

Lumos Networks of West Virginia Inc. d/b/a Segra

COMPETITIVE LOCAL EXCHANGE CARRIER

Business Only Services

Regulations and Schedule of Charges

The Company will mirror the exchange area boundaries as stated in the tariffs of Verizon Pennsylvania, LLC Telephone Pa. P.U.C. Nos. 180A; Verizon North LLC. Telephone Pa P.U.C. Nos. 1, 3, 5, and 6, The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink Pa. P.U.C. No. 27; Windstream Pennsylvania, LLC Pa. P.U.C. No. 7; Armstrong Telephone Company North Pa., P.U.C. No. 2; Bentleyville Telephone Company, Pa. P.U.C. No. 6; Citizens Telephone Company of Kecksburg, Pa. P.U.C. No. 3; Hickory Telephone Company Pa., P.U.C. No. 6; Laurel Highland Telephone Company, Pa. P.U.C. No. 3; Pymatuning Independent Telephone Company, Pa. P.U.C. No. 5; Yukon – Waltz Telephone Company, Pa. P.U.C. No. 2; Consolidated Communications of Pennsylvania Company, LLC – Tariff PA P.U.C. No. 11; Commonwealth Telephone Company d/b/a Frontier Communications Commonwealth Telephone Company – Tariff PA P.U.C. No. 23; Frontier Communications of Pennsylvania, LLC – Tariff PA P.U.C. No. 14; Windstream D&E, Inc. – Tariff PA P.U.C. No. 18

The Company's tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S. and the Telecommunications Act of 1934, as amended), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

This tariff has been filed with the Pennsylvania Public Utility Commission. Copies are available for inspection at the Company's place of business:

Lumos Networks of West Virginia Inc. d/b/a Segra
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Competitive Local Exchange Carrier

LIST OF MODIFICATIONS

CHANGES MADE IN THIS FILING:

Supplement No. 21 increases rates for certain competitive business services

21st Revised Title Page	Updates Supplement No. 21
21st Revised Page 1	Details pages changed by this filing
21st Revised Page 2	Updates Check Sheet
Section 13, 8th Revised Page 2	Increases Rates for Single Line Unlimited Usage Flat Rate Service and PBX
Section 13, 7th Revised Page 7	Increases Rates for Remote Call Forwarding
Section 13, 4 th Revised Page 16	Increases Rates for Exchange Line, Trunks
Section 13, 3 rd Revised Page 21	Increases Rates for Integrated Voice Grade Lines

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CHECK SHEET

The title page and pages 1 through 13-22 inclusive of this Tariff are effective as of the dates shown. Original and revised pages, as named below, comprise all changes from the original Tariff in effect on the date indicated.

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3	2nd	3-25	Original	7-21	Original	13-20	Original
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TARIFF FORMAT

- A. Sheet Numbering** – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the Tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet 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., that the Commission follows in its tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of coding is subservient to its 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).
- 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 sheets 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 the symbols given on the symbols sheet. There will be no other symbols used on this page if these are the only changes made to it (*i.e.*, the format remains 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 sheet is the most current on file with the Commission.

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EXPLANATION OF SYMBOLS

- (C) Indicates Change
- (D) Indicates Rate Decrease
- (I) Indicates Rate Increase

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SECTION 1 – APPLICATION OF TARIFF

1.1 APPLICATION OF TARIFF

This Tariff sets forth the regulations and rates applicable to local telephone services and facilities provided by Lumos Networks of West Virginia Inc. d/b/a Segra within the service areas of Verizon Pennsylvania, LLC; Verizon North, LLC; United Telephone Company of Pennsylvania d/b/a CenturyLink; Windstream Pennsylvania, LLC; Armstrong Telephone Company North; Bentleyville Telephone Company Pa.; Citizens Telephone Company of Kecksburg; Hickory Telephone Company Pa; Laurel Highland Telephone Company; Pymatuning Independent Telephone Company Pa.; Yukon – Waltz Telephone Company; Consolidated Communications of Pennsylvania Company, LLC; Commonwealth Telephone Company d/b/a Frontier Communications Commonwealth Telephone Company; Windstream D&E, Inc; and Frontier Communications of Pennsylvania, LLC, as identified in their respective tariffs.

(C)
|
(C)

The furnishing of intrastate communications services by virtue of one-way and/or two-way transmission between points within the Commonwealth of Pennsylvania.

Service is provided where technically feasible and facilities permit.

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Competitive Local Exchange Carrier

SECTION 2 – EXPLANATION OF TERMS

AGENCY

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

ANALOG

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

AUTHORIZED USER

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

ATTENDANT

An operator of a PBX console or telephone switchboard.

BIT

The smallest unit of information in the binary system of notation.

BUILDING

A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

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SECTION 2 – EXPLANATION OF TERMS (Cont'd)

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

COMPANY

Lumos Networks of West Virginia Inc. d/b/a Segra, unless otherwise clearly indicated from the context.

COMMISSION

The Pennsylvania Public Utility Commission.

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

CUSTOMER PREMISES EQUIPMENT (CPE)

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

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SECTION 2 – EXPLANATION OF TERMS (Cont'd)

DIRECT INWARD DIAL (“DID”)

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL (“DOD”)

A service attribute that allows individual station users to access and dial outside numbers directly.

DIGITAL

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

ERROR

A discrepancy or unintentional deviation by the Company from what is correct or true. An “error”, can also be an omission in records.

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

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SECTION 2 – EXPLANATION OF TERMS (Cont'd)

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

HOSPITAL

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

HOTEL

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

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SECTION 2 – EXPLANATION OF TERMS (Cont'd)

JOINT USER

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance (“intraLATA”) service. For call to numbers outside this area (“interLATA”) service is provided by long distance companies.

LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

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SECTION 2 – EXPLANATION OF TERMS (Cont'd)

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

PBX

A private branch exchange.

PREMISES

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

PRIVATE BRANCH EXCHANGE SERVICE

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

SAME PREMISES

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

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SECTION 2 – EXPLANATION OF TERMS (Cont'd)

STATION

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

SUSPENSION

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TIE LINE

A dedicated line connecting two switchboards or dial systems.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

TWO-WAY

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.

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SECTION 3 – GENERAL RULES AND REGULATIONS

3.1 USE OF FACILITIES AND SERVICE

3.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability

A. Indemnification and Limits on Liability

1. Except where the Commission, for good cause shown, determines otherwise, the Customer and any authorized or joint users, jointly and severally, shall indemnify, defend and hold harmless the Company and the Company shall not be liable for any claims, loss, damage or expenses involving:
 - a) Any act or omission of: (a) the Customer; (b) any other entity furnishing service, equipment or facilities for use in conjunction with the Service or facilities provided by the Company; or (c) common carriers, warehousemen or middle men;
 - b) Any unlawful or unauthorized use of the Company's facilities and Service or the use of the Company's facilities and/or Service in violation of this Tariff;
 - c) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications or information by means of Company- provided facilities or Service, or by means of the combination of Company provided facilities or Service with Customer-provided facilities or services;

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability (Cont'd)

A. Indemnification and Limits on Liability (Cont'd)

- d) Any infringement, breach or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them;
- e) Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in Section 3.7;
- f) Defacement of or damage to Customer premises resulting from the furnishing of Service or equipment on such premises or the installation or removal thereof;

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Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability (Cont'd)

A. Indemnification and Limits on Liability (Cont'd)

- g) Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected, to the Company's facilities;
- h) Any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company;
- i) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Tariff;
- j) Any act, omission or network condition resulting in the non- availability of 911, E911, or similar services for any reason including, without limitation and by way of example only, due to any failure of Service functionality or interruption of electric service to Customer's premises;
- k) Any non-completion of calls due to network busy conditions or network failures; except as provided in section 3.7;
- l) Any calls not actually attempted to be completed during any period that Service is unavailable;
- m) Blockages by other providers of services on the public switched network;

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability (Cont'd)

A. Indemnification and Limits on Liability (Cont'd)

- n) Any damage to CPE resulting from use of that system with the Service;
and
 - o) Breach in the privacy or security of communications transmitted over the Company's facilities.
2. The Company shall be indemnified, defended and held harmless by the Customer or End User from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever whether suffered, made, insinuated, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use, or removal of any Company or Customer provided equipment or facilities or Service provided by the Company.
 3. The Company does not guarantee nor make any warranty with respect to Service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations.
 4. The Company assumes no responsibility for the availability or performance of any systems or related facilities under the control of other entities, whether or not affiliated with the Company, or for other facilities provided by other entities used for Service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by the other entities.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability (Cont'd)

A. Indemnification and Limits on Liability (Cont'd)

5. Except as otherwise stated in this Tariff, any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
6. The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
7. The Company will not be liable for any charge incurred when any long distance (Toll Call) carrier or alternative operator service provider accepts third-number billed or collect calls.
8. When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability (Cont'd)

A. Indemnification and Limits on Liability (Cont'd)

9. THE INCLUDED EXCULPATORY LANGUAGE DOES NOT CONSTITUTE A DETERMINATION BY THE COMMISSION THAT A LIMITATION OF LIABILITY IMPOSED BY THE COMPANY SHOULD BE UPHELD IN A COURT OF LAW. ACCEPTANCE FOR FILING BY THE COMMISSION RECOGNIZES THAT IT IS A COURT'S RESPONSIBILITY TO ADJUDICATE NEGLIGENCE AND CONSEQUENTIAL DAMAGE CLAIMS. IT IS ALSO THE COURT'S RESPONSIBILITY TO DETERMINE THE VALIDITY OF THE EXCULPATORY CLAUSE.

B. Liability of the Company

1. Except as otherwise stated in this Tariff, liability of the Company for damages arising out of either (1) the furnishing of its Service, including, but not limited to, mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these Service, or (2) the failure to furnish its Service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in Service as set forth in Section 3.7, following.
2. Except for the extension of allowances to the Customer for interruptions in Service as set forth in Section 3.7, following, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any Service, including the inability to access emergency 911 services during any such failure, or any failure in or breakdown of facilities associated with the Service.
3. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited 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.

Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.3 Use Of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

3.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

3.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

- A. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.5 Directory Errors (Cont'd)

- B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- C. Operator Records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.
- D. Credit Limitation: The total amount of the credit provided for the preceding paragraphs a, b, and c shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- E. Definitions: As used in Paragraphs a, b, c, and d above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- F. Notice: Such allowances or credits as specified in Paragraphs a, b, and c above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.6 Special Equipment and Service Arrangements

In cases where Customers desire a special type of service for which provision is not otherwise made, a monthly rate and charge is quoted based on the actual cost of furnishing such service, when in the judgment of the Company there is not reason for refusing to render the special service desired.

3.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICE RENDERED

3.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

3.3.2 Applicant or Customer Deposit

When the Company determines an applicant is a credit risk or when the credit of an existing Customer has become doubtful, a Deposit may be required as security for the payment of future bills for service in accordance with the Company's written procedures for determining credit status. The Deposit requested will be in cash or the equivalent of cash and will be held as a guarantee for the payment of charges. A Deposit does not relieve the Customer of the responsibility for prompt payment of bills on presentation.

After service has been established and credit history and treatment demonstrates that the original deposit is not sufficient to safeguard the interests of the Company, the Company may require an adjustment of the Deposit not exceeding the local service and toll charge average for a two (2) month period.

Deposits will be returned to depositors who shall have paid promptly undisputed bills during a period of twelve (12) consecutive months. When service is terminated, any balance of the Deposit including accrued interest remaining after deduction of all sums due the Company will be returned to the Customer. Interest is paid on all deposits at a rate of six (6) percent per annum.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

3.3.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If bills are paid by U.S. Mail, the date of the postmark will be considered the date of payment pursuant 52 Pa. Code §53.84. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

3.3.4 Return Check Charge

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$25.00.

3.3.5 Late Payment Charges

- A. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the due date, a late payment charge of 1.25% will be applied to all amounts previously billed under this Tariff.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- C. Late payment charges do not apply to final accounts.

3.3.6 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within thirty (30) days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission's Bureau of Consumer Service:

PA Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265
1-800-692-7380

The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

3.3.7 Advance Payment

To safeguard its interests, the Company may require a Business Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the non-recurring charge(s) and three months' charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) over a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

3.4 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.5 PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE

3.5.1 General

The Pennsylvania Telecommunications Relay Service (PA TRS) is a relay telecommunication service for the deaf, hard of hearing, hearing and/or speech disabled population of the Commonwealth. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned-telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company's switching equipment is arranged to translate the "711" calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

3.5.2 Surcharge

In addition to the charges provided in this tariff, a surcharge will apply to all business access lines served by this Company. (Access lines are those lines extending from the telephone company's central office to the end-user's premises.) This surcharge applies regardless of whether or not the access line uses the PA TRS.

The surcharge serves as the funding vehicle for the operation of the PA TRS, Telecommunications Device Distribution Program and the Print Media Access Service Program and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the PA TRS surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1 of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.5 PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (Cont'd)

3.5.2 Surcharge (Cont'd)

The following surcharge rates apply to all customer bills. The monthly charge is effective as of July 1, 2009.

Per business access line, per month \$0.08

The TRS surcharge will be applied to Integrated Centrex lines using the following Centrex Equivalent Lines Table on a per Integrated Centrex customer basis.

Number of Centrex Lines	Equivalent Lines
1	1
2	2
3	3
4 to 6	4
7 to 10	5
11 to 15	6
16 to 21	7
22 to 28	8
29 to 36	9
37 to 45	10
46 to 54	11
55 to 64	12
65 to 75	13
76 to 86	14
87 to 98	15
99 to 111	16
112 to 125	17
126 to 139	18
140 to 155	19
156 to 171	20
172 to 189	21
190 to 207	22
208 to 225	23
226 to 243	24
244 to 262	25
263 to 281	26
282 to 300	27
Each additional 18 Centrex lines	1

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.5 PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (Cont'd)

3.5.3 Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. Toll calls will be charged at the applicable toll rate found in the selected long distance provider's rate schedule or current tariff. If the customer has not chosen a long distance carrier the default carrier's rates will apply for the toll calls.

3.6 SUSPENSION OR TERMINATION OF SERVICE

Nothing contained herein and no tariff adopted hereto shall limit any responsibility or liability on the part of the telephone company to a Customer which would exist pursuant to law but for this rule and said tariff.

The foregoing allowances shall not be applicable where service is interrupted by the negligence or willful act of a Customer or where the Company pursuant to the terms of the contract for service suspends or terminates service for non-payment of charges or for unlawful or improper use of facilities or for any other reason provided for in the filed and effective tariff.

3.6.1 Suspension or Termination for Nonpayment

A. Non-payment Service Interruption

In the event of a proposed disconnection of Basic Local Service only, the following procedures shall apply:

1. No Basic Service shall be disconnected for Local Service Charge until at least 29 days from the date of the bill.
2. No Service can be disconnected for Local Service Charges unless the utility has given the affected customer a written notice of the proposed disconnection at least seven (7) days before the proposed date of disconnection. The notice must include:
 - a) The final payment date of the amount due;
 - b) The reason for the disconnection, including the unpaid balance due;

Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.1 Suspension or Termination for Nonpayment (Cont'd)

A. Non-payment Service Interruption (Cont'd)

- c) A telephone number which the customer may call for information about the proposed disconnection; and
- d) The procedure for medical emergencies.
- e) Application of reconnection fee
- f) The date on or after which service will be suspended.

- 3. When at least 10 days have passed since suspension of service, the Company may terminate service for failure to pay a reconnection fee, and to remedy the original grounds for suspension.

B. Disconnection with Notice

Telephone service may be disconnected after proper notice for any of the following reasons:

- 1. Nonpayment of an undisputed delinquent account or the undisputed portion of an account where a dispute exists as to part but not all of an amount billed by the Company.
- 2. Failure to post a deposit, provide a guarantee or establish credit.
- 3. Unreasonable refusal to permit access to service connections, equipment and other property of the Company for maintenance or repair.
- 4. The use of service so as to interfere with or impair the use of service rendered to other customers.
- 5. Failure to comply with the material terms of a payment agreement.
- 6. Fraud or material misrepresentation of identity to obtain telephone service.
- 7. Violation of tariff provisions on file with the Commission so as to threaten the safety of a person or the integrity of the service delivery system of the Company.
- 8. Unpaid indebtedness for telephone service previously furnished by the LEC in the name of the customer within 4 years of the date the bill is rendered.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.1 Suspension or Termination for Nonpayment (Cont'd)

- C. Telephone service may be disconnected without notice under either of the following conditions:
1. Where a known dangerous condition exists for as long as the condition exists. Where reasonable given the nature of the hazardous condition, a written statement providing notice of disconnection and the reason therefore shall be posted at the place of common entry or upon the front door of each affected premises as soon as possible after service has been disconnected.
- D. Insufficient Grounds for Disconnection
Telephone service may not be disconnected for any of the following reasons:
1. Nonpayment of delinquent charges based on previously unbilled telephone service resulting from Company billing error if these charges exceed the otherwise normal, average bill by 50%. This does not prohibit suspension when the Company reviews the charges with the customer and offers to enter into a payment agreement which, at the option of the customer, may extend at least as long as necessary to ensure that the bill in one billing period will not be greater than the normal, average bill for the period plus 50%.
 2. Nonpayment of delinquent fees for toll service where the Company is technically capable of terminating toll service without also terminating basic service.
 3. Nonpayment for commercial service received at the same or different location.
 4. Nonpayment of delinquent charges based on previously unbilled telephone service resulting from Company billing error if these charges exceed the otherwise normal, average bill by 50%. This does not prohibit suspension when the Company reviews the charges with the customer and offers to enter into a payment agreement which, at the option of the customer, may extend at least as long as necessary to ensure that the bill in one billing period will not be greater than the normal, average bill for the period plus 50%.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.1 Suspension or Termination for Nonpayment (Cont'd)

5. Noncompliance with the payment agreement before the date set for payment in payment agreement.
6. Nonpayment of charges for telephone service furnished more than 4 years before the date the bill is rendered.
7. Nonpayment for service already furnished in the name of persons other than the customer unless a court, district justice
8. Nonpayment of a delinquent account which accrued within the two most recent billing periods and which amounts to a total arrearage of less than \$20 unless the arrearage represents the balance of a broken payment agreement.
9. Evidence that full payment of all delinquent accounts has been made.
10. Certification in accordance with §§ 64.101 – 64.103 (relating to general provision; postponement of suspension pending receipt of certificate; and medical certification).

E. Disconnection on Holidays or Weekends

Unless a dangerous condition exists or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting services.

F. Abandonment of Service

The Company may not abandon a customer or a certified service area without written notice to its customers therein and all similar neighboring companies and without approval from the Commission.

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SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.2 Termination of Service by the Customer

Service may be terminated at any time upon at least Five (5) days oral or written notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges.

3.7 ALLOWANCES FOR SERVICE INTERRUPTIONS

In compliance with 52 Pa. Code §63.24.

When main telephone service is interrupted for a period of at least 24 hours, the Company, after due notice by the Customer, shall apply the following schedule of allowances with the exceptions noted in paragraph a.2.:

A.

1. 1/30 of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative by the Company to the extent of being useless for each of the first three (3) full twenty-four (24) hour periods during which the interruption continues after notice by the Customer of the Company's condition that the out-of-service extends beyond a minimum period of 24 hours.
2. 2/30 of each full twenty-four (24) hour period beyond the first three (3) twenty-four (24) hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered inoperative to the extent of being useless.

- B. When service is interrupted for a period of at least twenty-four (24) hours due to such factors as storms, fires, floods or other condition beyond the control of the Company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the Company rendered inoperative to the extent of being useless shall apply for each full twenty-four (24) hours during which the interruption continues after notice by the Customer to the Company.

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Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.8 TOLL PRESUBSCRIPTION

- 3.8.1 Presubscription is a procedure whereby a customer designates to the Telephone Company the IntraLATA and InterLATA Toll Providers, i.e., Interexchange Carriers (IXCs) which the customer wishes to be the carriers of choice for toll calls. Such calls are automatically directed to the designated carrier(s) without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. Toll presubscription does not prevent a customer, who has presubscribed to a toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred IXC, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other service(s).

An IXC must use Feature Group D (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Telephone Company. IXCs must submit an Access Service Request (ASR) to the Telephone Company.

Selection of toll presubscription provider by an end user is subject to the terms and conditions following.

- 3.8.2 At the option of the IXCs, the nonrecurring charge for a change in toll presubscription, as provided herein, may be billed to the IXCs, instead of the end user. This may involve charges resulting from end-user initial free choice Preferred Interexchange Carrier (PIC), as specified in 3.8.3.A following.

3.8.3 Presubscription Charge Application

A. End user choices for toll presubscription:

- Designating an intraLATA and interLATA IXC(s) as primary carrier(s) thereby requiring no access code to access those IXCs' service. End users are not required to choose the same IXC for intraLATA and interLATA toll presubscription. Other nonpresubscribed IXCs are accessed by dialing 10XXX, 101XXXX, or other required codes.

Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.8 TOLL PRESUBSCRIPTION (Cont'd)

3.8.3 Presubscription Charge Application (Cont'd)

- Choosing no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all IXCs.

B. If a new customer cannot decide upon presubscription IXCs, the Telephone Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the customer will be assigned as a 'No-PIC' and must dial an access code to make toll calls.

C. If an IXC elects to discontinue Feature Group, the IXC is obligated to contact, in writing, all end users who have selected the canceling IXC as their preferred toll provider. The IXC must inform the end users that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Telephone Company that this activity has taken place.

Following the IXC's discontinuance of service, the Telephone Company will bill the canceling IXC the change charge for each end user that is currently designated to the IXC at the time of discontinuance.

D. An unauthorized PIC change is a change in the presubscribed IXC that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in toll presubscription occurs, the IXC making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided at the end of this section. In addition, the IXC will be assessed the applicable charge for returning the end user to the preferred IXC.

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Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.8 TOLL PRESUBSCRIPTION (Cont'd)

3.8.4 End User Charge Discrepancy

- A. When a discrepancy is determined regarding an end user's designation of a presubscription IXC, the following applies depending upon the situation described:
- A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.
 - When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.
 - If an end user denies requesting a change in toll presubscription as submitted by an IXC, and the IXC is unable to produce a letter of authorization, signed by the end user, the IXC will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The IXC will also be assessed the presubscription change charge as specified herein, which was previously billed to the end user.

B. Verification of Orders for Telemarketing

Neither the IXC or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

3.8.5 PIC Switchback Option-Business

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in primary toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

Competitive Local Exchange Carrier

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.8 TOLL PRESUBSCRIPTION (Cont'd)

3.8.5 PIC Switchback Option-Business (Cont'd)

When the Telephone Company is contacted by an end user who denies requesting a change in primary toll carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous IXC at no charge. If this service is made available by the Telephone Company, IXCs may subscribe to or cancel PIC Switchback Service on 30 days notice to the Telephone Company by submitting a written request. A letter of authorization from the IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

This option in no way relieves an IXC of the F.C.C. requirements for verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or instituting steps to obtain verification of orders submitted to the Telephone Company.

In addition, the end user has the option of initiating a complaint to the F.C.C. or the Pennsylvania Public Utility Commission’s Bureau of Consumer Services concerning unauthorized changes in toll presubscription.

3.8.6 Rates and Charges

Toll Presubscription charges are as follows:

PIC Change, Per Line	\$5.00
Unauthorized PIC Charge, Per Line	\$5.00
PIC Switchback Charge, Per Line	\$5.00

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SECTION 4 – SERVICE CHARGES

Service Charges are those charges associated with work performed by the Company in connection with the provision of service for a customer.

4.1 SERVICE ORDERING CHARGE

- 4.1.1 One Service Ordering Charge is applicable for work performed to comply with a customer's request for new connections, To and From orders, inside moves or changes in telephone service or restoral of service after disconnection.
- 4.1.2 The term "per order" means all work or service requested at the same time by the customer, and is performed or provided on the same premises.
- 4.1.3 One Service Ordering Charge is applicable for each special circuit between points on separate premises. Multiple channels between the same point, or multi-point channels, or extensions on mileage channels requested at the same time are included under the same Service Ordering Charge.
- 4.1.4 Unless otherwise specified, the appropriate Service Ordering Charge is applicable for a customer request for service and is in addition to any Non-Recurring Charge (NRC) which may apply.

4.2 LINE CONNECTION CHARGES

- 4.2.1 Line Connection Charges are applicable but not limited to connecting, restoring or changing the following services:
 - A. Main line services, including individual lines
 - B. PBX trunks, manual or dial
 - C. Channel services
 - D. Key system trunks

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Competitive Local Exchange Carrier

SECTION 4 – SERVICE CHARGES

4.2 LINE CONNECTION CHARGES (Cont'd)

4.2.1 (Cont'd)

In addition to the services listed, line connection charges are applicable to other services as specified in this Tariff.

Note: One line connection charge applies for connecting each line between the appropriate cable terminals serving different premises in the same building.

4.2.2 A line connection charge is applicable per line for telephone number changes made at the customer's request.

4.2.3 Line Connection Charges apply each time service is established at a location except for the following:

A. When service is assumed prior to disconnection and no outstanding balance/charges are due, and,

B. When there is only a change in account name/responsibility.

4.3 PREMISES VIST CHARGE

4.3.1 A Premises Visit Charge applies per account for each visit to a customer's premises to perform work requested by the customer.

4.3.2 However, when a Company employee is on the customer's premises for the purpose of repair, maintenance or changes in class or grade of service necessitating a premises visit, or where the visit is initiated by the Company, no Premises Visit Charges apply.

4.3.3 No Premises Visit Charge will apply for visits when the customer requests installation of a Network Interface Device.

4.3.4 Payment of Charges

If the total of all applicable service charges associated with a customer request exceeds \$25.00, the Company may allow the payment to be made in three (3) equal monthly payments; however, the Company shall have the discretion to allow payment of service charges over a longer time period if necessary to avoid undue hardship on a customer.

Competitive Local Exchange Carrier

SECTION 4 – SERVICE CHARGES

4.4 TERMINATION CHARGE

4.4.1 A termination charge is determined by applying to the basic termination charge the percentage of the unexpired portion of the initial service period relative to the full initial service period. The basic termination charge and the initial service period are indicated in the section of this Tariff covering the service items to which they apply.

4.4.2 When a subscriber cancels an order for service carrying a basic termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal; the termination charge in this event will not exceed the basic termination charge.

4.5 SERVICE CHARGES DO NOT APPLY TO:

- Service reestablished after destruction of the customer's premises by Act of God or a public enemy, whether at the same or another location. Regular Service Charges apply to service reestablished in the old location after disconnection of service or after its establishment at another location under the above conditions.
- Inside moves or changes required for the proper maintenance of service.
- Inside moves or changes made at the initiation of the Company for service reasons.
- Changes from rotary dial to touch calling service and touch calling service to rotary dial.
- The establishment and discontinuance of custom calling service.

4.6 RESTORAL OF SERVICES

In the event service is suspended for non-payment, service will be restored upon payment of charges due or at the discretion of the Company. Service Ordering Charges and Line Connection Charges apply.

When at the request of a customer, service is temporarily suspended, a Service Ordering Charge and Line Connection Charge will apply for the restoral of that service.

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SECTION 4 – SERVICE CHARGES

4.7 NETWORK INTERFACE DEVICES

4.7.1 All new wiring connected to the Company network for single or two-line customers must be connected through a company provided network interface device (NID). This device must readily permit the connection and disconnection of Customer Premises Wiring (CPW) for testing purposes, to and from the Company network using an industry registered jack, of a type provided for in FCC Regulations Part 68.

4.7.2 The Network Interface Device (NID) permits access to the Company's network. All wiring on the customer's premises that is connected to the Company's network shall connect to the network through the Company-provided NID. Any necessary maintenance, repair or upgrade work to the NID shall be the responsibility of only the Company. The Company will make the decision whether to place the NID inside or outside the customer premises. In the event the customer requests that the NID be placed in a location other than the location selected by the Company, any additional cost to the Company will be charged to the customer. Additionally, the customer shall be responsible for premises wiring, which is not provided by the Company, that is connected to the NID.

Where a NID exists, if the Company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premises), a maintenance charge is applicable as shown in the Section 13, following. In the event there is no NID and/or the Company is unable to test for a dial tone, then no maintenance charge will be assessed.

4.7.3 Terminal equipment on the Customer's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer. The Customer is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.

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Competitive Local Exchange Carrier

SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA*

The Company initiates and provides local exchange service within the service territories of Verizon Pennsylvania, LLC; Verizon North, LLC; United Telephone Company of Pennsylvania d/b/a CenturyLink; Windstream Pennsylvania, LLC; Armstrong Telephone Company North; Bentleyville Telephone Company Pa.; Citizens Telephone Company of Kecksburg; Hickory Telephone Company Pa; Laurel Highland Telephone Company; Pymatuning Independent Telephone Company Pa.; Yukon – Waltz Telephone Company Consolidated Communications of Pennsylvania Company, LLC; Commonwealth Telephone Company d/b/a Frontier Communications Commonwealth Telephone Company; Windstream D&E, Inc; and Frontier Communications of Pennsylvania, LLC, in the exchanges set forth below and shall be identified by the exchanges within the local calling areas of the incumbent local exchange provider unless otherwise tariffed herein.

Verizon Pennsylvania, LLC Exchanges

<u>Exchange</u>	<u>Exchanges in Local Calling Area</u>
Altoona	Altoona, Bellwood, Cresson, Hollidaysburg, Tyrone
Greensburg	Delmont, Greensburg, Herminie, Jeannette, Kecksburg, Latrobe, New Alexandria, Youngwood
Uniontown	Brownsville, Connellsville, Fairchance, Farmington, Masontown, McClellandtown, New Salem, Point Marion, Republic, Smithfield, Smock, Uniontown
Washington	Avella, Buffalo, Canonsburg, Claysville, Hickory, McMurray, Taylorstown, Washington, West Alexander
Elizabeth	Clairton, Donora, Elizabeth, Pitt. Sub. Zone 10, Pitt Sub. Zone 11
Mercer	Blacktown, Fredonia, Grove City, Sharon, Sharpsville, Wesley
McMurray	Canonsburg, Finleyville, McMurray, Pitt. Sub. Zone 12, Pitt. Sub. Zone 13

* The local calling areas will be updated as Lumos Networks of West Virginia Inc. d/b/a Segra prepares to enter new areas. These updates will be sent to the Pennsylvania Public Utility Commission for approval.

SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Verizon Pennsylvania, LLC Exchanges

Exchanges in Local Calling Area

Sharon	Mercer, Sharon OH, Sharpsville, Transfer, West Middlesex
Clairton	Clairton, Elizabeth, Pitb. Subn. Zone 10, Pitb. Subn. Zone 11
Tarentum	New Kensington, Pitt. Sub. Zone 20, Springdale, Tarentum
Bellevue (Includes West View)	Bellevue, Braddock, Carrick, Coraopolis, Crafton, East Liberty, Homestead, Millvale, Perrysville, Pittsburgh
Braddock (Includes Wilkinsburg)	Bellevue, Braddock, Carrick, Crafton, East Liberty, Homestead, Millvale, Monroeville, Penn Hills, Pittsburgh
Carrick (Includes Mt. Lebanon)	Bellevue, Bethel Park, Braddock, Bridgeville, Carnegie, Carrick, Crafton, East Liberty, Homestead, Millvale, Pittsburgh, Pleasant Hills
Crafton (Includes McKees Rocks)	Bellevue, Braddock, Carnegie, Carrick, Coraopolis, Crafton, East Liberty, Homestead, Millvale, Pittsburgh
East Liberty	Bellevue, Braddock, Carrick, Crafton, East Liberty, Fox Chapel, Homestead, Millvale, Oakmont, Pittsburgh
Homestead	Bellevue, Braddock, Carrick, Crafton, East Liberty, Homestead, McKeesport, Millvale, Pittsburgh, Pleasant Hills
Millvale (Includes Sharpsburg)	Bellevue, Braddock, Carrick, Crafton, East Liberty, Fox Chapel, Glenshaw, Homestead, Millvale, Oakmont, Pittsburgh
California	Belle Vernon, Brownsville, California, Charleroi, Fayette City
New Castle	Bessemer, Ellwood City, New Bedford, New Wilmington, Plain Grove, Princeton, Volant, Wampum

* The local calling areas will be updated as Lumos Networks of West Virginia Inc. d/b/a Segra prepares to enter new areas. These updates will be sent to the Pennsylvania Public Utility Commission for approval.

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SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Pittsburgh	Bellevue, Braddock, Carrick, Crafton, East Liberty, Homestead, Millvale, Pittsburgh
Bethel Park (Pitt. Sub. 12)	Bethel Park, Bridgeville, Carrick, Finleyville, McMurray, Pleasant Hills
Bridgeville (Pitt. Sub. 13)	Bethel Park, Bridgeville, Canonsburg, Carnegie, Carrick, McDonald, McMurray, Oakdale
Carnegie (Pitt. Sub. 14)	Bridgeville, Carnegie, Carrick, Coraopolis, Crafton, Imperial, Oakdale
Coraopolis (Pitt. Sub. 15)	Coraopolis, Carnegie, Sewickley, Bellevue, West View, Crafton, McKees Rocks, Ambridge, Glenwillard, Imperial
Fox Chapel (Pitt. Sub. 19)	East Liberty, Fox Chapel, Glenshaw, Millvale, Oakmont, Springdale
Glenshaw (Pitt. Sub. 18)	Fox Chapel, Glenshaw, Millvale, Perrysville
Irwin (Pitt. Sub. 23)	Irwin, McKees Rocks, Monroeville, Greensburg, Harrison City (Windstream), Hermine, Jeannette
McKeesport (Pitt. Sub. 10)	McKeesport, Pleasant Hills, Bethel Park, Monroeville, Irwin, Clairton, Elizabeth, Homestead
Monroeville (Pitt. Sub. 22)	Braddock, Export, Harrison City, Irwin, McKeesport, Monroeville, Penn Hills
Oakmont (Pitt. Sub. 20)	East Liberty, Fox Chapel, Millvale, New Kensington, Oakmont, Penn Hills, Springdale, Tarentum

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SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Penn Hills (Pitt. Sub. 21)	Braddock, Export, Monroeville, Oakmont Penn Hills	
Perrysville (Pitt. Sub. 17)	Bellevue, Glenshaw, Perrysville, Wexford	
Sewickley (Pitt. Sub. 16)	Sewickley, Coraopolis, Ambridge, Aliquippa, Glenwillard	
Hollidaysburg	Altoona, Cresson, Hollidaysburg	
State College	Bellefonte, Boalsburg, Centre Hall, Port Matilda Spring Mills, State College	
Tyrone	Altoona, Bellwood, Tyrone, Warriors Mark	
Aliquippa	Aliquippa, Ambridge, Baden, Glenwillard, Hookstown, Pitb. Subn. Zone 16, Rochester	(C) (C)
Ambridge	Aliquippa, Ambridge, Baden, Glenwillard, Pitb. Subn. Zone 16	(C) (C)
Bellefonte	Bellefonte, Boalsburg, Centre Hall, Howard (CenturyLink), Snow Shoe, Spring Mills, State College, Zion (CenturyLink)	(C) (C) (C)
Bellwood	Altoona, Bellwood, Tyrone	(C)
Blairsville	Black Lick, Blairsville, Bolivar, Derry, Homer City, Indiana, Latrobe	(C) (C)
Boalsburg	Bellefonte, Boalsburg, Centre Hall, Spring Mills, State College	(C) (C)
Burgettstown	Avella, Burgettstown, McDonald, Midway (Windstream), Murdocksville (Armstrong), Paris	(C) (C)
Centre Hall	Bellefonte, Boalsburg, Centre Hall, Millheim, Spring Mills, State College	(C) (C)

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SECTION 5 – LOCAL CALLING AREAS

5.1	LOCAL CALLING AREA* (Cont'd)		
	Charleroi	Belle Vernon, Brownsville, California, Charleroi, Donora, Fayette City, Monessen, Monongahela	(C) (C)
	Clearfield	Clearfield, Curwensville, Frenchville, Osceola Mills, Philipsburg, Winburne	(C) (C)
	Connellsville	Connellsville, Dawson, Mount Pleasant, Scottdale, Uniontown	(C) (C)
	Cresson	Altoona, Cresson, Ebensburg, Hollidaysburg, Portage	(C) (C)
	Ellwood City	Beaver Falls, Ellwood City, New Castle, Portersville (CenturyLink), Wampum, Zelenople	(C) (C)
	Finleyville (WASHINGTON)	Finleyville, McMurray, Monongahela, Pitb. Subn. Zone 11, Pitb. Subn. Zone 12	(C) (C)
	Homer City	Black Lick, Blairsville, Homer City, Indiana	(C)
	Jeannette	Greensburg, Harrison City (Windstream), Herminie, Jeannette, Pitb. Subn. Zone 23	(C) (C)
	Ligonier	Latrobe, Ligonier, Stahlstown (Laurel Highland Tel. Co.)	(C) (C)
	McClellandtown	Fairchance, Masontown, McClellandtown, Smithfield, Uniontown	(C) (C)
	McDonald	Burgettstown, Canonsburg, Imperial, McDonald, Midway (Windstream), Oakdale, Pitb. Subn. Zone 13	(C) (C) (C)
	Monessen	Belle Vernon, Charleroi, Donora, Fayette City, Monessen, Monongahela	(C) (C)
	Monongahela	Belle Vernon, Charleroi, Donora, Elizabeth, Finleyville, Monessen, Monongahela	(C) (C)
	New Kensington	New Kensington, Pitb. Subn. Zone 20, Springdale, Tarentum	(C) (C)

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Competitive Local Exchange Carrier
 SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Scottdale	Connellsville, Dawson, Mount Pleasant, Scottdale	(C)
West Newton	Belle Vernon, West Newton, Yukon (Yukon-Waltz Tel. Co.)	(C) (C)
Youngwood	Greensburg, Mount Pleasant, Youngwood	(C)
Zelienople	Beaver Falls, Criders Corners (North Pitt. Tel. Co.), Ellwood City, Evans City (CenturyLink), Zelienople	(C) (C) (C)

Verizon North, LLC Exchanges

Exchanges in Local Calling Area

Johnstown	Beaverdale, Davidsville, Nanty Glo, Seward, South Fork, Windber	
Latrobe	Blairsville, Derry, Greensburg, Kecksburg (Citizens Tel. Co. of Kecksburg), Latrobe, Ligonier, New Alexandria (Windstream)	
Taylorstown (WASHINGTON)	Buffalo, Claysville, Washington	(C)
Vandergrift	Apollo (Windstream), Avonmore, Leechburg (Windstream)	(C) (C)

United Telephone Company of Pennsylvania d/b/a CenturyLink Exchanges

Exchanges in Local Calling Area

Butler	Chicora, Connoquenessing, Meridian, Nixon, Prospect, West Sunbury	
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Competitive Local Exchange Carrier
SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Bedford	Bedford, Charlesville, Everett, Fishertown, Osterburg, Schellsburg	(C) (C)
Claysburg	Altoona (Verizon Pa.), Claysburg, Hollidaysburg (Verizon Pa.), Osterburg, Roaring Spring	(C) (C)
Everett	Bedford, Breezewood (Breezewood Tel. Co.), Clearville, Everett	(C) (C)
McConnellstown	Alexandria (Verizon Pa.), Huntingdon (Verizon Pa.), Mount Union (Verizon Pa.), Marklesburg, McConnellstown	(C) (C) (C)
North Washington	Bruin, Butler, Chicora, Eau Claire, Petrolia, West Sunbury, North Washington	(C) (C)
Roaring Spring	Altoona (Verizon Pa.), Claysburg, Hollidaysburg (Verizon Pa.), Loysburg, Martinsburg, Roaring Spring	(C) (C)
Slippery Rock	Butler, Harrisville, Plain Grove, Portersville, Volant, West Sunbury, Slippery Rock	(C) (C)

Windstream Pennsylvania, LLC Exchanges
Exchange**Exchanges in Local Calling Area**

Meadville	Cochranton, Conneaut Lake, Conneautville, Guys Mills, Meadville, Saegertown, Linesville, Townville, and Cambridge Springs
Coalport	Coalport, Glasgow, Altoona, and Houtzdale
Colver	Colver, Barnesboro, Carrolltown, Ebensburg (Verizon PA), Johnstown, Nanty Glo, and South Fork (Verizon North)
Darlington	Darlington, Beaver Falls (Verizon-PA), Enon Valley, and Rochester (Verizon-PA)

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Competitive Local Exchange Carrier
SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Delmont	Delmont, Export, Harrison City, Greensburg (Bell Atlantic-PA), and New Alexandria
Enon Valley	Enon Valley, Beaver Falls (Verizon -PA), Darlington, New Castle, and Rochester
Export	Delmont, Harrison City, Pitts Sub Zone 21, Pitts Sub Zone 22
Fredonia	Cochranton, Fredonia, Greenville (Bell Atlantic-PA), Sandy Lake, Sheakleyville, and Mercer (Verizon-PA)
Glasgow	Coalport, Glasgow, and Altoona (Verizon-PA)
Harrison City	Export, Harrison City, Delmont, Irwin, Jeannette and Pittsburgh Suburban Zone 22B (Monroeville) (Verizon-PA)
Luthersburg	Luthersburg, Dubois (Verizon-PA), and Sykesville (Verizon-PA)
Midway	Midway, Burgettstown (Verizon-PA), and McDonald (Verizon-PA)
New Alexandria	Delmont, Greensburg (Verizon-PA), and Latrobe (Verizon-PA), and New Alexandria
New Bethlehem	New Bethlehem, Sligo, Hawthorn
Port Matilda	Port Matilda, Warriors Mark, Bellefonte, (Verizon-PA), and State College (Verizon-PA)
Sandy Lake	Cochranton, Fredonia, Sandy Lake, and Sheakleyville
Sheakleyville	Cochranton, Fredonia, Sandy Lake, Sheakleyville, and Greenville (Verizon-PA)
Sheffield	Sheffield and Warren (Verizon-PA)
Sligo	New Bethlehem, Sligo, Callensburg, Rimersburg; and Clarion (Verizon-PA)

Competitive Local Exchange Carrier

SECTION 5 – LOCAL CALLING AREAS

5.1	LOCAL CALLING AREA* (Cont'd)		
	Warriors Mark	Warriors Mark, Port Matilda, Tyrone, and State College (Verizon-PA)	
	Westford	Conneaut Lake, Jamestown, Linesville, Meadville, Westford	
	Richeyville	Bentleyville (Bentleyville Tel. Co.), Marianna, Scenery Hill, (Marianna and Scenery Hill Tel. Co.), Richeyville, Brownsville, California, Fredericktown, and Washington (Verizon PA)	
	Apollo	Apollo, Leechburg and Vandergrift (Verizon North)	(C)
	Carmichaels	Bobtown, Carmichaels, Fredericktown, Greensboro, Jefferson, Mt. Morris, Rices Landing, Mt. Morris, W.Va., and Waynesburg	(C) (C) (C)
	Ford City	Ford City, Kittanning and Worthington	(C)
	Fredericktown	Carmichaels, Fredericktown, Greensboro, Jefferson, Rices Landing, and Marianna (Marianna and Scenery Hill Tel. Co.)	(C) (C) (C)
	Jefferson (Greene)	Carmichaels, Fredericktown, Greensboro, Jefferson, Rices Landing, and Waynesburg	(C) (C)
	Kittanning	East Brady, Elderton, Ford City, Kittanning, Rural Valley, Templeton, Worthington, and Dayton	(C) (C)
	Penfield	Penfield, Weedville, and DuBois (Verizon PA)	(C)
	Waynesburg	Brave, Carmichaels, Graysville, Mount Morris, New Freeport, Rogersville, Spraggs, Blacksville, W. Va., and Waynesburg	(C) (C) (C)

* The local calling areas will be updated as Lumos Networks of West Virginia Inc. d/b/a Segra prepares to enter new areas. These updates will be sent to the Pennsylvania Public Utility Commission for approval.

**Armstrong Telephone CO. - North
Exchange**

Duke Center

Exchanges in Local Calling Area

Duke Center, Bradford, Eldred, Rew

**Bentleyville Telephone Company
Exchange**

Bentleyville

Exchanges in Local Calling Area

Beallsville, Bentleyville, Centerville, Marianna, Scenery Hill

**Citizens Telephone Co of Kecksburg
Exchange**

Kecksburg

Exchanges in Local Calling Area

Greensburg, Kecksburg, Latrobe, Mount Pleasant

**Hickory Telephone Company
Exchange**

Hickory

Exchanges in Local Calling Area

Canonsburg, Hickory, Washington

**Laurel Highland Telephone Company
Exchange**

Indian Head

Exchanges in Local Calling Area

Connellsville, Indian Head, Stahlstown

Stahlstown

Indian Head, Ligonier, Stahlstown

**Pymatuning Independent Telephone Company
Exchange**

Transfer

Exchanges in Local Calling Area

Greenville, Sharon, Sharpsville, Transfer

**Yukon – Waltz Telephone Company
Exchange**

Yukon

Exchanges in Local Calling Area

West Newton, Yukon

Competitive Local Exchange Carrier
 SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Consolidated Communications of Pennsylvania Company Exchanges

<u>Exchange</u>	<u>Exchanges in Local Calling Area</u>	
Cooperstown	Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Wexford, Butler (CenturyLink) and Nixon (CenturyLink)	(C) (C) (C)
Criders Corners	Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Wexford, Perrysville (Verizon PA) and Zelienople (Verizon PA)	(C) (C) (C)
Curtisville	Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Wexford and Tarentum (Verizon PA)	(C) (C) (C)
Freeport	Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Wexford and Tarentum (Verizon PA)	(C) (C) (C)
Gibsonia	Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Wexford and Glenshaw (Verizon PA)	(C) (C) (C)
Mars	Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Wexford and Perrysville (Verizon PA)	(C) (C) (C)
Saxonburg	Butler (CenturyLink), Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Wexford and Tarentum (Verizon PA)	(C) (C) (C)
Wexford	Cooperstown, Criders Corners, Curtisville, Freeport, Gibsonia, Mars, Saxonburg, Perrysville (Verizon PA), and Wexford	(C) (C) (C)

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SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Commonwealth Telephone Company LLC Exchanges

<u>Exchange</u>	<u>Exchanges in Local Calling Area</u>	
Elizabethville	Elizabethville, Gratz, Halifax (Verizon PA), Lykens, Millersburg	(C) (C)
Gap	Atglen, Gap, Intercourse (Frontier PA), Kirkwood, Parkesburg (Verizon PA), Quarryville, Strasburg (Verizon PA), Lancaster* (Verizon PA)	(C) (C) (C)
Gratz	Elizabethville, Gratz, Lykens, Tower City, Valley View	(C)
Hensel	Hensel, Kirkwood, Lancaster* (Verizon PA), Quarryville, Rawlinsville	(C) (C)
Kirkwood	Gap, Hensel, Kirkwood, Lancaster* (Verizon PA), Oxford (Verizon PA), Quarryville	(C) (C)
Lewisberry	Harrisburg (Zone1) (Verizon PA), Lewisberry, Mechanicsburg (Verizon PA)	(C) (C)
Lykens	Elizabethville, Gratz, Lykens, Tower City, Valley View	(C)
Millersburg	Elizabethville, Halifax (Verizon PA), Millersburg	(C)
Quarryville	Gap, Hensel, Kirkwood, Lancaster (Verizon PA), Quarryville, Rawlinsville, Strasburg (Verizon PA)	(C) (C)
Rawlinsville	Hensel, Lancaster (Verizon PA), Millersville* (Verizon PA), Quarryville, Rawlinsville, Strasburg (Verizon PA)	(C) (C)
Tower City	Gratz, Lykens, Tower City, Tremont, Valley View	(C)
Tremont	Minersville (Verizon PA), Pine Grove (Verizon North), Pottsville* (Verizon PA), Tower City, Tremont, Valley View	(C) (C) (C)
Valley View	Gratz, Lykens, Tower City, Tremont, Valley View	(C)

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SECTION 5 – LOCAL CALLING AREAS

5.1 LOCAL CALLING AREA* (Cont'd)

Frontier Communications of Pennsylvania, LLC Exchanges

<u>Exchange</u>	<u>Exchanges in Local Calling Area</u>	
Intercourse	Intercourse, Gap (Commonwealth), Lancaster (Verizon), Leola, New Holland, Strasburg (Verizon), Terre Hill	(C) (C)
Leola	Akron (D&E), Ephrata (D&E), Intercourse, Lancaster (Verizon), Leola, Lititz (D&E), New Holland, Terre Hill	(C) (C)
New Holland	Akron (D&E), Ephrata (D&E), Intercourse, Lancaster (Verizon), Leola, New Holland, Terre Hill	(C) (C)
Terre Hill	Adamstown (D&E), Akron (D&E), Denver (D&E), Ephrata (D&E), Green Hills (CTT), Intercourse, Leola, Morgantown (CTT), New Holland, Terre Hill	(C) (C) (C)

Windstream D&E, Inc. Exchanges

<u>Exchange</u>	<u>Exchanges in Local Calling Area</u>	
Adamstown	Adamstown, Denver, Ephrata, Lititz, Manheim, Reading (Verizon), Terre Hill (Frontier – PA)	(C) (C)
Akron	Adamstown, Akron, Denver, Ephrata, Lititz, Manheim, Leola (Frontier – PA), New Holland (Frontier – PA), Terre Hill (Frontier – PA), Lancaster (Verizon)	(C) (C) (C)
Denver	Akron, Adamstown, Denver, Ephrata, Lititz, Manheim, Terre Hill (Frontier – PA)	(C) (C)
Ephrata	Akron, Adamstown, Denver, Ephrata, Lititz, Manheim, Leola (Frontier – PA), New Holland (Frontier – PA), Terre Hill (Frontier – PA), Lancaster (Verizon)	(C) (C) (C)
Lititz	Adamstown, Akron, Denver, Ephrata, Lititz, Leola (Frontier – PA), Lancaster (Verizon), Landisville (Verizon), Manheim	(C) (C) (C)
Manheim	Adamstown, Akron, Denver, Ephrata, Lititz, Manheim, Mt. Joy (CenturyLink), Lancaster (Verizon), Landisville (Verizon)	(C) (C) (C)

Competitive Local Exchange Carrier

SECTION 6 – LOCAL EXCHANGE SERVICE

6.1 NETWORK SWITCHED SERVICES

6.1.1 General

Network Switched Service provides a customer with a connection to the Company's switching network which enables the customer to:

- A. place or receive calls to any local calling station in the local calling area, as defined herein;
- B. access enhanced 911 Emergency Service where available;
- C. access the interexchange carrier selected by the Customer for interLATA and intraLATA, interstate or international calling;
- D. access Operator Service;
- E. access Directory Assistance
- F. place or receive calls to 800 telephone numbers
- G. access telecommunication relay service

Connection charges as described in Section 13, following, apply to all service on a one-time basis unless waived pursuant to this Tariff.

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SECTION 6 – NETWORK SWITCHED SERVICES

6.1 NETWORK SWITCHED SERVICES (Cont'd)

6.1.2 Rates and Charges

Rates and charges for Local Exchange Network Switched Service are contained in Section 13, following.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.1 SERVICE AND PROMOTIONAL TRIALS

7.1.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer. Promotional service offerings must not extend longer than 6 months in any rolling 12-month period.

7.1.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. Customers will be required to respond affirmatively at any time the promotional service is being offered if they wish to continue the service beyond the promotional period.
- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. Customers will be required to respond affirmatively at any time the promotional service is being offered if they wish to continue the service beyond the promotional period.
- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- E. The Company retains the right to limit the size and scope of a Promotional Trial.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.1 SERVICE AND PROMOTIONAL TRIALS (Cont'd)

7.1.2 Regulations (Cont'd)

- F. Promotional offerings will be filed with the Commission in accordance with rules and regulations established by the Commission.

7.2 DIRECTORY ASSISTANCE SERVICE

7.2.1 General

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

7.2.2 Regulations

- A. The rates as set forth in Section 13, following, apply when customers request Company assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the LATA.
- B. Charges for Directory Assistance are not applicable to calls to the Directory Assistance Service attendant from telephones where the customer, or a member of the customer's business has been affirmed in writing as unable to use a Telephone Company provided directory because of a visual or physical handicap.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.3 LOCAL OPERATOR SERVICES

Operator assisted local calls are calls placed within the customer's local service area through an operator.

Local message charges for calls placed through an operator will be charged the same as for local calls dialed direct by the customer.

Operator Assistance charges do not apply for the following calls:

- calls to listed official public emergency agencies
- calls to official Company numbers
- calls from persons experiencing dialing difficulty
- calls from persons who are visually and/or physically disabled

7.4 DIRECTORY LISTINGS

The rates and regulations for directory listings apply only in connection with primary and additional listings in the alphabetical section of the telephone directory and/or listings in the information directory.

The alphabetical list of names of customers is designed solely for the purpose of identifying customers and those entitled to use the customer's service as an aid to the use of the telephone system and special prominence or arrangement of names is not contemplated.

The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby.

Listings must conform to the Company's specifications with respect to its directories.

One listing without charge and additional listings are regularly provided only in connection with the following classes of service: business private branch exchange service and hotel service. When two or more lines are arranged in sequence, only the first or primary line will be listed.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.4 DIRECTORY LISTINGS (Cont'd)

7.4.1 Regular Additional Listings

In connection with business service, regular additional listings are available only in the names of those persons having the right to use the customer's service. In connection with hotel service, regular additional listings are available only to the customer-agent or his employees except that in connection with service at hotels and boarding houses, listings of permanent season guests may be arranged by the management.

7.4.2 Non-Published Service

Upon request, a customer may have his name omitted from the directory but included on information records (non-listed) or omitted from both the directory and information records (non-published). Such arrangements are discouraged because of their effect on incoming calls, but they will be accepted subject to the following rates and conditions:

- A. Non-published, non-listed service will be furnished at a monthly charge plus the applicable service charge for establishing the service.
- B. The applicable service charge will be made each time a non-listed, non-published, telephone number is changed to another number to be either non-listed or non-published.
- C. No charge will be made to change a non-listed or non-published number to a listed number.
- D. Calls to subscribers with non-published numbers will be initiated by the Company only when the number is given by the calling party. The Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.
- E. When non-published service is provided, the Company will not disclose the subscriber's telephone number to any person except as follows:
 - 1. When presented a court order by duly authorized representatives of law enforcement agencies.
 - 2. To the Company's own employees who are required to know the number in the conduct of its business.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.4 DIRECTORY LISTINGS (Cont'd)

7.4.2 Non-Published Service (Cont'd)

- F. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be disclosed inadvertently.
- G. The following customers and/or service will not be subject to the monthly charge and non-recurring charge.
 - 1. Business subscribers who have their primary telephone number published in the Company's directories and have other telephone numbers, associated with the same business, deleted from the Company's directories.
 - 2. Foreign Exchange Service where the subscriber is also furnished exchange service from the normal central office.

7.4.3 Customized Number Service

A. General

Subscribers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the subscriber are available, the Company may assign the number or numbers to the subscriber.

The Company reserves and retains the right:

- 1. To discontinue, change or reassign telephone numbers in any exchange area wherever it is necessary or appropriate in the conduct of business, or in accordance with the rules and procedures of the Company.
- 2. To reject or refuse any request for specific telephone numbers for any reason including, but not limited to, numbers that may, in the Company's opinion, be offensive.
- 3. Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any subscriber to another, except as otherwise provided in this tariff.

Competitive Local Exchange Carrier

SECTION 7 – SUPPLEMENTAL SERVICES

7.4 DIRECTORY LISTINGS (Cont'd)

7.4.3 Customized Number Service (Cont'd)

A. General (Cont'd)

The Company shall not be liable to any subscriber for direct, indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another subscriber whether prior or after establishment of service. In any case the Company shall not be liable to any subscriber for an amount greater than the subscriber has paid to the Company for the Customized Number Service.

B. Application of Charges

The Customized Number Service Charge applies whenever a subscriber:

1. Requests a telephone number other than the next available number from the assignment control list.
2. Requests a number change from the present number to a customized telephone number.

Subscribers who request telephone numbers they formerly used for business service will not incur the Customized Number Service Charge if the telephone number requested is available for assignment and is listed in the present local directory under the same name as the new application.

7.5 CUSTOM CALLING FEATURES

Custom Calling Services consist of optional service features for use in connection with a customer's local exchange service.

7.5.1 Regulations

Custom Calling Services may be associated with business individual line service.

Custom Calling Services require special facilities and will be provided only where such facilities are available.

The Company reserves the right to offer a promotional period of up to 30 days for a customer to assess the effectiveness of a Custom Calling Service feature requested by the customer. If during the promotional period the customer requests the feature or features be disconnected, neither the applicable monthly rate nor any other applicable charges will apply. If the customer retains any of the features beyond the 30-day promotional period, the monthly rates for the feature or features retained will apply from the end date of the promotional period.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions

The following Custom Calling Services are available at rates shown in Section 13, following.

A. Call Forwarding

Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local (where applicable) and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

B. Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternate conversation between parties.

C. Extension Intercom

Extension Intercom is an arrangement whereby a customer may make another telephone on his line ring.

D. Enhanced Call Forwarding

Call Forwarding – Busy enables the Company to forward a call to a predetermined directory number (DN), which activates when the called party's line is busy. If the customer requests a change in the DN to which the call is forwarded, a service order change charge will apply.

Call Forwarding – Don't Answer enables the Company to assign this option to a line or hunt group by programming a predetermined DN, which activates when a call is unanswered. The Company on an office-wide basis establishes the number of ringing cycles before the call is transferred. If the customer requests a change in the DN to which the call is forwarded, a service order change charge will apply.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

D. Enhanced Call Forwarding (Cont'd)

Call Forwarding – Busy and Don't Answer This service is a discounted billing arrangement that allows customers to select both Call Forwarding-Busy and Call Forwarding-Don't Answer into one package.

E. Speed Calling

Speed Calling is an arrangement that provides for the calling of a local or long distance telephone number by dialing an abbreviated code. Two arrangements are available, either an eight-code capacity or a thirty-code capacity, but not both on the same line.

F. Three-Way Calling

Three-Way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

G. Three-Way Call Transfer

Three-Way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

H. Toll Denial

This service blocks access to the Long Distance Message Telecommunications Network, either by direct or operator assistance. This prevents the customer from dialing an operator for all purposes including emergencies, assistance and the placing of toll calls. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages by restriction of access to operator services.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

I. Cancel Call Waiting

Cancel Call Waiting is a feature which allows the customer with Call Waiting to inhibit the operation of Call Waiting for one call. When the customer dials the cancel code, a distinctive dial tone is returned and a call is then placed normally. During this call, Call Waiting Service is inactive so that anyone calling the Call Waiting customer will receive the normal busy treatment, and no Call Waiting tones will interrupt the customer's call.

J. Call Hold

Call Hold allows a station user to put any call in progress on hold by flashing the hookswitch and then dialing a hold code. This frees the line to originate another call. Only one call per station may be held at a time. The held call cannot be added to the other call. Dialing the hold code a second time can retrieve the original connection. If the station user hangs up with a party on hold, the user is automatically rung back and reconnected when answered.

K. Automatic Call Back

The customer subscribing to this service can, after reaching a busy station, hook flash and dial the activation code. When the busy station goes on-hook and the calling station is on-hook, the calling station receives a distinctive ringing pattern. When answered, a call will automatically be completed to the previously busy station.

Automatic Call Back is available on a flat rate or usage sensitive basis. Under the usage sensitive offering, the customer will incur an activation charge regardless of whether the customer chooses to advance or abandon the call. Upon the customer's request, blocking of this feature is available at no charge.

L. Enhanced (Distinctive) Ringing

This allows distinctive ringing to be applied to individual lines in addition to normal ringing by assigning two directory numbers to the same line. A distinctive ring for each number allows the customer to determine which number is being called.

M. Toll Control

This service provides individual line and multi line hunt customers with the capability to control placement of chargeable calls on the basis of the calling line identity and the caller themselves by the "authorized" user dialing a preselected access code.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

N. Rotary Line Break

This service is available to customers with multiple incoming lines or trunks. It provides a customer the ability to decrease the total number of trunks available for incoming calls. Feature activation and deactivation is accomplished by dialing an access and an activation or deactivation code on a trunk member. When requesting service, the customer must specify the number of incoming calls to be allowed after feature activation.

O. Caller ID

This service enables the customer to receive the calling party's directory number, if within a central office base unit, during the ringing cycle and to display the number on customer premises equipment.

P. Call Trace (Customer Originated Trace)

At the request of the customer, for up to 60 days, the Company will activate the call trace feature. This service allows the subscriber receiving an obscene, harassing or threatening call the ability to request an automatic trace of the last call received. The call trace record is recorded on a printer located on the Telephone Company premises. The Telephone Company will provide this information to the appropriate law enforcement agency upon receipt of a valid court summons. This service is billed to the customer per call traced.

Q. Selective Call Acceptance

This service allows the subscriber to accept calls only from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive a message that the called number is not accepting calls at this time. Call Acceptance can be turned on and off by the subscriber.

R. Selective Call Rejection

This service allows the subscriber to reject calls from a pre-defined list of up to twelve directory numbers. Callers with directory numbers found in the screening list will receive a message that the called number is not accepting calls at this time. Call Block can be turned on and off by the subscriber.

Competitive Local Exchange Carrier

SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

S. Selective Call Forward

This service allows the subscriber to only forward calls from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive standard ringing or busy indication. Selective Call Forwarding can be turned on and off by the subscriber.

T. Selective Call Waiting

This service allows the subscriber to provide call waiting indication only from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive busy indication if the line is busy. Selective Call Waiting can be turned on and off by the subscriber.

U. Return Call

This service allows a subscriber to automatically recall the last incoming directory number to their line. This feature is accomplished without knowing the directory number of the last calling party.

Return Call is available on a flat rate or usage sensitive basis. Under the usage sensitive offering, the customer will incur an activation charge regardless of whether the customer chooses to advance or abandon the call. Upon the customer's request, blocking of this feature is available at no charge.

V. Priority Call (Distinctive Ringing/Call Waiting)

This service allows the subscriber to provide a distinctive ringing indication (or distinctive call waiting indication, if applicable) when calls are received from a pre-defined list of up to twelve directory numbers. Priority Call can be turned on and off by the subscriber.

W. Custom Calling Volume Discounts

Volume discounts apply for customers subscribing to two or more custom calling services listed in this Section 3.9 with certain exceptions. Excluded from this volume discount plan are Toll Denial, Rotary Line Break, and Call Trace. The specific volume discounts applicable for two or more services will be provided to the customer as a monthly credit. Monthly credits available under the plan are detailed in Section 13, following.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

X. Message Waiting

For subscribers utilizing a compatible Voice Message Service, this feature provides a message indication at the subscriber's station that messages are waiting. The message-waiting indicator will be provided in the form of stutter dial tone or as a visual indication dependent upon the type of customer premises equipment used.

Y. Caller ID Blocking

A calling party may block the passage of his/her telephone number, associated main listed name and voiceback of calling identification information to users or subscribers to Optional Central Office Services which utilize Signaling System 7 (SS7) technology. Blocking will also prevent call completion through the use of Return Call (*69) Service. Customers have two blocking options as follows:

Per-Call Blocking - To activate per-call blocking, a customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per-call blocking, and it is provided on an unlimited basis. Per-call blocking is available to all customers in the Company's serving territory, or

Per-Line Blocking - Per-Line Blocking must be added to a customer's line by contacting the Telephone Company's business office and having a service order issued. All calls are automatically blocked when a customer subscribes to Per-Line Blocking unless the blocking feature is deactivated. If a customer subscribes to Per-Line Blocking, he/she can deactivate blocking by dialing a special code prior to placing a call. Blocking will be deactivated for that outgoing call only. As facilities permit, a Per-Line Blocking customer will be provided with a separate code to deactivate blocking, which is different from the per call blocking code. Where this separate code is not available, the code for per-call blocking and the code to deactivate Per-Line Blocking will be the same. Per-Line Blocking is available to all customers in the Company's serving territory. Per-Line Blocking is provided without charge, except as discussed below.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

Y. Caller ID Blocking (Cont'd)

Per-Line Blocking will be available to all customers, free of charge, in the Company's serving area and can only be added or removed from a customer's line by placing a service order with the Company. Initial requests for Per-Line Blocking will be provided at no charge. Subsequent requests for Per-Line Blocking for the same customer and telephone number at the same address may be charged the applicable non-recurring charge(s). This non-recurring charge will be waived for customers of the Company who are victims of domestic violence, the staffs of domestic violence programs and agencies, and emergency services personnel, while performing their jobs.

Customers who use either per-call blocking or line blocking may be unable to complete calls to Caller ID subscribers who have activated the Anonymous Call Rejection feature (ACR) of Caller ID services. If a customer using blocking calls a Caller ID subscriber who has activated Anonymous Call Rejection, he/she will hear an announcement that the Caller ID subscriber is not accepting blocked calls. There are several ways to complete a call to a Caller ID subscriber who has activated Anonymous Call Rejection: (1) place the call through an operator; (2) place the call on the Company's network using a Company's telephone calling card; or (3) place the call without blocking. Options (1) and (2) involve charges in addition to the cost of the call. However, the live operator surcharge will be waived for the Company's customers who are victims of domestic violence, the staffs of domestic violence program agencies and emergency service personnel, while in the performance of their jobs. If the operator surcharge cannot be waived when the call is being placed, the Company will, upon notification, credit the live operator surcharge to the aforementioned party's telephone bill. Furthermore, should alternative methods become available in the future which permit the aforementioned to access the ACR party without revealing the caller's telephone number, the Company will waive any additional charges associated with such alternative methods. Blocked calls routed to the Anonymous Call Rejection (ACR) announcement will not be rated as completed calls.

Caller ID blocking will not prevent the delivery of telephone numbers to 911 emergency service providers. Caller ID blocking currently will not work for callers who place calls to 8xx, 900, and/or other information and message services carrying a specific charge billed to a caller by a local telephone company.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

Z. Anonymous Call Rejection

Anonymous Call Rejection is an arrangement, available to Caller ID customers and non-Caller ID customers, that allows a called party to reject calls from parties that have activated the per call blocking feature to prevent the display of their telephone numbers to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the per call blocking feature. Customers may activate or deactivate this arrangement by dialing an activation code.

A.A. Call Waiting with Distinctive Tone and Distinctive Ring

This feature allows Call Waiting customers to determine if an incoming call is long distance by providing either a distinctive tone when the customer is on a call or by providing a distinctive ring when the phone is on the hook. The feature is also offered to non-Call Waiting customers who wish to have a distinctive ring inform them an incoming call is long distance.

B.B. Enhanced Caller ID

Enhanced Caller ID is an arrangement which permits a customer with Local Exchange Service (other than Foreign Exchange service) to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Enhanced Caller ID customer from seeing the calling telephone number and name display by activating Per Call Blocking.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.5 CUSTOM CALLING FEATURES (Cont'd)

7.5.2 Feature Descriptions (Cont'd)

B.B. Enhanced Caller ID (Cont'd)

There is no charge for using Per Call Blocking. When the calling party uses this blocking capability, the Enhanced Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number and name has been suppressed. Enhanced Caller ID customers may redirect incoming calls with Per Call Blocking to an announcement by activating the Anonymous Call Rejection arrangement. Where facilities permit and when requested by a subscriber to Call Waiting, the calling name and number will display when Call Waiting is activated, provided the customer has the proper version of Caller ID display equipment.

C.C. Call Forwarding – Remote

Call Forwarding – Remote allows customers to activate or deactivate Call Forwarding from a telephone other than the one to which the service is assigned. Customers dial a special number to access the Call Forwarding – Remote service, then listen to instructions before dialing the telephone number that has Call Forwarding – Remote. The customer then dials a Call Forwarding code followed by the new forward-to telephone number. There is no need to travel back to the home or office to change the forward-to number.

D.D. Call Block

Call Block is an arrangement which prevents future calls from up to twelve pre-specified telephone numbers. Callers from the pre-specified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multi-line hunt group, the call will be blocked only when the main telephone number is included as one of the twelve pre-specified telephone numbers.

E.E. Special Business Package

The Special Business Package is a discounted billing arrangement offered to business customers which includes the following specified features: Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Variable, Three-Way Calling, and Call Transfer.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.6 REMOTE CALL FORWARDING

Remote Call Forwarding (RCF) is a network service that uses a telephone number and electronic central office facilities to forward automatically all calls dialed to the RCF telephone number to the customer's telephone number in another exchange (Terminating Telephone Number). This offering is equivalent to automated Enterprise Service.

Remote Call Forwarding is offered subject to the availability of suitable facilities.

A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.

Remote Call Forwarding may be associated with PBX Service and with individual line service.

Remote Call Forwarding is provided on condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers in order to handle calls adequately without interfering or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required, the customer will be responsible for subscribing to these additional arrangements or numbers. In the event the customer refuses to subscribe to these additional arrangements or numbers, the customer's Remote Call Forwarding service shall be subject to termination.

Where additional terminating telephone numbers are requested by the customer or required by the Company for association with the same RCF number, the additional numbers must be of the same class and grade of service and on the same premises as the first terminating telephone number.

Remote Call Forwarding is not represented as satisfactory for data transmission.

Call Forwarding service is not offered for use with a Remote Call Forwarding terminating station.

The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

The classification of business service for Remote Call Forwarding arrangements is determined by the class of service of the terminating telephone number.

Charges for calls from originating stations to a RCF telephone number are the responsibility of the originating station, unless the calls are accepted as collect at the terminating telephone number. Charges as shown in Section 13, following, for the forwarding of calls from the RCF number to the terminating telephone number, are the responsibility of the Remote Call Forwarding customer.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.6 REMOTE CALL FORWARDING (Cont'd)

For any collect calls placed to the RCF number, charges as shown in Section 13 for calls forwarded to the terminating telephone number, apply regardless of whether or not these calls are accepted as collect at the terminating telephone number.

7.7 CALL SCREENING SERVICES

Outgoing Call Screening – is an optional arrangement where outgoing calls which are routed to a Company operator will be processed only on a bill to third number, collect call or calling card basis as instructed by the calling party. This service is offered only where facilities are available and is limited to those areas served by central offices arranged for this service.

Incoming Call Screening – is an optional arrangement where incoming third number and/or collect calls to a number are restricted and cannot be billed. Incoming Call Screening is available through the Line Information Data Base (LIDB) and does not restrict calls from all areas of the United States. The incoming call must be placed through an operator with access to LIDB in order for screening to take place.

Incoming Call Screening charges do not apply when the service is initiated by the Company as a means of fraud control.

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7.8 DIRECT INWARD DIALING (DID) SERVICE

DID service permits incoming dialed calls from the exchange network to reach a specific PBX station line without the attendant's assistance.

The service is provided subject to the availability of facilities, telephone numbers and compatibility of PBX facilities.

Provision of this service includes central office switching equipment necessary for in-dialing from the exchange and long distance network directly to PBX station lines associated with switching equipment located on the customer's premises.

The service must be provided on all lines in a trunk group arranged for inward service.

The minimum contract period for the service is one year. In case of discontinuance or reduction of service within the minimum contract period, a termination charge equal to the DID trunk equipment rate for each full month of service unexpired shall be applied.

The rates shown consider the use of standard company equipment and serving arrangements and are in addition to rates and charges for other services with which it is furnished.

Operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

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7.8 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

The Company shall not be responsible to the customer or authorized user or joint user if changes in any of the facilities, operations or procedures of the Company render the facilities provided by a customer, authorized user or joint user obsolete or require modification or alteration of the equipment or system or otherwise affect its use or performance.

Directory listings will be provided in accordance with the regulations of Section 6 of this Tariff for PBX service. DID numbers furnished are not entitled to free directory listings.

Customer provided switching systems must provide for the intercepting of assigned but unused telephone numbers in a manner consistent with Company standards.

The Company will not modify its equipment from the original manufacturer's specifications in order for it to be compatible with customer provided equipment.

Customers are prohibited from sharing DID service since it is provided on a per customer basis only.

Temporary suspension of service does not apply to DID service.

7.9 DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE

Direct Inward-Outward Dialing (DIOD) Service provides the subscriber with a two-way trunk allowing direct inward and outward dialing on the same trunk. DIOD Service does not require separate trunks for outward dialing.

DIOD Service is furnished subject to the availability of facilities, telephone numbers and the compatibility of PBX facilities.

Station billing detail, where outward calling is recorded on a per number basis, is not provided with DIOD trunks. DIOD Service provides outward call billing on a per trunk basis.

DIOD rates are the equivalent of the PBX Trunk rate in the exchange in which the service is provided.

To establish DIOD Service, a DID Trunk Equipment Charge, as shown in Section 13, following, will apply.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.10 EMERGENCY 911 SERVICES

7.10.1 Glossary of Terms

Host Telephone Company: The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

MSAG Content: The data elements of the MSAG (Master Street Address Guide) including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

MSAG Formatting, Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

Telephone Company: A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with 'service provider'.

Telephone Company system: Reference to a service provider's own facilities-based network or, if operating as a nonfacilities-based competitive local exchange carrier, the facilities contracted by the Telephone Company for provision of service.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.10 EMERGENCY 911 SERVICES (Cont'd)

7.10.2 General

The Service Access Code 9-1-1 allows the customer to reach the appropriate emergency services including police, fire and medical services. Enhanced 9-1-1 has the ability to selectively route an emergency call to the primary 9-1-1 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary 9-1-1 provider for display at the Public Answering Point (PSAP).

Pursuant to the Public Safety Emergency Telephone Act (Act 78 of 1990), as amended), the Telephone Company collects a fee from its customers on behalf of the counties in its operating area to support the 9-1-1 system. Counties of the first through second class may impose a monthly contribution rate in an amount not to exceed \$1 per line on each local exchange access line. Counties of the third through fifth class may impose a monthly contribution rate in an amount not to exceed \$1.25 per line on each local exchange access line. Counties of the sixth through the eighth class may impose a monthly contribution rate not to exceed \$1.50 per line on each local exchange access line. The contribution rate may be used by counties for the expenses of implementing, expanding or upgrading a 911 system.

Parties dialing 9-1-1 waive the privacy afforded by non-listed and non-published service to the extent that the telephone number, names, and address associated with the originating station location are furnished to the Public Safety Answering Point.

7.10.3 Regulations

- A. The Telephone Company, whether supplying service through its own facilities or the use of an underlying carrier, will comply with the Protocols as set forth in, and in the form of Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order Relating to the Provision of Master Street Address Guides; Docket No. P-0097 1203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998 MSAG Order.
- B. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Telephone Company's liability and insurance provisions are fully stated in its tariff's General Regulations.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.10 EMERGENCY 911 SERVICES (Cont'd)

7.10.3 Regulations (Cont'd)

- D. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- E. The Telephone Company will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- G. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- H. The Telephone Company will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.

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SECTION 7 – SUPPLEMENTAL SERVICES

7.10 EMERGENCY 911 SERVICES (Cont'd)

7.10.3 Regulations (Cont'd)

- I. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

7.11 RESERVED TELEPHONE NUMBER SERVICES

Reserved Telephone Number Service provides a customer with the option of having a telephone number or group of telephone numbers reserved for their assured future use. Reserved Telephone Number Service can be used either to withhold a telephone number associated with a disconnected Local Exchange Service from possible reassignment to another Local Exchange Service, or to reserve telephone numbers from the pool of currently available telephone numbers.

7.11.1 Regulations

Reserved Telephone Number Service is offered only in connection with exchange service.

Reservations of telephone numbers are initiated in response to customer requests and are terminated at the customer's request or at such time the service with which the telephone number is associated is established.

The provision of a reserved number is based on current availability of the particular number requested.

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SECTION 8 – SPECIAL ARRANGEMENTS

8.1 SPECIAL CONSTRUCTION

8.1.1 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.

8.1.2 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.

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SECTION 8 – SPECIAL ARRANGEMENTS (Cont'd)

8.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

8.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in Section 13. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. Each ICB contract offered pursuant to this paragraph will be filed with the Commission as an addendum to this Tariff and will be subject to Commission approval.

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SECTION 9 – PRIMARY RATE INTERFACE

9.1 PRIMARY RATE INTERFACE (PRI)

Primary Rate Interface Service is an Integrated Services Digital Network (ISDN) based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The basic channel structure of Primary Rate Interface is twenty-three 64 Kbps B Channels and one 64 Kbps D Channel. PRI Service is a service for the transmission of digital signals only. PRI Service is provided from central offices where appropriate ISDN facilities are available as determined by the Company.

9.1.1 Regulations

Customer Premises Equipment (CPE) that is compatible with PRI Service is the responsibility of the customer.

The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of PRI Service render any facilities

provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

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SECTION 9 – PRIMARY RATE INTERFACE

9.1 PRIMARY RATE INTERFACE (PRI) (Cont'd)

9.1.1 Regulations (Cont'd)

Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.

The minimum service period for Primary Rate Access Service is one month.

This service is available only from offices which have the necessary facilities to provide ISDN on the standard network platform.

Voice service is limited to customers served by offices which have the necessary facilities to provide PRI on the standard network platform.

This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electrically compatible facilities available, or where existing facilities can be made electrically compatible when regenerated or extension service is provisioned

9.1.2 Definitions

B Channel – A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel – A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capacity (CCC) – A B Channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

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SECTION 9 – PRIMARY RATE INTERFACE

9.1 PRIMARY RATE INTERFACE (PRI) (Cont'd)

9.1.3 Application of Rates

PRI Service Primary Rate Access Lines furnished between a serving central office and the customer designated premises will be charged at rates per each Primary Rate Access Line.

PRI Primary Rate Access Line rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface charges.

9.1.4 Service Components

The customer may choose any number of channels up to twenty-three per Primary Rate Access (facility) to be active with a corresponding number of services (i.e., inward/outward trunks, WATS lines, 800/888 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

The components for PRI Service will be as follows:

- Primary Rate Access Line
 - Primary Interface
 - Primary Rate Channels
 - Incoming Call Identification
- A. Primary Rate Access Line – will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop support Clear Channel Capability.
- B. Primary Rate Interface – provides the multiplexing to supports up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps.
- C. Primary Rate Channels – will provide a flat rated channel that will allow either voice or data transmission up to 64 Kbps.

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SECTION 9 – PRIMARY RATE INTERFACE

9.1 PRIMARY RATE INTERFACE (PRI) (Cont'd)

9.1.4 Service Components (Cont'd)

- (1) Voice calls may be completed to both ISDN and non-ISDN lines.
 - (2) Data Transmission on the B Channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices.
 - (3) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 series Service. The subscription to these services is in addition to the charges for ISDN-PRI Service.
- D. Incoming Call Identification – This optional feature provides the customer with the telephone number or name and number of the calling party. Incoming call identification is provided via the D Channel associated with incoming calls on a B Channel(s) to a PBX. Caller ID Blocking is available.
- E. D Channel Backup – This optional feature provides a backup for the primary D Channel under those circumstances where two or more Primary Rate Access Lines share a single D Channel. A predetermined channel on another connection would automatically take over call control signaling for Circuit Switched Voice and Data calls.

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SECTION 10 – DIGITAL CHANNEL SERVICES

10.1 GENERAL

Digital Channel Service provides an intraexchange digital common line connection between the end user's premises and the local serving wire center. The digital transmission rate available is either DS1 (1.544 Mbps) or DS3 (44.736 Mbps).

Digital Channel Service will be used by the customer to aggregate the customer's telecommunication services onto a digital local loop. The services that can be combined include private line and switched services, intraexchange, intraLATA and interLATA services. A representative list of services, which can use Digital Channel Service facility, includes:

- A. Exchange Dial Tone Service, e.g. exchange lines/trunks.
- B. Analog Transmission Services, e.g. foreign exchange service, Private Line, Off-premise extensions, Tie Lines, Intrastate WATS.
- C. Digital Data Services (2.4, 4.8, 9.6, 56 or 64 Kbps)
- D. DS1 (1.544 Mbps) Services
- E. DS3 (44.736 Mbps) Services

Digital Channel Service is comprised of the following rate elements:

Digital Channel Capacity

Service Activation

- A. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in Section 13, following.
- B. Digital Channel Service customers will order capacity in quantities of DS1 or DS3 facilities, (increments of 24 channels for a DS1 facility or increments of 28 channels for a DS3 facility).

10.2 DIGITAL ARCHITECTURE

Digital Channel Service provides only the common line link between the End User and the local serving wire center. End-to-end private line and exchange services will utilize this digital link to the customer's premises, rather than the analog loop, which might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

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SECTION 10 – DIGITAL CHANNEL SERVICES

10.2 DIGITAL ARCHITECTURE (Cont'd)

The time required to provision service is known as the service date interval. The service date interval for Digital Channel Service and related network services connected to Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises extensions and PBX trunks, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, the Company will provide them on DS0 channels. Both Company and customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) or 44.736 Mbps (DS3) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 or DS3 loop. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired channelized services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

10.3 DEFINITIONS

Digital Channel Capacity. A multifunctional DS1 or DS3 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated, multijurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in quantities of DS1 or DS3 facilities.

Service Activation. A service activation is the connection between the Digital Channel Service facility and the network service accessed.

Channel Service Unit. The term CSU denotes network channel terminating equipment provided by the customer to terminate digital facilities on the customer's premises.

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment.

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Competitive Local Exchange Carrier

SECTION 10 – DIGITAL CHANNEL SERVICES

10.3 DEFINITIONS (Cont'd)

Digital Channel Capacity. A multifunctional DS1 or DS3 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated, multijurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in quantities of DS1 or DS3 facilities.

Service Activation. A service activation is the connection between the Digital Channel Service facility and the network service accessed.

Channel Service Unit. The term CSU denotes network channel terminating equipment provided by the customer to terminate digital facilities on the customer's premises.

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment.

DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with company equipment. The required format and interface specifications are available from CFW. DS1 facilities are normally provided on copper transmission medium.

DS3. The term DS3 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. The required format and interface specifications are available from CFW. DS3 facilities are normally provided on fiber optic transmission medium.

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SECTION 10 – DIGITAL CHANNEL SERVICES

10.4 REGULATIONS

Digital Channel Service is furnished subject to availability and type of digital equipment located in a central office building owned, or leased by the Company. Service inquiries will be necessary to determine availability.

Construction Charges as specified in Section 8 of this Tariff may be applicable.

The 1.544 Special Transport mileage as specified in Section 11, following, will apply when a customer's request for Digital Channel Service is provisioned in a central office other than the customer's local service wire center.

The customer may activate any number or combination of digital channels within the limitations as set forth in this section, following. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Digital Channel Service.

All Digital Channel Service Capacity/facilities must be terminated at a single equipment location on a customer's premises. Digital Channel Service Capacity cannot be split between premises, or multiple locations within premises.

When individual digital channels are activated to provide the local loop link for services offered in other sections of this Tariff, the regulations, rates and charges specified in this Tariff will apply.

The total number of digital channels activated by the customer may not, at any time, exceed the Digital Channel Capacity. Additionally, there are some types of service which require two DS0 channels to be combined. This restructuring of the channels within the DS1 or DS3 signal will reduce the normal quantity of channels available. The Company will notify the customer when the Digital Channel Capacity is altered by the types of services activated.

Central Office Channelization (component of Digital Channel Capacity) generally provides analog to digital conversion, to permit individual exchange services and multi-jurisdictional dedicated services to be combined and transported over digital high capacity facilities. This channelization is also intended for use at Company locations where different high capacity network links terminate in the same Central Office, and must be converted to individual analog or digital channels before the service links can be cross-connected.

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SECTION 10 – DIGITAL CHANNEL SERVICES

10.4 REGULATIONS (Cont'd)

Channelization on a customer's premises will be provided by the customer. Joint provisioning of channelized services introduces joint responsibilities between customer and the Company as specified following:

A. Responsibilities of the Company:

1. The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
2. The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
3. The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
4. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
5. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
6. Digital synchronization timing for Digital Channel Service will be provided by the Company.

B. Responsibilities of the Customer:

1. The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
2. The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

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SECTION 10 – DIGITAL CHANNEL SERVICES

10.4 REGULATIONS (Cont'd)

C. Trouble resolutions

1. The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in Maintenance of Service Charge as set forth in Section 13, following, to the customer.

Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line applications. Rates, charges, and availability of this equipment will be negotiated with the customer under a Special Service Arrangement.

When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a prorata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

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SECTION 11 – PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

11.1 General

Private line telephone service is that of providing the requisite facilities, to enable the customer to communicate between specified locations for twenty-four hours per day, seven days a week. All facilities for this service are furnished by the Company.

Channels are furnished between specified locations for use with telegraph, buzzer, burglar alarm, clock, fire alarm, messenger services and other such similar service with telegraph characteristics, in connection with which the customer provides the terminal equipment. Such channels may, upon approval of the Company, be used to supplement channels owned and maintained by the customer, where the channel owned by the customer is located on his property or right-of-way as in the case of a railroad or where the customer has, under proper State of Municipal franchise, the right to maintain and use such channels for the desired purpose.

The service and channels provided under this section are not furnished for the commercial transmission of communications between exchanges.

The rates herein are applicable when facilities are available and when standard transmission can be provided without the use of special equipment.

This tariff applies to channel services furnished or made available by the Company or furnished jointly with other local exchange companies between two or more points within Maryland. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this tariff.

11.2 Definitions

CHANNEL – A Channel is a path between two or more points furnished by means of any type facility over any route the Company may elect to use.

CHANNEL FIXED CHARGE – Is a rate element that recovers the cost for end office equipment associated with terminating the interexchange facility in the serving wire center.

CHANNEL MILEAGE FACILITY – Is a rate element that recovers the per mile cost for the transmission path which extends between the Company serving wire centers.

CHANNEL TERMINATION – Is a rate element that recovers the costs associated with the communications path between a customer-designated premises and the serving wire center of that premises.

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SECTION 11 – PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

11.3 Channel Types

The Company offers the following Interexchange channel types:

Voice Grade – a channel for the transmission of analog signals within an approximate bandwidth of 300 to 3000 Hz. A Voice Grade channel will generally support analog data requirements.

Digital Data – a channel for the digital transmission of synchronous serial data at rates of 2.4, 4.8, 9.6, 19.2, 56.0 or 64.0 Kbps.

High Capacity – a channel for the transmission of isochronous serial digital data at rates of 1.544 or 44.736 Mbps.

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SECTION 12 – BUNDLED SERVICES

This unique section contains service bundles consisting of regulated local exchange services combined with other communication services that are regulated under other tariffs of the Company filed with the Commission and/or services not regulated by the Commission. Examples of the other communication services that may be included in a bundle with regulated local services are: toll services, voice mail, and internet. Where other communication services not regulated under this local exchange service tariff are listed in the bundles they will be marked with an asterisk “*”.

Non-regulated services may be included in bundled services. Non-regulated items are:

- Not regulated by the Commission
- Priced separately outside of this tariff
- Are included in this tariff only for informational purposes as part of the terms and conditions for the package.

12.1 INTEGRATED ACCESS

12.1.1 General

Integrated Access is an optional business service package which combines voice grade line, long distance*, voicemail*, and broadband internet* access over a High Capacity Service or Fiber.

12.1.2 Regulations

- A. Integrated Access consists of the following offerings:
- Integrated voice grade line with unlimited usage within the LUMOS NETWORKS’ local calling areas.
 - All custom calling features except call trace.
 - LUMOS NETWORKS’ Long Distance Service for interstate and intrastate intralata calls*
 - Voicemail*
 - Unlimited symmetrical Internet access starting at 256K with upgrades in 256K increments*
 - LUMOS NETWORKS’ hosted email (up to 50 email addresses)*
- B. Integrated Access is available only to customers with minimum monthly revenue of \$495.95.

*Not regulated under this tariff

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SECTION 12 – BUNDLED SERVICES

12.1.2 Regulations (Cont'd)

- C. Integrated Access is not available with other discount plans.
- D. Integrated Access is available only to customers who subscribe to LUMOS NETWORKS as their carrier for local service and interstate and intralata long distance for all lines.
- E. Integrated Access lines must have the same LUMOS NETWORKS' Long Distance Plan on each line.*
- F. Long distance calls included in Integrated Access will be direct dialed. Additional charges will apply to collect, third party, directory assistance, international, or calls to Alaska or Hawaii.*
- G. Detailed toll billing is not provided on unlimited Long Distance plans or on calls made within the LUMOS NETWORKS' local calling areas.
- H. Integrated Access includes use of LUMOS NETWORKS' Integrated Access Device (IAD) which remains the property of LUMOS NETWORKS and functions as the Network Interface Device (NID).
- I. Integrated Access requires a contract of one year or longer.
- J. The Setup Charge is waived with a three-year contract.
- K. E911 location information for Integrated Access customers is provided to the appropriate 911 database using the physical location of the Integrated Access Device (IAD). The Company provisions 911 service for Integrated Access customers as set forth in Section 7.10 of this Tariff.

* Not regulated under this Tariff

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SECTION 12 – BUNDLED SERVICES

12.2 INTEGRATED CENTREX

12.2.1 General

- A. Integrated Centrex is an optional local business exchange telecommunications service available on pre-qualified LUMOS NETWORKS Broadband Connections*. The telephone company reserves the right to deny service if pre-qualification fails. Integrated Centrex is not offered in association with pay telephone service.
- B. Integrated Centrex Service is a service arrangement which consists of host central office interface equipment and software located on company premises. This service provides local exchange access and feature packages as set forth in section 12.2.2 following.
- C. Mobile E911 is an optional service and is only available to customers that agree to take full responsibility of updating their current physical address through a web portal via a third-party routing vendor. Customers must sign a contract agreeing to these terms and agree to pay a mobile routing fee.

* Not regulated under this Tariff

12.2.2 Feature Packages

Integrated Centrex Service offers feature packages shown below at rates and charges set forth in Section 13, following.

Features provided via Integrated Centrex Service from host central office equipment and software include:

A. Office:

- | | |
|-------------------------------------|-----------------------------------|
| Anonymous Call Rejection | Authentication |
| Basic Call Logs | Call Forwarding Always |
| Call Forwarding Busy | Call Forwarding No Answer |
| Call Return | Call Transfer |
| Call Waiting | Calling Line ID Delivery Blocking |
| Calling Line ID (Internal/External) | Customer Originated Trace |
| Last Number Redial | Outlook Integration |
| Speed Dial 8 | Three-Way Call |
| Voice Messaging | |

Competitive Local Exchange Carrier

SECTION 12 – BUNDLED SERVICES

12.2 INTEGRATED CENTREX (Cont'd)

12.2.2 Feature Packages (Cont'd)

B. Executive:

- | | |
|-----------------------------------|-------------------------------------|
| Alternate Numbers | Anonymous Call Rejection |
| Authentication | Barge-In Exempt |
| Basic Call Logs | Call Forwarding Always |
| Call Forwarding Busy | Call Forwarding No Answer |
| Call Forwarding Selective | Call Return |
| Call Transfer | Call Waiting |
| Calling Line ID Delivery Blocking | Calling Line ID (Internal/External) |
| Customer Originated Trace | Do not disturb |
| Last Number Redial | Multiple Call Arrangement |
| Outlook Integration | Priority Alert |
| Push to Talk | Remote Office |
| Selective Call Rejection | Shared Call Appearance |
| Speed Dial 100 | Three-Way Call |
| Voice Messaging | |

C. Assistant:

- | | |
|-------------------------------------|-----------------------------------|
| Alternate Numbers | Anonymous Call Rejection |
| Authentication | Basic Call Logs |
| Call Forwarding Always | Call Forwarding Busy |
| Call Forwarding No Answer | Call Forwarding Selective |
| Call Return | Call Transfer |
| Call Waiting | Calling Line ID Delivery Blocking |
| Calling Line ID (Internal/External) | Customer Originated Trace |
| Directed Call Pickup w/Barge-in | Last Number Redial |
| Multiple Call Arrangement | Outlook Integration |
| Priority Alert | Push to Talk |
| Selective Call Rejection | Shared Call Appearance |
| Speed Dial 100 | Three-Way Call |
| Voice Messaging | |

D. Lobby:

- | | |
|-----------------------------------|-------------------------------------|
| Authentication | Call Return |
| Call Transfer | Call Waiting |
| Calling Line ID Delivery Blocking | Calling Line ID (Internal/External) |
| Last Number Redial | Three-Way Call |

Competitive Local Exchange Carrier

SECTION 12 – BUNDLED SERVICES

12.2 INTEGRATED CENTREX (Cont'd)

12.2.2 Feature Packages (Cont'd)

E. Receptionist:

- | | |
|-------------------------------------|-----------------------------------|
| Alternate Numbers | Anonymous Call Rejection |
| Automatic Hold/Retrieve | Basic Call Logs |
| Call Forwarding Always | Call Forwarding Busy |
| Call Forwarding No Answer | Call Forwarding Selective |
| Call Return | Call Transfer |
| Call Waiting | Calling Line ID Delivery Blocking |
| Calling Line ID (Internal/External) | Customer Originated Trace |
| Directed Call Pickup w/Barge-in | Last Number Redial |
| Outlook Integration | Priority Alert |
| Push to Talk | Selective Call Rejection |
| Speed Dial 100 | Three-Way Call |
| Voice Messaging | |

If Hardware Based:
Busy Lamp Field

Definitions of the features are kept on file in the Company Business Office.

F. Features

1. Assistant Enterprise (Toolbar): A software application that allows Integrated Centrex customers to control their key features through an integrated toolbar interface within Outlook, Internet Explorer, or Firefox.
2. Communicator (Softphone): A software application that allows Integrated Centrex customers to communicate with a software based IP phone using a standard Windows-based PC.

12.2.3 Liability of the Telephone Company

The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Integrated Centrex Service.

Competitive Local Exchange Carrier

SECTION 12 – BUNDLED SERVICES

12.2 INTEGRATED CENTREX (Cont'd)

12.2.4 Conditions

- A. Integrated Centrex Service is a bundled service that requires LUMOS NETWORKS Broadband service* and LUMOS NETWORKS Long Distance*.
- B. The Company will furnish one alphabetical and one classified directory listing on a per Integrated Centrex Service summary account, without charge. Additional directory listings are offered subject to the provisions set forth in Section 7.4, preceding.
- C. The rates and charges shown for Integrated Centrex Service apply to establishment of Integrated Centrex Service only. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.
- D. Integrated Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Integrated Centrex Line, Feature package, and Line/Trunk charges as set forth in Section 13, following, apply each month from the time the System is placed in service until the Integrated Centrex Service is discontinued.
- E. Customer-provided equipment for Integrated Centrex Service shall be selected from the LUMOS NETWORKS Network Authorized List.
- F. Integrated Centrex Service line rates shown herein do not include provisions for stations or inside wire maintenance or any Customer Local Area Network maintenance.
- G. This Tariff contemplates the use of central office equipment selected by the Company when special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- H. This Tariff (including the rates and charges shown herein) for Integrated Centrex Service is subject to such changes or modifications as the appropriate regulatory authority may from time to time direct or allow in the exercise of its jurisdiction.

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SECTION 13 – RATES AND CHARGES

13.1 SERVICE CHARGES

13.1.1 Service Ordering Charges

	<u>Business</u>	<u>USOC</u>
Install or "To and From," Order Charge	\$20.00	5SOI
Change of Record, Order Charge	\$10.00	5SOC
Line Connection Charge	\$20.00	5LC
Premises Visit Charge	\$10.00	5PV

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SECTION 13 – RATES AND CHARGES

13.2 LOCAL EXCHANGE SERVICE

13.2.1 Business Monthly Local Exchange Service Rates

BUSINESS			Termination Charge**		
	Rate	USOC	Per Line	USOC	
Single Line Unlimited Usage Flat Rate Service					
No Term/Monthly	\$90.50	5CBUL	NA	NA	(I)
1 Year Term	\$81.50	5B1YT	\$9.00	51YET	(I)
3 Year Term	\$79.50	5B3YT	\$11.00	53YET	(I)
5 Year Term	\$77.50	5B5YT	\$13.00	55YET	(I)
PBX 2-Way DID/DOD Trunk Unlimited	\$97.50	5CPBX	NA	NA	(I)

** This is a one-time charge applied to any line terminated prior to the end of the term. The fee is calculated by multiplying the number of months the customer has been in service by the applicable fee by the number of lines.

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SECTION 13 – RATES AND CHARGES

13.3 SUPPLEMENTAL SERVICES

13.3.1 Directory Assistance Service Rates

Customer Dialed, per call*	\$1.25
Operator Dialed, per call*	\$2.00

13.3.2 Local Operator Service Rates

Rates - the following charges are in addition to any charges for local messages as specified in this Tariff. Rates apply in addition to toll charges.

	<u>Charge, per call</u>
Operator Dialed Calling Card	\$0.60
Operator Completed	\$0.75
Billed to Third Number	\$0.75
Collect	\$0.75
Person to Person	\$1.50

Competitive Local Exchange Carrier

SECTION 13 – RATES AND CHARGES

13.3 SUPPLEMENTAL SERVICES (Cont'd)

13.3.3 Directory Listings

A. Regular additional listings are provided at the following:

		Monthly Rate	
		<u>Business</u>	<u>USOC</u>
1.	Normal Listing	\$0.89	5DIRL
2.	Foreign Listing	\$1.50	5DIRF

B. Non-Listed and Non Published:

		<u>Monthly Rate</u>	<u>USOC</u>
1.	Non-Listed Service	\$1.49	5DIRN
2.	Non-Published Service	\$2.38	5DIRP

C. Customized Service Number Charges

The following charge applies for Customized Number Service in addition to the appropriate Service Charge as described in this section preceding and to all other rates and charges applicable to the associated telephone service.

		Nonrecurring Charge	<u>USOC</u>
		<u>Business</u>	
1.	Each Customized Telephone Number Requested and placed in service	\$40.00	5DIRC

Competitive Local Exchange Carrier

SECTION 13 – RATES AND CHARGES

13.3.4

Custom Calling Features

Monthly Rates, per line:

Features	Business Rate	USOC
Call Forwarding	\$2.00	5CF
Call Waiting	\$2.25	5CW
Extension Intercom	\$1.75	5EI
Enhanced Call Forwarding		
a. Busy	\$1.85	5CFB
b. Don't Answer	\$1.85	5CFDA
c. Busy and Don't Answer	\$2.00	5CFBN
Speed Calling		
a. Eight Codes	\$2.00	5SC8
b. Thirty Codes	\$2.85	5SC30
Three-Way Calling	\$3.25	53WC
Three-Way Call Transfer	\$1.75	53WCT
Toll Denial	\$2.00	5TD
Cancel Call Waiting	\$0.00	5CCW
Call Hold	\$1.75	5CH
Automatic Call Back, per month	\$1.75	5ACBM
Automatic Call Back, per activation	\$0.50	5ACBA
Enhanced (Distinctive) Ringing	\$1.75	5ER
Toll Control	\$2.25	5TCON
Rotary Line Break	\$7.50	5RLB
Caller ID	\$6.95	5CID
Call Trace (Customer Originated Trace)	\$3.00	5CTT
Selective Call Acceptance	\$3.25	5SCA
Selective Call Rejection	\$3.25	5SCR
Selective Call Forward	\$3.25	5SCF
Selective Call Waiting	\$3.25	5SCW
Return Call, per month	\$3.25	5RCM
Return Call Usage	\$0.75	5RCA
Priority Call (Distinctive Ringing/Call Waiting)	\$3.25	5PC
Custom Calling Volume Discounts		
a. Credit for Two Features	(\$0.25)	5CCD2
b. Credit for Three Features	(\$0.50)	5CCD3
c. Credit for Four Features	(\$0.75)	5CCD4
d. Credit for Five Features	(\$1.00)	5CCD5
e. Credit for Six Features	(\$1.25)	5CCD6
f. Credit for Seven Features	(\$1.50)	5CCD7
g. Credit for Eight Features	(\$1.75)	5CCD8
h. Credit for Nine or More Features	(\$2.00)	5CCD9

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SECTION 13 – RATES AND CHARGES

13.3.4 Custom Calling Features (Cont'd)

Monthly Rates, per line: (cont'd)

Features	Business Rate	USOC
Message Waiting		
a. Stutter Dial Tone Per Line		
Business (1-39 Lines)	\$1.00	5ST39
Business (Over 39 Lines)	\$0.50	5ST40
b. Visual Indication Per Line		
Business (1-39 Lines)	\$1.00	5V139
Business (Over 39 Lines)	\$0.50	5V140
Per Call Blocking	\$0.00	5CBL
Anonymous Call Rejection		
a. Caller ID Customers	\$0.00	5ACRC
b. Non-Caller ID Customers	\$2.75	5ACRN
Call Waiting with Distinctive Tone and Distinctive Ring	\$1.00	5CWR5
Non-Call Waiting with Distinctive Ring	\$1.00	NCWR
Enhanced Caller ID	\$7.95	5CNAM
Call Forwarding – Remote	\$1.00*	5CFR
* Rate is in addition to Caller ID rate		
Call Block	\$3.25	5CBLK
Special Business Package, includes Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Variable, Three-Way Calling, Call Transfer	\$2.00	5SPKG
Per-Line Blocking, After initial request	\$2.00	5PLBK

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SECTION 13 – RATES AND CHARGES

13.3.5 Remote Call Forwarding Rates

	<u>Monthly</u>	<u>USOC</u>	<u>NRC</u>	<u>USOC</u>	
Each arrangement associated with a					
Remote Call Forwarding Number	\$93.00*	5RCF	\$10.00	5RCFI	(I)

In addition, for each call forwarded to a terminating telephone number in the local service area of the exchange or zone in which the RCF telephone number is located, charges apply as shown elsewhere in this Tariff for Additional Business Message Units, as appropriate. For each call forwarded to a terminating telephone number not in the local service area of the exchange or zone in which the RCF telephone number is located, long distance charges apply.

13.3.6 Call Screening Services Rates and Charges
 Per Line Equipped Per Month

	<u>Business</u>	<u>USOC</u>
Outgoing Call Screening	\$2.00	5OCS
Incoming Call Screening - Third Number and Collect	\$0.00	
Incoming Call Screening – Third Number Only	\$0.00	
Incoming Call Screening – Collect Only	\$0.00	

13.3.7 Direct Inward Dialing (DID) Service Rates and Charges

	<u>Per Month</u>	<u>USOC</u>
Each DID Trunk Equipment**	\$10.00*	5DTE
Each 20 DID Telephone Numbers	\$10.00	5D20

* In addition to the Basic Local Exchange Trunk Rate

** The customer is required to subscribe to a sufficient number of trunks in the DID trunk group to maintain an incoming Trunk Completion rate of 99 percent.

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13.3.8 Reserved Telephone Number Service Rates

	<u>Monthly</u>	<u>USOC</u>
For each reserved telephone number	\$1.00	5TNRS

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13.4 PRIMARY RATE INTERFACE (PRI)

All usual and applicable Service Connection Charges and Nonrecurring Charges as specified in the equivalents within PRI Service packages as well as for installation of the basic system.

13.4.1 PRI Primary Rate Access Line

	<u>Per Month</u>	<u>USOC</u>	<u>Installation Charge</u>	<u>USOC</u>
1-Year Contract	\$200.00	5PRIL	\$500.0	5PRMI
3-Year Contract	\$175.00	5PR13	\$.0	
5-Year Contract	\$160.00	5PR15	\$.0	

*Must be installed at the same customer designated premises on the same trip and placed on the same order.

13.4.2 PRI Access Line Channel Mileage

- A. Channel Mileage is furnished when transmission facilities are required between serving central offices. Channel mileage monthly rates are per airline mile or fraction thereof.
- B. High Capacity mileage and fixed rates, refer to Private Line rates and charges, following.
- C. Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type. Customers will choose the most appropriate combination(s) and will be billed for the services as appropriate.

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SECTION 13 – RATES AND CHARGES

13.4 Primary Rate Interface (PRI) (Cont'd)
 13.4.3

A. Primary Rate Interface Arrangements, each

	<u>Monthly</u>	<u>USOC</u>	<u>NRC</u>	<u>USOC</u>
23B+D				
Month-to-Month Option	\$500.00	5P23M	\$500.00	5PRMI
3-Year Contract	\$450.00	5P233	\$ 0	
5-Year Contract	\$400.00	5P235	\$ 0	
24B				
Month-to-Month Option	\$500.00	5P24M	\$500.00	5PRMI
3-Year Contract	\$450.00	5P243	\$ 0	
5-Year Contract	\$400.00	5P245	\$ 0	

B. Primary Rate Channels (Voice or Data)

1. One-Way Channel, Each channel	\$5.00	5PIWC	\$0.00	
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Note: Without the two-way channel adder charge, following PRI channels will be arranged for one-way (from Central Office) communication (voice or data); only the Caller ID feature will be available in conjunction with one-way PRI channels.

2. Two-Way Channel Adder Charge, Each channel	\$5.00	5P2WC		(I)
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C. Incoming Call Identification
 (Name and Number)
 Primary Rate Interface, each

Month-to-Month Option	\$100.00	5PCIM	
3-Year Contract	\$ 75.00	5PCI3	
5-Year Contract	\$ 50.00	5PCI5	

D. D Channel Backup**
 each channel

\$ 50.00	5PDCH
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** Certain equipment restrictions apply

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SECTION 13 – RATES AND CHARGES

13.4 Primary Rate Interface (PRI) (Cont'd)

13.4.4 Move Charge

A move charge, per PRI Primary Rate Access Line, applies for each Primary Rate Access Line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access line nonrecurring charge, Service Change Charge – Inside Moves and Premises Visit Charge specified in F following.

13.4.5 Service Connection Charges

- A. Service Establishment Charges are applicable for each PRI Primary Rate access line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
- B. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing Primary Rate Access line. A Service Change Charge is applicable for each Primary Rate Access line associated with the customer request (in lieu of a Service Establishment Charge).
- C. Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

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SECTION 13 – RATES AND CHARGES

13.4 Primary Rate Interface (PRI) (Cont'd)

13.4.5 Service Connection Charges (Cont'd)

D. Charges for PRI Service

	<u>NRC</u>	<u>USOC</u>
1. Service Change Charge per Primary Rate Access Line		
(a) For termination change at the same premises, physical, each	\$300.00	5PRCL
(b) For termination change at the same premises, programming, each	\$65.00	5PRCP

13.4.6 Termination Liability Charges

If prior to the end of the commitment period, the customer disconnects for any reason or is disconnected for non-payment of service, the customer agrees to pay the early termination liability charges and applicable taxes which is determined by the difference between the month-to-month price and the applicable term price times the number of months in service. If the customer disconnects before one year, the waived installation fees equal to the month-to-month option should be recovered in full.

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SECTION 13 – RATES AND CHARGES

13.5 DIGITAL CHANNEL SERVICES

13.5.1 Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Channel Services are those listed below.

13.5.2 Service Order Charges

A. Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations.

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13.5 DIGITAL CHANNEL SERVICES (Cont'd)

13.5.2 Service Order Charges (Cont'd)

B. Service Change Charge

This charge is associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as, but not limited to:

- Change of associated channel assignment.
- Additions of supplemental features.
- Activate/Deactivate Service Activations.

C. Installation of Digital Channel Service

These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for each service activation.

In addition to these charges, the appropriate Local Service Order Charges will apply.

D. Service Order Charges

	<u>Nonrecurring Charge</u>
1. Service Establishment Charge, per Digital Channel Service	\$275.00 5DCSE
2. Service Change/Addition Charge Per Digital Channel Service Order	\$50.00 5DCSC

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13.5 DIGITAL CHANNEL SERVICES (Cont'd)

13.5.3 Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

	<u>Monthly Rate</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
DS1 Facility (24 DS0 Channels)	1 year commitment \$200.00	5DC1	\$250.00	5DCIN
Each Additional DS1 Facility	\$200.00	5DC1	\$250.00	5DCIN
DS3 Facility (28 DS1 Channels)				
1 - 3 DS3 Facilities	ICB		ICB	
4 or more DS3 Facilities	ICB		ICB	
DS1 Term Discounts				
	<u>Monthly</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
2 Year Commitment	\$187.00	5DC12	\$250.00	5DCIN
3 Year Commitment	\$175.00	5DC13	\$ 0	
5 Year Commitment	\$160.00	5DC15	\$ 0	

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13.5 DIGITAL CHANNEL SERVICES (Cont'd)

13.5.4 Service Activations - Per Network Service

		<u>Monthly Rate</u>	<u>USOC</u>	
A.	Exchange Line/Trunk:			
	No Term/Monthly	\$42.50	5DCLT	(I)
	3-Year Term	\$41.50	5DCL3	(I)
	5-Year Term	\$40.50	5DCL5	(I)
B.	Foreign Exchange	\$25.00	5DFX	
C.	Off-Premises Extension	\$15.00	5DOPX	
D.	Tie Line	\$25.00	5DTIE	
E.	Private Line	\$25.00	5DPRL	
F.	Switched Data	\$10.00	5DCSD	
G.	Digital Data Service			
	1. 2.4 kbps	\$25.00	5DCDD	
	2. 4.8 kbps	\$25.00	5DCDD	
	3. 9.6 kbps	\$25.00	5DCDD	
	4. 19.2 kbps	\$25.00	5DCDD	
	5. 56 kbps	\$25.00	5DCDD	
	6. 64 kbps	\$25.00	5DCDD	
H.	DS1 Service			
	1.544 Mbps	\$90.00	5DCD1	

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SECTION 13 – RATES AND CHARGES

13.6 PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

13.6.1 Voice Grade Service

	<u>Monthly Rate</u>	<u>USOC</u>	<u>One-Time Charge</u>	<u>USOC</u>
A. Channel Termination, per termination				
Two-Wire	\$25.00	5VG2W	\$100.00	
5VGIN				
Four-Wire	\$50.00	5VG4W	\$100.00	
5VGIN				
			<u>Monthly Rate</u>	<u>USOC</u>
B. Channel Mileage Facility, per mile			\$ 2.00	5VCMF
C. Channel Mileage Fixed, per circuit			\$30.00	5VCMT
D. Optional Features and Functions				
Voice Bridging, per port (2- or 4-wire)			\$ 7.50	5VVBR
Data Bridging, per port (2- or 4-wire)			\$ 7.50	5VDBR
Type C Conditioning			\$ 7.50	5VCON
Improved Return Loss (2- or 4-wire)			\$15.00	5VIRL
Signaling Capability, per termination			\$15.00	5VSIG
Data Capability, per termination			\$ 7.50	5VDC

13.6.2 Digital Data Service (2.4 Kbps to 64 Kbps)

	<u>Monthly Rate</u>	<u>USOC</u>	<u>One-Time Charge</u>	<u>USOC</u>
A. Channel Termination, per termination				
1. Month-to-Month	\$90.00	5DDMM	\$200.00	5DDIM
2. One Year	\$80.00	5DD1	\$150.00	5DDIN
3. Two Years	\$75.00	5DD2	\$150.00	5DDIN
4. Three Years	\$70.00	5DD3	\$150.00	5DDIN
5. Five Years	\$65.00	5DD5	\$150.00	5DDIN

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13.6 PRIVATE LINE TELEPHONE SERVICE AND CHANNELS (Cont'd)

13.6.2 Digital Data Service (2.4 Kbps to 64 Kbps) (Cont'd)

	Monthly Rate	USOC
B. Channel Mileage Facility, per mile	\$ 3.00	5DCM
C. Channel Mileage Fixed, per circuit	\$55.00	5DCMF
D. Optional Features and Functions		
1. Bridging, per port	\$10.00	5DDBR

13.6.3 High Capacity Service – DS1 (1.544 Mbps)

A. Channel Termination, per termination	Monthly Rate	USOC	One-Time Charge	USOC
1. Month-to-Month	\$275.00	5DSMM	\$500.00	5DSIM
2. One Year	\$200.00	5DS11	\$250.00	5DSIN
3. Two Years	\$187.50	5DS12	\$250.00	5DSIN
4. Three Years	\$175.00	5DS13	\$ 0	
5. Five Years	\$160.00	5DS15	\$ 0	
B. Channel Mileage Facility, per mile				
1. One Year	\$15.00	5DSIM		
2. Three Years	\$12.00	5DSM3		
3. Five Years	\$10.00	5DSM5		
C. Channel Fixed Charge, per circuit				
1. One Year	\$75.00	5DSIF		
2. Three Years	\$60.00	5DSF3		
3. Five Years	\$50.00	5DSF5		
D. On-Net Channel Mileage Facility, per mile*				
1. Month-to-Month	\$ 6.00	5D10M		
2. One Year	\$ 5.00	5D101		
3. Three Years	\$ 4.00	5D103		

* Minimum Mileage Charge of \$150 per DS1

5D1MI

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13.6 PRIVATE LINE TELEPHONE SERVICE AND CHANNELS (Cont'd)

13.6.3 High Capacity Service – DS1 (1.544 Mbps) (Cont'd)

E. Optional Features and Functions:

	<u>Monthly Rate</u>	<u>USOC</u>
1. Cross Connect, per DS0 connection	\$ 2.50	5D0XC
2. Cross Connect, per DS1 connection	\$ 7.50	5D1XC
3. Multiplexing – DS1 to DS0	\$180.70	5MX10

13.6.4 High Capacity – DS3 (44.736 Mbps)

	<u>Monthly Rate</u>	<u>USOC</u>	<u>One-Time Charge</u>	<u>USOC</u>
A. Channel Termination, per termination				
1. One Year	\$2,500.00	5DS31	\$1,000.00	5DS3I
2. Two Years	\$2,000.00	5DS32	\$ 500.00	5DS3N
3. Three Years	\$1,750.00	5DS33	\$ 0	
4. Five Years	\$1,500.00	5DS35	\$ 0	
			<u>Monthly Rate</u>	<u>USOC</u>
B. Channel Mileage Facility, per mile		\$ 150.00		5DS3M
C. Channel Mileage Fixed, per circuit		\$ 500.00		5DS3F
D. On-Net Channel Mileage Facility, per mile *				
1. Month-to-Month		\$ 73.00		5D30M
2. One Year		\$ 60.00		5D301
3. Three Years		\$ 48.00		5D303
4. Five Years		\$ 35.00		5D305

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13.6 PRIVATE LINE TELEPHONE SERVICE AND CHANNELS (Cont'd)

13.6.4 High Capacity – DS3 (44.736 Mbps) (Cont'd)

E. Optional Features and Functions:

	<u>Monthly Rate</u>	<u>USOC</u>
1. Cross Connect, per DS3 connection	\$150.00	5D3XC
Multiplexing, per Arrangement DS3 to DS1	\$474.00	5MUX
* Minimum Mileage Charge of \$1,500 per DS3		5D3MI

13.6.5 Termination Liability Charges

If prior to the end of the commitment period, the customer disconnects for any reason or is disconnected for non-payment of service, the customer agrees to pay the early termination liability charges and applicable taxes which are determined by the difference between the month-to-month price and the applicable term price times the number of months in service. If the customer disconnects before one year, the waived installation fees equal to the month-to-month option should be recovered in full.

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SECTION 13 – RATES AND CHARGES

13.7 BUNDLED SERVICE RATES

13.7.1 Integrated Access

Integrated Access consists of several options listed below that must meet a monthly revenue requirement of \$495.95. The options are listed below:

	<u>Monthly</u>	<u>NRC</u>
A. Integrated Voice Grade Line	\$48.00	(I)
B. LUMOS NETWORKS Long Distance Options:*		
Interstate and Intrastate Intralata Unlimited, per line*	\$15.00	
Interstate and Intrastate Intralata Per minute, per line*	\$ 0.05	
C. Internet Options:*		
Dedicated Internet 256K*	\$219.95	
Dedicated Internet 512K*	\$319.95	
Dedicated Internet 768K*	\$369.95	
D. Setup Charge**		\$199.00

*Not regulated under this Tariff

**Includes both regulated and non-regulated service setup.

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13.7 BUNDLED SERVICE RATES (Cont'd)

13.7.2 Integrated Centrex

The following rates and charges apply.

A. The rates and charges shown apply in addition to all other applicable rates and charges shown elsewhere in this Tariff.

B. The following line rates apply:

	<u>USOC</u>	<u>MONTHLY</u>
Line Charge	VO4CL	\$22.95

C. The following Feature Package Service Rates apply per line.

	<u>USOC</u>	<u>MONTHLY</u>
Office	VOXOF	\$2.00
Executive	VOXEX	\$5.00
Assistant	VOXAS	\$4.00
Lobby	VOXLB	\$1.00
Receptionist	VOXRE	\$40.00

The following Feature Service Rates apply per line.

	<u>USOC</u>	<u>MONTHLY</u>
Assistant Enterprise (Toolbar)	VOXTB	\$1.95
Communicator (Softphone)	VOXSP	\$5.95

D. LUMOS NETWORKS Long Distance Options:*

	<u>USOC</u>	<u>MONTHLY</u>
Interstate and Intrastate Intralata Unlimited, per line*	VOLDU	\$15.00
Interstate and Intrastate Intralata Per minute, per line*	VOLD5	\$0.05

E. Appropriate Nonrecurring Service Charges set forth in this section preceding apply to installation of an Integrated Centrex Service System up to and including the Network Interface.

*Not regulated under this Tariff

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