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ACCESS SERVICE
SECTION 5
Access Ordering

5.1 General

This section sets forth the regulations and order related charges for services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided.

An Access Order is an order to provide the customer with Switched Access, Special Access (Private Line Service) or Access Related Service or to provide changes to existing services.

The regulations, rates, and charges for special construction are set forth in Section 16, Special Construction, of this tariff and are in addition to the regulations, rates, and charges specified in this section.

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer shall provide to the Telephone Company the order information required in 5.2 following, and in addition the customers must also provide:

- Customer name and premise address(es).
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

5.1.1 Service Installation

The Telephone Company will provide the Service in accordance with the customer's requested service date, subject to the constraints established by the Telephone Company schedule of applicable service dates.

The Telephone Company shall make available to all customers, upon request, a schedule of applicable service intervals. The schedule shall specify the applicable service interval for services and the quantities of services that can be provided by a requested service date. Any associated material will be provided upon request and within a reasonable period of time.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 2
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.1 General (Cont'd)

5.1.1 Service Installation (Cont'd)

The Telephone Company will not accept orders for service dates which exceed the applicable service date by more than six months.

Services will be installed during Telephone Company business days. If a customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in Section 17.

5.1.2 Expedited Orders

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. Additionally, a customer may also request an earlier service date on a pending Order. In this case, an access order modification as set forth in 5.4 following would be required. If the Telephone Company determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Charges will be billed at actual cost, not to exceed 10 percent over estimated charges. Such additional charges will be determined and billed to the customer as explained following.

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in Section 17 following.

To develop, determine and bill the customer the extraordinary costs which may be involved, the Special Construction terms and conditions as set forth in Section 16, Special Construction, of this tariff will be used by the Telephone Company. Authorization to incur the costs and to bill the customer will be in accordance with such tariffs.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 3
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.1 General (Cont'd)

5.1.2 Expedited Orders (Cont'd)

When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in Section 17 following also applies.

5.2 Ordering Requirements

5.2.1 Switched Access Service

(A) Feature Group A

Orders for Feature Group A Switched Access Service shall be in lines.

When placing an order for Feature Group A Switched Access Service, the customer shall provide the following information in addition to that set forth in 5.1 preceding:

- The number of lines and the first point of switching (i.e., Dial Tone Office)
- Optional Features
- Whether the Off-hook Supervisory Signaling is provided by the customer's equipment before the called party answers, or is forwarded by the customer's equipment when the called party answers
- Lines to be provided as single lines
- Lines to be arranged in multiline hunt group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of intrastate use (PIU) as set forth in 2.3.11 preceding

(B) Feature Group B

Orders for Feature Group B Switched Access Service shall be in trunks.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 4
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(B) Feature Group B (Cont'd)

When placing an order for Feature Group B Service, the customer shall provide the following information in addition to that set forth in 5.1 preceding:

- The number of trunks
- The end office, when direct routing is desired
- The access tandem office when tandem routing is desired
- Optional Features
- Trunks to be provided as single trunks
- Trunks to be arranged in trunk group arrangements
- Directionality (1-way, 2-way, etc.)
- A projected percentage of intrastate use (PIU) as set forth in 2.3.11 preceding
- The Interexchange Carrier to which the service is connected.
- The access code dialing arrangement (i.e., a uniform access code of 950-1XXX or 950-0XXX)
- For Feature Group B switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 5
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.2 Order Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(C) Feature Group C, Feature Group D and Interim NXX Translation

When placing an order for Feature Group C and D Switched Access Service, the customer shall provide:

- The number of BHMC from the customer designated premises to the end office by Feature Group and by type of BHMC, or
- For customers other than providers of MTS/WATS, the number of trunks desired between customer designated premises and an entry switch.
- Optional Features
- Interim NXX Translation options.
- A projected percentage of intrastate use (PIU) as set forth in 2.3.11 preceding.
- For Feature Group D switched access service to a Mobile Telephone Switching Office (MTSO) directly interconnected to a Telephone Company access tandem office, the customer shall provide information to the Telephone Company indicating the NXX code(s) to be accessed.

When BHMC information is provided it is used to determine the number of transmission paths as set forth in 6.2.5 following.

The BHMC may be determined by the customer in the following manner. For each day (8 am to 11 pm, Monday through Friday, excluding national holidays), the customer shall determine the highest number of minutes of use for a single hour (e.g., 55 minutes in the 10-11 AM hour). The customer shall, for the same hour period (i.e., busy hour) for each of twenty consecutive business days, pick the twenty consecutive business days in a calendar year which add up to the largest number of minutes of use. Both originating and terminating minutes shall be included. The customer shall then determine the average busy hour minutes of capacity (i.e., BHMC) by dividing the largest number of minutes of use figure for the same hour period for the consecutive twenty business day period by 20. This computation shall be performed for each end office the customer wishes to serve. These determinations thus establish the forecasted BHMC for each end office.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 6
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(C) Feature Group C, Feature Group D and Interim NXX Translation
(Cont'd)

Customers other than MTS/WATS providers may, at their option, order FGD by specifying the number of trunks desired between customer designated premises and an end office or access tandem. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the customer must also provide the Telephone Company an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Telephone Company in its own efforts to project further facility requirements.

When Feature Group C or D is ordered with the Interim NXX Translation optional feature, the customer shall specify the Service Access Code(s) (e.g., 900) and their associated NXX code(s) to be translated within the entire LATA or Market Area. The initial and subsequent orders to add, change, or delete Interim NXX Translation codes shall be placed separately or in combination with orders to change Feature Group C or D Switched Access BHMC or trunks. Customer assigned NXX codes which have not been ordered will be blocked.

Orders for the Interim NXX Translation optional feature shall not be required until such time as a customer other than an MTS/WATS provider requests Interim NXX Translation of Service Access Codes. Upon receipt of such order, the Telephone Company shall notify the MTS/WATS provider of the activation of the Interim NXX Translation Service for the Service Access Code. Following such initial activation, all customers are required to place orders for Interim NXX Translation of the Service Access Code and the Interim NXX Translation charge for the Service Access Code shall apply as set forth in Section 17 following.

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PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 7
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.2 Ordering Requirements (Cont'd)

5.2.1 Switched Access Service (Cont'd)

(D) SS7 Optional Feature

For 800/888 Database Access Service, as described in Section 6 following, the customer must order FGC or FGD to those access tandems or end offices designated as Service Switching Points (SSP) for 800/888 Database Service. Direct trunk routes can only be provided from end offices equipped to query centralized databases. All traffic originating from end offices not equipped to provide SS7 signaling and routing require routing via an access tandem where SSP functionality is available.

(E) Flexible Automatic Number Identification (Flex ANI) Optional Feature

For the Flexible Number Identification optional feature the customer shall place one order for each Carrier Identification Code (CIC) per end office, for all end offices equipped to provide Flex ANI. See section 6.1.3 (C)(4) for a description of Flex ANI and service availability.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 8
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.2 Ordering Requirements (Cont'd)

5.2.2 Miscellaneous Services

Testing Service, Additional Labor, Telecommunications Service Priority and Special Facilities Routing shall be ordered with an Access Order or may subsequently be added to a pending order at any time up to and including the service date for the access service. When miscellaneous services are added to a pending order, a service date change may be required. When a service date change is required, the service date change charge as set forth in 17.3.1(B) following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in 17.3.1(C) following will apply when an engineering review is required. If both a service date change and an engineering review are required, both the Service Date Change Charge and the Design Change Charge will apply as set forth in 5.4.3(B) following.

The rates and charges for these services, as set forth in Section 17. of this tariff, will apply in addition to the ordering charges set forth in Section 17. and the rates and charges for the Access Service with which they are associated.

Additional Engineering is not an ordering option, but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 9
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.2 Ordering Requirements (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.3 Special Access Service

When placing an order for Special Access Service the customer must specify:

- the customer designated premises or hubs involved
- type of service (e.g., Voice Grade, High Capacity, etc.)
- the channel interface(s)
- technical specification package
- options desired
- for multipoint services, the channel interface at each customer designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.
- that the traffic consists of more than ten percent interstate traffic.

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in 7.3 following the customer shall furnish written certification to that effect as set forth in 7.3.3 following.

The Telephone Company will assist the customer to ensure that the required information needed to produce the order is completed. This may require discussions with Telephone Company engineering personnel to ensure that service requests are compatible with what the Company can provide.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 10
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.2 Ordering Requirements (Cont'd)

5.2 Ordering Requirements (Cont'd)

5.2.3 Special Access Service (Cont'd)

Effective July 1, 1996, multiple company billing is required when Private Line Services are jointly provided by multiple companies. Multiple company billing will employ the multiple bill method. The company taking the service order from the end-user must notify the customer of:

- the Company(s) that will render the bill(s)
- the Company(s) to whom payment(s) should be remitted, and
- the Company(s) that will provide the bill inquiry function.

The Company shall provide such notification at the time that orders are placed for access service. Additionally, the Company shall provide this notice in writing 30 days in advance of any changes.

The Company will include on the bill, based upon Industry Standards as described in the Multiple Exchange Carrier Access Billing Guidelines and the Multiple Exchange Carrier Ordering and Design Guidelines, cross reference(s) to the other Company(s) service and the common circuit identifiers. Should a billing dispute arise, the Terms and Conditions as outlined in Section 2.4.7.D, 2.4.1.D, and 2.4.1.E of this tariff will apply.

Charges for ordering Special Access Services are found in section 17.3.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 11
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.3 Access Orders For Services Provided By More Than One Telephone Company

Access Services provided by more than one Telephone Company are services where one end of the Local Transport, Directory Transport or Channel Mileage element is in the operating territory of one Telephone Company and the other end of the element is in the operating territory of a different Telephone Company or where the Interim NXX Translation service and the end office are not provided by the same Telephone Company.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in 2.4.7 preceding, to be used by the Telephone Companies involved in providing the Access Service. The Telephone Company will notify the customer which of the ordering procedures will apply.

5.3.1 Non Meet Point Billing Ordering - FGA

(A) Single Company Billing Ordering

The Telephone Company receiving the order from the customer will arrange to provide the service and bill the customer as set forth in 2.4.7(A)(1). The customer will place the order with the Telephone Company as follows:

For FGA Switched Access Service the customer will place the order with the Telephone Company in whose territory the first point of switching is located. The first point of switching is the dial tone office.

When the first point of switching is not in the same Telephone Company's territory as the Interexchange Carrier premises, the customer must supply a copy of the order to the Telephone Company in whose territory the Interexchange Carrier premises is located and any other Telephone Company(s) involved in providing the service.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 12
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd)

5.3.2 Meet Point Billing Ordering

Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) with the other Telephone Company(s). Billing Percentages will be determined by the Telephone Companies involved in providing the Access Service and listed in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4. Each Telephone Company will bill the customer for its portion of the service as set forth in 2.4.7(A). All other appropriate charges in each Telephone Company tariff are applicable.

In addition to the service ordering provisions following, the customer must also provide a copy of the order to any other Telephone Company(s) involved in providing the service.

- (A) For Feature Group A and B Switched Access Services, the customer must place an order with the Telephone Company in whose territory the first point of switching is located, (i.e., FGA - dial tone office, FGB - access tandem or end office).
- (B) For Feature Group C and D Switched Access Services, the customer must place an order with the Telephone Company in whose territory the end office is located. Customers other than MTS/WATS providers may, at their option, order FGD to the access tandem. When ordered to the access tandem, and the access tandem and the end office are not in the same Telephone Company operating territory, the customer must also supply a copy of the order to each additional Telephone Company subtending the access tandem.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 13
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.4 Charges Associated with Access Ordering

5.4.1 Access Order Charge

The Access Order Charge is applied to all customer requests for new Switched Access Service. In addition, the Access Order Charge is applicable to customer requests for additions, changes or rearrangements to existing Switched Access Service with the following exceptions:

The Access Order Charge does not apply:

- When a Service Date Change Charge is applicable.
- When a Design Change Charge is applicable.
- To administrative changes as set forth in 6.4.1(B)(3) following.
- When a change to a pending order does not result in the cancellation of the pending order and the issuance of a new order.
- When the Interim NXX Translation charge is applicable.
- When a Miscellaneous Service Order Charge is applicable.
- When a Presubscription charge is applicable.
- When a Telephone Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.
- When a Billing Name and Address (BNA) charge is applicable.
- When Payphone Service Providers (PSPs) obtain Coin Supervision Additive Service in conjunction with local exchange service lines for the provision of pay telephone service.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 14
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.1 Access Order Charge (Cont'd)

The Access Order Charge will be applied on a per order basis to each order received by the Telephone Company or copy of an order received by the Telephone Company pursuant to 5.3.1 preceding and 5.3.2 preceding, except by the Telephone Company applying the Interim NXX Translation charge, and is in addition to other applicable charges as set forth in this and other sections of this tariff.

5.4.2 Miscellaneous Service Order Charge

A Miscellaneous Service Order Charge, as set forth in 17.3.1(D) following, applies to any service, or combination of services ordered simultaneously from Section 13. of this Tariff for which a service order is not already pending. The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance.

The charge always applies to the following services since a pending service order would not exist:

- Overtime Repair,
- Standby Repair,
- Testing and Maintenance with Other Telephone Companies other than when in conjunction with Acceptance Testing,
- Other Labor,
- Maintenance of Service.
- Originating Line Screening (OLS) Service

The Miscellaneous Service Order Charge will also apply to the following services if they are ordered subsequent to the initial installation of the associated access service, thereby necessitating the issuance of another service order:

- Telecommunications Service Priority.
- Controller Arrangement

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PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 15
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.1 Access Order Charge (Cont'd)

The charge does not apply to the following services since there would exist a pending service order:

- Additional Engineering,
- Overtime Installation,
- Standby Acceptance Testing,
- Testing and Maintenance with Other Telephone Companies when in conjunction with Acceptance Testing,
- Additional Cooperative Acceptance Testing,
- Coin supervision Additive Service.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 16
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.3 Access Order Change Charges

Access Order changes involve service date changes and design changes. The customer may request a change of its Access Order prior to the service date. The Telephone Company will make every effort to accommodate a requested change when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the change cannot be made with the normal work force during normal business hours, the Telephone Company will notify the customer. If the customer still desires the Access Order change, the Telephone Company will schedule a new service date as set forth in 5.1.2 preceding. All charges for Access Order change as set forth in Section 17 will apply on a per occurrence basis.

Any increase in the number of Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a new Access Order (for the increased amount only).

(A) Service Date Change

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 30 calendar days from the original service date.

If the Telephone Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and the Service Date Change Charge, as set forth in Section 17 following, will be applied to the order.

If the service date is changed to an earlier date, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in 5.1.2 preceding apply. Such charges will apply in addition to the Service Date Change Charge.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 17
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.3 Access Order Change Charges (Cont'd)

(A) Service Date Change (Cont'd)

If the requested service date exceeds 30 calendar days following the original service date, and the Telephone Company determines that the customer's request can be accommodated, the Telephone Company will cancel the original order and apply the Cancellation Charges as set forth in 5.5.3 following. A new Access Order with a new service date will be issued. The Service Date Change Charge will not apply, however, the Access Order Charge will apply to the new order.

If the service date is changed due to a design change as set forth in (B) following, the Service Date Change Charge will apply.

(B) Design Change

The customer may request a design change to the service ordered prior to the requested service date. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Telephone Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer designated premises, first point of switching, or Feature Group type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 18
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.4 Charges Associated with Access Ordering (Cont'd)

5.4.3 Access Order Change Charges (Cont'd)

(B) Design Change (Cont'd)

The Telephone Company will review the requested change, notify the customer whether the change is a design change, if the change can be accommodated and if a new service date is required. If the customer authorizes the Telephone Company to proceed with the design change, a Design Change Charge as set forth in Section 17 following will apply in addition to the charge for Additional Engineering as set forth in Section 17 following. If a change of service date is required, the Service Date Change Charge as set forth in Section 17 following will also apply. The Access Order Charge as specified in Section 17 following does not apply.

5.5 Minimum Periods and Cancellations

5.5.1 Minimum Periods

Switched Access Service has no minimum period. The minimum period for Special Access is one month.

5.5.2 Development of Minimum Period Charges

When Access Service is disconnected after commencement of service but prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

The Minimum Period Charge for monthly billed services will be determined as follows:

- (A) For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable recurring charges plus any nonrecurring and/or special construction charge(s) that may be due.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 19
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.5 Minimum Period and Cancellations (Cont'd)

5.5.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled and charges set forth in (B) following will apply or,
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Order.

- (B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:
- (1) Installation of Switched Access Service facilities is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
 - (2) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.

PSC No.: 2 TELEPHONE
Windstream New York, Inc.
Initial Effective Date: August 27, 2006

Section: 5 Leaf: 20
Revision: 0
Superceding Revision:

ACCESS SERVICE
SECTION 5
Access Ordering

5.5 Minimum Period and Cancellations (Cont'd)

5.5.3 Cancellation of an Access Order (Cont'd)

- (B) (3) Where installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.
- (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs;
- (b) The charge for the minimum period of Switched Access Service ordered by the customer.
- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Telephone Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

5.5.4 Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service lines, trunks or busy hour minutes of capacity will be treated as a partial cancellation and charges will be determined as set forth in 5.5.3(B) preceding.

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