services

SECTION 1 – GENERAL REGULATIONS

CONTENTS

| | PAGE |
|--|------|
| 1.1 Application of Tariff and Service Availability | 5 |
| 1.2 Definitions | 6 |
| 1.3 Undertaking of the Company | 9 |

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SECTION 2 – RULES AND REGULATIONS

CONTENTS

| | PAGE |
|--|------|
| 2.1 Use of Facilities and Service | 11 |
| 2.2 Minimum Period of Service | 13 |
| 2.3 Surcharges..... | 14 |
| 2.4 Payment for Services Rendered | 15 |
| 2.5 Deposits | 16 |
| 2.6 Advance Payments | 17 |
| 2.7 Disputed Bills | 17 |
| 2.8 Inspection, Testing And Adjustment..... | 18 |
| 2.9 Suspension or Termination Of Service | 19 |
| 2.10 Obligations of the Customer..... | 25 |
| 2.11 Automatic Number Identification | 29 |
| 2.12 Determination of Mileage | 32 |

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.3 SURCHARGES

2.3.1 Sales, Use and Excise Taxes - In addition to all recurring, non-recurring, and minimum usage surcharges and special charges, the customer shall also be responsible and pay all applicable federal, state, and local sales, use, and excise taxes.

2.3.2 Gross Revenue, Gross Income, and Gross Earnings Surcharges Tax Surcharges

- 1 In addition to all recurring, non-recurring, minimum usage surcharges and special charges, the customer shall also be responsible and pay each of the following surcharges to be imposed on all charges for recurring, non-recurring, minimum usage or special charges designated to recover gross revenue, gross income and gross earnings taxes imposed on the carrier.

The Surcharge for State Gross Income and Gross Earnings Taxes is a monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes and applies to all charges for recurring, non-recurring, minimum, usage, or special charges for intrastate services.

- 2 The surcharge imposed under (a) above will be added to all recurring, non-recurring, minimum usage surcharges or special charges for services, and together with such charges, shall be subject to all sales, use, and excise taxes imposed by Section 2.3.1

2.3.3 The applicable rates for the surcharges listed in (a) above are shown in Section 2.3.4, if applicable. Any changes to these rates will be filed on 15 days' notice to Customers and the Commission as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, the Commission may approve new surcharge factors, and the Company will file a revised surcharge as directed by the Commission.

2.3.4 Reserved for Future Use.

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Access Services

SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.4 PAYMENT FOR SERVICE RENDERED

- 2.4.1 Service is provided and billed on a monthly basis. Bills are due and payable on the due date stated on the invoice. In the event that the Company incurs fees or expenses, including attorney's fees, collecting, or attempting to collect, any charges owed to the Company, the Company may charge the Customer all such fees and expenses reasonably incurred, including a collection fee on the overdue charges accruing at the rate of 1.5% per month or the highest rate allowed by law, whichever is lower. Collection fees on overdue charges shall begin to accrue when the Account is assigned to an outside collection agency. Such collection fees are separate and distinct from attorney's fees and other costs incurred in collecting charges owed to the Company.
- 2.4.2 The Customer is responsible for payment of all charges for service furnished to the Customer, or the Customer's agents, End Users or customers. All charges due by the Customer are payable to the Company or to the Company's authorized billing agent. Any objections to billed charges must be reported promptly to the Company.
- 2.4.3 The Company reserves the right to assess a charge of \$12.00 whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written. The foregoing shall not limit the Company's right to discontinue service for returned checks or drafts under Section 2.9.1 below.
- 2.4.4 Application of Late Payment Charge
- 1 Late payment charges do not apply to final accounts.
 - 2 Late payment charges do not apply to government agencies.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.6 ADVANCE PAYMENTS

The Company reserves the right to require an advance payment from the Customer instead of or in addition to a security deposit. The advance payment shall be in an amount equal to or less than estimated installation charges plus two months estimated billing.

2.7 DISPUTED BILLS

In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer may, within 30 days of the date of the bill containing the disputed amount, request, and the Company shall comply with the request, an in-depth investigation and review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or service shall be subject to cancellation under Section 2.9 following). The Company shall communicate to the Customer the results of such investigation and review as soon as reasonably possible.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE

2.9.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the Customer must remit a Connection Charge as well as any payment due and any applicable deposits prior to reconnection.

Suspension or termination shall not be made until:

- a. At least 10 days after written notification has been served personally on the Customer, or at least 20 days after written notification has been mailed to the billing address of the Customer or;
- b. At least 10 days after the Customer has either signed for or refused a registered letter containing written notification mailed to the billing address of the Customer.

Access service shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business.

In the event that termination of a carrier-Customer would result in the disconnection of the carrier-Customer's local exchange customers from the public switched telephone network, the Company will proceed consistent with the requirements of 4901:1-7-27.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.9.4 Termination for Cause Other Than Nonpayment

1. General

The Company, after notice in writing to the Customer and after having given the Customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the Customer's premises under the following conditions:

- a. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the Customer of the rules and regulations governing the facilities and service furnished, or
- b. if, in the judgment of the Company, any use of the facilities or service by the Customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the Customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
- c. in the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
- d. in the event that service is connected for a Customer who is indebted to the Company for service or facilities previously furnished, that the Company may terminate service unless the Customer satisfies the indebtedness within 20 days after written notification.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.9.4 Termination for Cause Other Than Nonpayment (cont'd)

2. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

- a. The use of facilities or service of the Company without payment of tariff charges;
- b. Permitting fraudulent use.

3. Abandonment or Unauthorized Use of Facilities

- a. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the Customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate access service.
- b. In the event that access service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same Customer at the same location:
 1. No charge shall apply for the period during which service had been terminated, and
 2. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

4. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the Customer may require termination of a Customer's service until such time as new arrangements can be made. No charges will be assessed the Customer while service is terminated, and no connection charges will apply when the service is restored.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.10 OBLIGATIONS OF THE CUSTOMER (Cont'd)

2.10.3 Equipment Space and Power

The Customer shall furnish to the Company, at no charge, equipment space and electrical power required by the Company to provide services under this tariff at the points of termination of such services. The Customer and the Company shall mutually agree to the selection of AC or DC power. The Customer shall make necessary arrangements in order that the Company will have access to such spaces at reasonable times for installation, testing, repair, maintenance or removal of Company service.

2.10.4 Testing

The services provided under this tariff shall be made available to the Company at mutually agreed upon times in order to permit the Company to test, adjust and maintain the services in satisfactory operating condition. No credit will be allowed for any interruption during such tests and adjustments.

2.10.5 Design of Customer Services

The Customer shall be responsible for its own expense for the overall design of its services and for any redesigning or rearrangements of its services which may be required because of changes in facilities, operations or procedures of the Company, minimum protection criteria or operating or maintenance characteristics of the facilities.

2.10.6 Network Contingency Coordination

The Customer shall, in cooperation with the Company, coordinate in planning the actions to be taken to maintain maximum network capability following natural or man-made disasters which affect telecommunications service.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.10 OBLIGATIONS OF THE CUSTOMER (Cont'd)

2.10.7 Jurisdictional Reports

A. General (Continued)

1) Jurisdictional Reports (Continued)

If the Customer does not supply the jurisdictional reports, the Company may deem the Customer to have reported percentages that are the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the Customer, the Company may deem the Customer to have reported percentages that are the same as those provided in the order for service. Absent percentages supplied (or deemed by the Company to have been supplied) by the Customer, the Company will, only for that portion of the Customer's usage for which the Company is unable to determine the appropriate jurisdiction, bill the Customer's usage at the jurisdictional rate which produces the highest charge.

This default billing procedure will remain in effect until the Customer: provides call detail information to the Company (if the provision of such information would permit the Company to determine jurisdiction), supplies the necessary jurisdictional percentages, or agrees with the Company on an alternate default billing procedure.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.10 OBLIGATIONS OF THE CUSTOMER (Cont'd)

2.10.7 Jurisdictional Reports

B. Jurisdictional Audits

The Customer shall keep sufficient detail from which the percentages of use reported to the Company (or deemed by the Company to have been reported) can be verified and upon request of the Company make such records available for inspection and audit. The Customer shall supply the required data to the Company within 30 calendar days of the Company request. The Customer must maintain these records for 24 months from the date the report became effective for billing purposes.

Initiation of an audit will be at the sole discretion of the Company. The audit shall be performed by an independent party selected by the Company. An audit may be initiated by the Company for a single Customer no more than once per year.

In the event that an inspection or audit reveals that any Customer reported percentages of use were incorrect, the Company shall apply the inspection or audit result to all usage affected by the inspection or audit. The Customer shall be back billed or credited, for a period retroactive to the date that the incorrect percentage was reported, but not to exceed 24 months. Back billed amounts are subject to a late payment penalty as set forth in 2.4.4, preceding.

Should an audit reveal that the misreported percentage(s) of use has resulted in an underpayment of charges to the Company of five (5) percent or more of the total Access Services or Network Interconnection Services bill, the Customer shall reimburse the Company for the cost of the audit. Proof of cost shall be bills, in reasonable detail, submitted to the Company by the auditor. Within 15 days of completion of the auditor's report, the Company will furnish a copy of the audit results to the person designated by the Customer to receive such results.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.10 OBLIGATIONS OF THE CUSTOMER (Cont'd)

2.10.8 Mixed Interstate and Intrastate Access Service

When mixed interstate and intrastate Access Service is provided, all charges, including nonrecurring charges, usage charges, and optional features, will be prorated between interstate and intrastate. The percentage provided in the reports as set forth in 2.10.7 will serve as the basis for prorating the charges. The percentage of an Access Service to be charged as intrastate is applied in the following manner:

- 1 For nonrecurring chargeable rate elements, multiply the percent intrastate use times the quantity of chargeable elements times the state tariff rate per element.
- 2 For usage sensitive chargeable rate elements, multiply the percent intrastate use times actual use (measure or Company assumed average use) times the stated rate.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.10 OBLIGATIONS OF THE CUSTOMER (Cont'd)

2.10.7 Identification and Rating of VoIP-PSTN Traffic

(A) Scope

VoIP-PSTN Traffic is defined as traffic exchanged between the Telephone Company end user and the customer in time division multiplexing (“TDM”) format that originates and/or terminates in Internet protocol (“IP”) format. This section governs the identification of VoIP-PSTN Traffic that is required to be compensated at interstate access rates by the Federal Communications Commission in its Report and Order in WC Docket No. 10-90, etc., FCC Release No. 11-161 (Nov. 18, 2011) (“FCC Order”). Specifically, this section establishes the method of separating such traffic (referred to in this tariff as “Toll VoIP-PSTN Traffic”) from the customer’s traditional intrastate access traffic, so that such Toll VoIP-PSTN Traffic can be billed in accordance with the FCC Order.

The term “Toll VoIP-PSTN Traffic” denotes a customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over Public Switched Telephone Network (PSTN) facilities, which originates and/or terminates in Internet Protocol (IP) format. “Toll VoIP-PSTN Traffic” originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

(B) Rating of VoIP-PSTN Traffic

The Toll VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Telephone Company’s applicable interstate switched access rates.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.10 OBLIGATIONS OF THE CUSTOMER (Cont'd)

2.10.7 Identification and Rating of VoIP-PSTN Traffic (Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage Factor

The Telephone Company will determine the number of Toll VoIP-PSTN Traffic minutes of use (“MOU”) to which interstate rates will be applied under subsection (B), above, by applying a Percent-VoIP-Usage (“PVU”) factor to the total intrastate access MOU exchanged between the Telephone Company and the customer. Until July 1, 2014, PVU’s determined pursuant to this Section will apply only to traffic terminated by the Customer. Effective July 1, 2014 such factors will apply to both originating and terminating traffic.

The PVU will be derived and applied as follows:

- (1) The customer will calculate and furnish to the Telephone Company a factor (the “PVU”) representing the percentage of the total intrastate access MOU that the customer exchanges with the Telephone Company in the State that (a) is sent to the Telephone Company and that originated in an IP format; or (b) is received from the Telephone Company and terminated in an IP format. This PVU shall be based on information such as traffic studies, actual call detail, or other relevant and verifiable information.
- (2) The Telephone Company will apply the PVU factor to the total terminating intrastate access MOU received from the customer to determine the number of Toll VoIP-PSTN Traffic MOU.
- (3) If the customer does not furnish the Telephone Company with a PVU pursuant to the preceding paragraph 1, the Telephone Company will utilize a PVU equal to zero.

(D) Implementation of the Initial PVU Factor

The Telephone Company will apply the Initial PVU factor on the next bill date provided that the PVU factor and verifiable supporting documentation, as described herein, are provided to the Telephone Company at least 15 days prior to the next bill date. A factor received less than 15 days before the next bill date, will be applied on the bill date following the next bill date unless otherwise agreed to by the Telephone Company and the customer. Otherwise, the Telephone Company will set the initial PVU equal to zero, as specified in subsection (C)(3), above.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.11 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

2.11.3 Regulations (cont'd)

- 8 Where ANI cannot be provided, information digits will be provided to the Customer.

The information digits identify: (1) telephone number is the station billing number - no special treatment required, (2) ANI failure has occurred in the end office switch which prevents identification of calling telephone number - must be obtained by operator or in some other manner. The ANI telephone number is the listed telephone number of the Customer and is not the telephone number of the calling party.

2.11.4 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant applicable law.

2.12 DETERMINATION OF MILEAGE

Service for which rates are mileage sensitive are rated on the airline distance between the Company's switch location and Customer-designated premises or the end office of the Customer-designated premises.

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SECTION 3 – SWITCHED ACCESS SERVICE

CONTENTS

| | PAGE |
|--------------------------------------|------|
| 3.1 General..... | 34 |
| 3.2 Rate Categories..... | 34 |
| 3.3 Obligations of the Company | 36 |
| 3.4 Obligations of the Customer..... | 39 |
| 3.5 Rate Regulations..... | 40 |
| 3.6 Rates and Charges | 42 |

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SECTION 3 – SWITCHED ACCESS SERVICE (Cont'd)

3.1 GENERAL

Switched Access Service, which is available to Customers for their use in furnishing their services to End Users, provides a two-point electrical communications path between a Customer's premises and an End User's premises. It provides for the use of common terminating, switching and trunking facilities, and for the use of common subscriber plant of the Company. Switched Access Service provides for the ability to originate calls from an End User's premises to a Customer's premises in the LATA where it is provided.

The application of rates for Switched Access Service is described in Sections 3.5 and 3.6 following. Rates and charges for services other than Switched Access Service, e.g., a Customer interLATA toll message service, may also be applicable when Switched Access Service is used in conjunction with these other services.

3.2 RATE CATEGORIES

There are three rate categories whose components create the switched access rate for Switched Access Service:

- Local Switching
- Local Transport
- Common Line (see Section 5 of this tariff)

3.2.1 Local Switching

Local Switching provides for the use of end office switching equipment. Included in Local Switching are:

Common Switching, which provides the local end office switching functions and optional features.

Transport Termination, which provides for the trunk side arrangements that terminate the Local Transport facilities. The Company will determine the number of Transport Terminations provided.

Where end offices are appropriately equipped, international dialing may be provided. International dialing provides the capability of switching international calls with service prefix and address codes having more digits than are capable of being switched through a standard equipped end office.

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SECTION 3 – SWITCHED ACCESS SERVICE (Cont'd)

3.2 RATE CATEGORIES, (Cont'd)

3.2.2 Local Transport

The Local Transport rate category provides the transmission facilities between the Customer premises and the end office switch(es) where the Customer traffic is switched to originate or terminate its communications.

Local Transport is a two-way voice frequency transmission path composed of facilities determined by the Company. The two-way voice frequency path permits the transport of calls in the originating direction (from the End User end office switch to the Customer's premises) and in the terminating direction (from the Customer premises to the end office switch), but not simultaneously. The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

The Company will work cooperatively with the Customer in determining (1) whether the service is to be directly routed to an end office switch or through an access tandem switch, and (2) the directionality of the service.

1. Transmission Paths

The number of Transport transmission paths provided is based on the Customer's order and is determined by the Company.

2. Interconnection

Interconnection of non-Company switched access transport facilities is available between an end office and a Customer point of presence where such facilities are provided.

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SECTION 3 – SWITCHED ACCESS SERVICE (Cont'd)

3.3 OBLIGATIONS OF THE COMPANY

The Company has certain obligations pertaining only to the provision of Switched Access Service. These obligations are as follows:

3.3.1 Network Management

The Company will administer its network to provide acceptable service levels to all telecommunications users of the Company's network services. Generally, service levels are considered acceptable only when both End Users and Customers are able to establish connections with little or no delay encountered within the Company's network. The Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of any traffic carried over its network, including that associated with a Customer's Switched Access Service. Generally, such protective measures would only be taken as a result of occurrences such as a failure or overload of Company or customer facilities, natural disasters, mass calling or national security demands.

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SECTION 3 – SWITCHED ACCESS SERVICE (Cont'd)

3.3 OBLIGATIONS OF THE COMPANY, (Cont'd)

3.3.2 Design and Traffic Routing of Switched Access Service

The Company shall design and determine the routing of Switched Access Service, including the selection of the first point of switching and the selection of facilities from the interface to any switching point and to the end offices where busy hour minutes of capacity are ordered. The Company shall also decide if capacity is to be provided by originating only, terminating only, or two-way trunk groups. Finally, the Company will decide whether trunk side access will be provided through the use of two-wire or four-wire trunk terminating equipment. Selection of facilities and equipment and traffic routing of the service are based on standard engineering methods, available facilities and equipment and the Company's traffic routing plans. If the Customer desires different routing or directionality than that determined by the Company, the Company will work cooperatively with the Customer in determining (1) whether the service is to be routed directly to an end office or through an access tandem switch and (2) the directionality of the service.

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SECTION 3 – SWITCHED ACCESS SERVICE (Cont'd)

3.3 OBLIGATIONS OF THE COMPANY, (Cont'd)

3.3.3 Provision of Service Performance Data

Subject to availability, end-to-end service performance data available to the Company through its own service evaluation routines, may also be made available to the Customer based on previously arranged intervals and format. The data provides information on overall end-to-end call completion and non-completion performance e.g., Customer equipment blockage, failure results and transmission performance. The data does not include service performance data that is provided under other tariff sections, e.g., testing service results. If data is to be provided in other than paper format, the charges for such exchange will be determined on an individual case basis.

3.3.4 Trunk Group Measurements Reports

Subject to availability, the Company will make available trunk group data in the form of usage in CCS, peg count and overflow to the Customer based on previously agreed to intervals.

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SECTION 3 – SWITCHED ACCESS SERVICE (Cont'd)

3.4 OBLIGATIONS OF THE CUSTOMER

The Customer has certain specific obligations pertaining to the use of Switched Access Service. These obligations are as follows:

3.4.1 Report Requirements

Customers are responsible for providing the following reports to the Company, when applicable.

1. Jurisdictional Reports

When a Customer orders Switched Access Service for both interstate and intrastate use, the Customer is responsible for providing reports as set forth in Section 2.10.7 preceding. Charges will be apportioned in accordance with those reports.

2. Code Screening Reports

When a Customer orders service call routing, trunk access limitation or call gapping arrangements, it must report the number of trunks and/or the appropriate codes to be instituted in each end office or access tandem switch, for each of the arrangements ordered.

The Company will administer its network in such a manner that the impact of traffic surges due to peaked 900 Access Service traffic on other access service traffic is minimized. Network management controls as defined in Section 3.3.1 may be implemented at the Company option to ensure acceptable service levels

3.4.2 On and Off-Hook Supervision

The Customer facilities shall provide the necessary on and off-hook supervision for accurate timing of calls.

3.4.3 Trunk Group Measurements Reports

With the agreement of the Customer, trunk group data in the form of usage in CCS, peg count and overflow for its end of all access trunk groups, where technologically feasible, will be made available to the Company. The data will be used to monitor trunk group utilization and service performance and will be based on previously arranged intervals and format.

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Access Services

SECTION 3 – SWITCHED ACCESS SERVICE (Cont'd)

3.6 RATES AND CHARGES

3.6.1 Recurring Charges

| | | |
|---|---|-----|
| 1 | End Office Local Switching Per Access Minute: | * |
| | Shared End Office Mux Per Access Minute: | * |
| 2 | Local Transport | |
| | a. Host-Remote Term Per Access Minute: | * |
| | b. Host-Remote Facility Per Access Minute, per mile: | * |
| | c. Tandem Switching Per Access Minute: | N/A |
| 3 | 800 Data Base Access Service Carrier Identification, per query | * |

* Intrastate switched access rates mirror the current intrastate switched access rates of the underlying Incumbent Local Exchange Company which serves the territory in which traffic originates or terminates as set forth in AT&T Ohio Tariff No. 20 Part 21

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SECTION 4 – SPECIAL ARRANGEMENTS

4.1 SPECIAL CONSTRUCTION

4.1.1 Basis for Charges

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 (including return) and may include:

- a) nonrecurring charges;
- b) recurring charges;
- c) termination liabilities; or
- d) combinations of (a), (b), and (c).

4.1.2 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 a customer.

1. The period on which the termination liability is based is the estimated service life of the facilities provided.
2. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
 - a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a) equipment and materials provided or used;
 - b) engineering, labor, and supervision;
 - c) transportation; and
 - d) rights of way and/or any required easements;
 - 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.

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SECTION 7 – MISCELLANEOUS SERVICES (Cont'd)

5.3 BILLING NAME AND ADDRESS SERVICE (Cont'd)

5.3.1 Undertaking of the Company

1. A request for information on over 100 and up to 500 telephone numbers should be mailed to the company. The company will provide the response by first class U.S. Mail within ten (10) business days.
2. Upon receipt of a magnetic tape of recorded customer messages, the company will, at the request of the customer, provide BNA service on a mechanized basis. The customer may provide the tape of messages or, where the customer subscribes to recording service as set forth in 8.2 preceding, may be the output from that service. The company will enter the BNA information on the recorded message tape and send the tape to the customer by first class U.S. Mail. Other methods of delivering the data may be negotiated, and charges based on cost will apply.

The company will provide a response to customer-provided tapes by mail within six (6) business days of receipt. The company will process and mail tapes that are the output of recording service every fifth business day.

3. The company will specify the format in which requests and tapes are to be submitted.
4. The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the company customer records information system, including non-published and non-listed numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the company will provide an indicator on the confidential records.
5. The company will provide the most current BNA information resident in its database. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.

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SECTION 7 – MISCELLANEOUS SERVICES (Cont'd)

5.3 BILLING NAME AND ADDRESS SERVICE (Cont'd)

5.3.2 Obligations of the Customer (cont'd)

5 (cont'd)

Effective on the first of January, April, July, and October of each year the customer may update the jurisdictional report. The customer shall forward to the company, to be received no later than 20 calendar days after the first of each such month, a revised report showing the interstate percentage of use for the past three months ending the last day of December, March, June, and September, respectively. Except where jurisdiction can be determined from the recorded message detail, the revised report will serve as the basis for the next three months billing and will be effective on the bill date in the following month (i.e. February, May, August, and November). No prorating or back billing will be done based on the report. If the customer does not supply the report, the company will assume the percentages to be the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the customer, the company will assume the percentages to be the same as those provided in the order for service.

- 6 The company shall use reasonable efforts to provide accurate and complete lists. The company makes no warranties, expressed or implied, as to the accuracy or completeness of these lists.

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SECTION 7 – MISCELLANEOUS SERVICES (Cont'd)

5.3 BILLING NAME AND ADDRESS SERVICE (Cont'd)

5.3.4 Rate Regulations

1. Service Establishment Charges apply for the initial establishment of BNA service on a manual basis, for the initial establishment of BNA service on a mechanized basis and for establishment of a master BNA list for a customer.
2. A charge applies for each request for BNA information for a telephone number or DTN number on a manual basis. A charge applies for each message processed to supply BNA information on a mechanized basis.

The company will keep a count of the requests and of the messages processed. The company will bill the customer in accordance with these counts whether or not the company was able to provide BNA information for all request and messages.

3. Where the recorded message detail is sufficient to determine a message is an intrastate message, the rates set forth in the rate schedule following will apply to each such message.

Usage for which the recorded message detail is insufficient to determine jurisdiction will be prorated by the company between interstate and intrastate.

The percentages provided in the reports as set forth in 5.3.2(E) preceding will serve as the basis for prorating the charges. The intrastate charges are determined as follows: For usage sensitive (i.e., requests or messages processed) chargeable rate elements, multiply the intrastate percent times actual use times the stated tariff rate.

4. When a customer cancels an order for BNA service after the order date, the service establishment charge applies.

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SECTION 7 – MISCELLANEOUS SERVICES (Cont'd)

5.4 ADDITIONAL CHARGES

Testing, Engineering, Maintenance, and Installation or Repair outside of normally scheduled working hours is provided on a time and materials basis.

5.5 RATES AND CHARGES

5.5.1 Presubscription

Nonrecurring Charge Per Telephone Exchange Service Line or Trunk

| | |
|--------------|---------|
| Manual | \$ 5.00 |
| Electronic * | \$ 1.25 |

When the interLATA and intraLATA PICs are changed simultaneously, 50% of the intraLATA PIC Change Charge will be waived.

5.5.2 Unauthorized Change Charge

Nonrecurring Charge Per Telephone Exchange Service Line or Trunk \$ 21.50

5.5.3 Billing Name and Address Service

Service Establishment Charge
(Per account established)

BNA Request Charges

Manual, per BNA record requested

Mechanized, per BNA record requested

Non-Standard, per BNA record requested

(applies in addition to Manual or Mechanized charge)

Additional Programming Charges

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