

**REGULATIONS AND SCHEDULES**

of

Intrastate Interexchange and Competitive Local Exchange  
Telephone Services  
Applying to End-User Communications  
Services within the  
State of Utah  
Provided by:

**ELECTRIC LIGHTWAVE, LLC DBA ALLSTREAM**

(T)

(D)

(D)

(D)

This Price List contains the descriptions, regulations and rates applicable to the furnishing of telecommunications services provided by Electric Lightwave, LLC dba Allstream (“Company”) within the State of Utah. This Price List is on file with the Utah Public Service Commission (“Commission”). Copies may be inspected during normal business hours at the Company’s principal place of business: 265 East 100 South, Suite 200, Salt Lake City, UT 84111.

(T)

---

Issued: October 21, 2019

Effective Date: November 1, 2019

Issued By:

Corporate Attorney  
Electric Lightwave, LLC dba Allstream  
265 East 100 South, Suite 200  
Salt Lake City, UT 84111

---

**CHECK SHEET**

The Title Sheet and Sheets 1 through 135 inclusive of this Price List are effective as of the date shown at the bottom of the respective sheet(s).

<u>Sheet No.</u>	<u>Revision</u>	<u>Sheet No.</u>	<u>Revision</u>	<u>Sheet No.</u>	<u>Revision</u>
1	1 <sup>st</sup> Revised*	31	Original	61	Original
2	22 <sup>nd</sup> Revised*	32	Original	62	Original
3	16 <sup>th</sup> Revised	33	Original	63	Original
4	Original	34	Original	64	Original
5	4 <sup>th</sup> Revised	35	Original	65	Original
6	Original	36	Original	66	Original
7	Original	37	Original	67	Original
8	1 <sup>st</sup> Revised*	38	Original	68	Original
9	1 <sup>st</sup> Revised	39	1 <sup>st</sup> Revised	69	Original
10	Original	40	Original	70	Original
11	Original	41	Original	71	Original
12	Original	42	Original	72	10 <sup>th</sup> Revised*
13	Original	43	Original	73	Original
14	Original	44	Original	74	3 <sup>rd</sup> Revised
15	Original	45	Original	75	4 <sup>th</sup> Revised
16	Original	46	Original	76	1 <sup>st</sup> Revised
17	1 <sup>st</sup> Revised	47	Original	77	5 <sup>th</sup> Revised
18	Original	48	Original	78	2 <sup>nd</sup> Revised
19	Original	49	Original	79	1 <sup>st</sup> Revised
20	Original	50	Original	80	Original
21	Original	51	Original	81	Original
22	Original	52	Original	82	Original
23	Original	53	Original	83	1 <sup>st</sup> Revised
24	Original	54	1 <sup>st</sup> Revised*	84	Original
25	Original	55	Original	85	Original
26	Original	56	Original	86	Original
27	Original	57	Original	87	Original
28	Original	58	Original	88	Original
29	Original	59	Original	89	Original
30	Original	60	Original	90	1 <sup>st</sup> Revised

---

Issued: October 21, 2019

Effective Date: November 1, 2019

Issued By:

Corporate Attorney  
Electric Lightwave, LLC dba Allstream  
265 East 100 South, Suite 200  
Salt Lake City, UT 84111

### APPLICATION OF PRICE LIST

This Price List applies to intrastate interexchange and competitive local exchange telecommunications services and facilities offered within the State of Utah by Electric Lightwave, LLC dba Allstream (“Allstream”). (T)  
(T)

Allstream’s Interexchange Services are interstate offerings with Customer’s having the option of using the services for intrastate calls. Intrastate interexchange telecommunications services are offered in conjunction with, and as an adjunct to, the Company’s interstate interexchange service offerings, and may not be obtained without subscribing to company’s interstate interexchange services. Features, functions, volume discounts, term discounts, installation and monthly charges may be found among Allstream’s interstate rates and services, which may be accessed on Allstream’s web site, [www.allstream.com](http://www.allstream.com), or via Allstream’s Customer Service Department at USCUSTOMERSERVICE@allstream.com or by calling toll free (866) 468-3472. (T)  
(T)  
(T)

---

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.13. PAYMENTS AND BILLING, Continued**

2.13.6. Customer Complaints and Billing Disputes

A. Customer Complaints

1. A Customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, at toll free (866) 468-3472, in person or in writing to Electric Lightwave, LLC dba Allstream, 265 East 100 South, Suite 200, Salt Lake City, UT 84111, or by email to USCcustomerService@allstream.com. (T)
2. The Customer may at any point during resolution of the complaint seek review by a supervisor or manager. If Customer is still not satisfied, the nature of the complaint with sufficient detail to afford an investigation should be documented and addressed to the Director of Customer Service at the address in paragraph (A) above. (T)

B. Billing Disputes

1. In the event that the Customer disputes any charges billed by the Company prior to disconnection, the Company shall withhold disconnection and promptly investigate the dispute. Customer should submit to Company an itemized statement in writing identifying the disputed charges and reasonably explaining the basis of the dispute, but is not required to so submit an itemized list.
2. Company shall promptly investigate the dispute (no more than sixty (60) days of receipt), and advise the Customer of the investigation and its results in the form of findings of fact. In conducting its investigation, the Company will consider all relevant and credible information provided by Customer as well as by other information reasonable available to Company. The burden proof to establish any right to billing adjustments in Customer's favor shall be solely upon the Customer.

**SECTION 3 – LOCAL EXCHANGE SERVICE, Continued**

**3.6. BASIC BUSINESS LOCAL EXCHANGE SERVICE, Continued**

3.6.2. Rates and Charges

<b>Service</b>	Month-to- Month Charge	1-Year Term Monthly Recurring Charge	2-Year Term Monthly Recurring Charge	3-Year Term Monthly Recurring Charge	Non- Recurring Charge
<u>Basic Business Line</u> (On-Net)	\$37.95	\$37.95	\$35.95	\$35.00	\$45.00 (N)(D)
<u>Discounted Basic Business Line*</u> (On-Net)		N/A	\$28.95	\$27.95	\$45.00
<u>Resold Business Line</u> (Off-Net)		\$43.15	\$41.15	\$40.15	\$45.00
Market Expansion Line (includes 5 pathways)		\$28.00	\$26.00	\$26.00	\$45.00
Market Expansion Line Additional Pathway		\$13.95	\$13.95	\$13.95	\$0.00

\* Discount applies when Customer subscribes to a Feature Package; see Section 3.8.4.

Issued: October 21, 2019

Effective Date: November 1, 2019

Issued By:

Corporate Attorney  
Electric Lightwave, LLC dba Allstream  
265 East 100 South, Suite 200  
Salt Lake City, UT 84111