



CenturyLink™

Jeanne W. Stockman
Counsel

NCWKFR0315 - 3162
14111 Capital Blvd.
Wake Forest, NC 27587
Tel: 919.554.7621

April 7, 2010

Docket No. 10-00050

Chairman Sara Kyle
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: Petition for Approval of the Interconnection, Collocation and Resale Agreement
between United Telephone Southeast LLC d/b/a CenturyLink and Charter
Fiberlink-Tennessee, LLC

Dear Chairman Kyle:

Enclosed are an original and four (4) copies of the Petition for Approval of the Interconnection, Collocation and Resale Agreement between United Telephone Southeast LLC d/b/a CenturyLink ("CenturyLink") and Charter Fiberlink-Tennessee, LLC ("Charter").

CenturyLink has already filed this petition electronically and this letter is the required follow-up to that filing. CenturyLink is not aware of any provisions in this agreement that are inconsistent with any previous Authority decisions in proceedings to which CenturyLink was a party.

Also enclosed is a check in the amount of \$50.00 for the filing fees for both companies. Please contact me if you have any questions.

Sincerely yours,

Jeanne W. Stockman

JWS:rc

Enclosures

cc: Charter Fiberlink-Tennessee, LLC

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

In Re:	)	
	)	
Petition for Approval of Interconnection,	)	
Collocation and Resale Agreement	)	
Negotiated Between United Telephone	)	Docket No. 10-00050
Southeast LLC d/b/a CenturyLink and	)	
Charter Fiberlink-Tennessee, LLC.	)	

PETITION FOR APPROVAL OF NEGOTIATED
INTERCONNECTION, COLLOCATION AND RESALE AGREEMENT

United Telephone Southeast LLC d/b/a CenturyLink ("CenturyLink") respectfully petitions the Tennessee Regulatory Authority ("Authority") for approval of the interconnection, collocation and resale agreement effective March 1, 2010 (the "Agreement") negotiated between United Telephone Southeast LLC d/b/a CenturyLink and Charter Fiberlink-Tennessee, LLC ("Charter") under Sections 251 and 252 of the Telecommunications Act of 1996 (the "Act"). In support of its petition, CenturyLink states the following:

1. CenturyLink and Charter have successfully negotiated the Agreement which provides for local resale by Charter for use or resale of services to its end users. A copy of the Disaster Recovery Plan is attached to the Agreement.
2. Under 47 U.S.C. § 252(e) CenturyLink submits the Agreement to the Authority for its review and approval.

3. 47 U.S.C. § 252(e) provides that the Authority may either approve or reject the Agreement negotiated between the parties within 90 days of its submission for approval. The Act further provides that the Authority may only reject a negotiated agreement if it finds the agreement or any portion of the agreement discriminates against a telecommunications carrier that is not a party to the agreement, or that the implementation of the agreement or any portion of the agreement is inconsistent with the public interest, convenience and necessity.

4. CenturyLink affirms that the Agreement meets the standards for approval.

5. Further, as required by 47 U.S.C. § 252(i) and 47 C.F.R. § 51.809, CenturyLink will make the terms and conditions of the entire Agreement available to any other requesting carrier.

WHEREFORE, United Telephone Southeast LLC d/b/a CenturyLink respectfully requests that the Tennessee Regulatory Authority approve the Agreement negotiated by the parties.

Respectfully submitted this 7th day of April, 2010.

A handwritten signature in cursive script, reading "Jeanne W. Stockman".

Jeanne W. Stockman
Counsel
United Telephone Southeast LLC d/b/a
CenturyLink
Mailstop: NCWKFR0315 - 3162
14111 Capital Boulevard
Wake Forest, North Carolina 27587-5900
Telephone: (919) 554-7621
Fax: (919) 554-7913
Email: Jeanne.W.Stockman@CenturyLink.com



**INTERCONNECTION AGREEMENT
FOR THE STATE OF TENNESSEE**

Effective: March 1, 2010

End Date: February 29, 2012

Charter Fiberlink-Tennessee, LLC

and

United Telephone Southeast LLC d/b/a CenturyLink

***CenturyLink – Charter FiberlinkTennessee, LLC
Interconnection Agreement-TN
Effective: 1 March 2010***

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INTERCONNECTION AGREEMENT

This Interconnection Agreement (the "Agreement"), dated this **1st** day of **March, 2010**, is entered into by and between **Charter Fiberlink-Tennessee, LLC ("CLEC")**, a Delaware limited liability company, and **United Telephone Southeast LLC d/b/a CenturyLink**, a Virginia limited liability company (hereinafter referred to as "CenturyLink") to establish the rates, terms and conditions for local interconnection and purchase of unbundled Network Elements (individually referred to as the "service" or collectively as the "services").

WHEREAS, the Parties wish to interconnect their local exchange networks for the purposes of transmission and termination of calls, so that customers of each can receive calls that originate on the other's network and place calls that terminate on the other's network, and for CLEC's use in the provision of exchange access ("Local Interconnection"); and

WHEREAS, CLEC may wish to purchase certain unbundled Network Elements, ancillary services and functions and additional features ("Network Elements") for the provision of Telecommunications Services to others, and CenturyLink is willing to provide unbundled Network Elements and services; and

WHEREAS, the Parties intend the rates, terms and conditions of this Agreement, and their performance of obligations thereunder, to comply with the Communications Act of 1934, as amended (the "Act"), the Rules and Regulations of the Federal Communications Commission ("FCC"), and the orders, rules and regulations of the Commission; and

WHEREAS, the Parties wish to replace any and all other prior interconnection agreements, written and oral, applicable to the state of Tennessee.

Now, therefore, in consideration of the terms and conditions contained in this Agreement, CLEC and CenturyLink hereby mutually agree as follows:

*CenturyLink – Charter FiberlinkTennessee, LLC
Interconnection Agreement-TN
Effective: 1 March 2010*

PART A – DEFINITIONS

1. DEFINED TERMS

- 1.1. Capitalized terms defined in this Section shall have the meanings as set forth in this Agreement. Other terms used but not defined will have the meanings ascribed to them in the Act or in the Rules and Regulations of the FCC or the Commission. The Parties acknowledge that other terms appear in this Agreement, which are not defined or ascribed as stated above. The Parties agree that any such terms shall be construed in accordance with their customary usage in the telecommunications industry as of the Effective Date of this Agreement.
- 1.2. **"911 Service"** means a universal telephone number which gives the public direct access to the Public Safety Answering Point ("PSAP"). Basic 911 service collects 911 calls from one or more local exchange switches that serve a geographic area. The calls are then sent to the correct authority designated to receive such calls.
- 1.3. **"Access Services"** refers to interstate and intrastate switched access and private line transport services.
- 1.4. **"Act"** means the Communications Act of 1934, as amended.
- 1.5. **"ACTL"** means Access Customer Terminal Location as defined by Telcordia.
- 1.6. **"Affiliate"** is as defined in the Act.
- 1.7. [Intentionally Omitted.]
- 1.8. **"Automated Message Accounting"** ("AMA") is the structure inherent in switch technology that initially records telecommunication message information. AMA format is contained in the Automated Message Accounting document, published by Telcordia as GR-1100-CORE which defines the industry standard for message recording.
- 1.9. **"Automatic Location Identification"** ("ALI") means a feature that provides the caller's telephone number, address and the names of the Emergency Response agencies that are responsible for that address.
- 1.10. **"Automatic Location Identification/Data Management System"** ("ALI/DMS") means the emergency service ("E911/911") database containing subscriber location information (including name, address, telephone number, and sometimes special information from the local service provider) used to determine to which Public Safety Answering Point ("PSAP") to route the call.
- 1.11. **"Automatic Number Identification"** ("ANI") is a feature that identifies and displays the number of a telephone line that originates a call.
- 1.12. [Intentionally Omitted.]
- 1.13. [Intentionally Omitted.]
- 1.14. [Intentionally Omitted.]
- 1.15. **"Business Day(s)"** means the days of the week excluding Saturdays, Sundays, and all CenturyLink holidays.
- 1.16. [Intentionally Omitted.]
- 1.17. [Intentionally Omitted.]
- 1.18. **"Carrier Access Billing System"** ("CABS") is the system which is defined in a document

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prepared under the direction of the Billing Committee of the OBF. The CABS document is published by Telcordia in Volumes 1, 1A, 2, 3, 3A, 4 and 5 as Special Reports SR-OPT-001868, SR-OPT-001869, SR-OPT-001871, SR-OPT-001872, SR-OPT-001873, SR-OPT-001874, and SR-OPT-001875, respectively, and contains the recommended guidelines for the billing of access and other connectivity services. CenturyLink's carrier access billing system is its Carrier Access Support System (CASS). CASS mirrors the requirements of CABS.

- 1.19. [Intentionally Omitted.]
- 1.20. **"Central Office Switches"** - are switching facilities within the public switched telecommunications network, including, but not limited to:
 - 1.20.1. **"End Office Switches"** ("EOs") are switches from which end user Telephone Exchange Services are directly connected and offered.
 - 1.20.2. **"Tandem Switches"** are switches that are used to connect and switch trunk circuits between and among Central Office Switches.
 - 1.20.3. **"Remote Switches"** are switches that are away from their host or Control Office. All or most of the central control equipment for the remote switch is located at the host or Control Office.
- 1.21. **"Centrex"** means a Telecommunications Service associated with a specific grouping of lines that uses central office switching equipment for call routing to handle direct dialing of calls, and to provide numerous private branch exchange-like features.
- 1.22. **"CLASS/LASS"** (Telcordia Service Mark) refers to service features that utilize the capability to forward a calling party's number between end offices as part of call setup. Features include Automatic Callback, Automatic Recall, Caller ID, Call Trace, and Distinctive Ringing.
- 1.23. **"CLLI Code"** means common language location identifier code, as defined by Telcordia.
- 1.24. [Intentionally Omitted.]
- 1.25. [Intentionally Omitted.]
- 1.26. **"Commingling"** means the act of Commingling.
- 1.27. **"Commingling"** means the connecting, attaching, or otherwise linking of an unbundled Network Element, or a combination of unbundled Network Elements, to one or more facilities or services that CLEC has obtained at wholesale from CenturyLink or the combining of an unbundled Network Element, or a combination of unbundled Network Elements with one or more such facilities or services.
- 1.28. **"Commission"** means the Tennessee Regulatory Authority.
- 1.29. **"Common Channel Signaling"** ("CCS") is a method of digitally transmitting call set-up and network control data over a digital signaling network fully separate from the public switched telephone network that carries the actual call.
- 1.30. [Intentionally Omitted.]
- 1.31. **"Confidential and/or Proprietary Information"** has the meaning set forth in Section 15.
- 1.32. [Intentionally Omitted.]
- 1.33. **"Control Office"** is an exchange carrier center or office designated as the Party's single point of contact for the provisioning and maintenance of its portion of local interconnection arrangements.

- 1.34. [Intentionally Omitted.]
- 1.35. [Intentionally Omitted.]
- 1.36. **"Customer Proprietary Network Information"** ("CPNI") is as defined in the Act.
- 1.37. **"Database Management System"** ("DBMS") is a computer process used to store, sort, manipulate and update the data required to provide Selective Routing and ALI.
- 1.38. **"Day"** means calendar day unless otherwise specified.
- 1.39. [Intentionally Omitted.]
- 1.40. **"Demarcation Point"** is that point on the facility where CenturyLink's control of the facility ceases, and the end user customer's control of the facility begins.
- 1.41. [Intentionally Omitted.]
- 1.42. **"Directory Assistance Database"** refers to any subscriber record used by CenturyLink in its provision of live or automated operator-assisted directory assistance including but not limited to 411, 555-1212, NPA-555-1212.
- 1.43. **"Directory Assistance Services"** provides listings to callers. Directory Assistance Services may include the option to complete the call at the caller's direction.
- 1.44. [Intentionally Omitted.]
- 1.45. [Intentionally Omitted.]
- 1.46. [Intentionally Omitted.]
- 1.47. [Intentionally Omitted.]
- 1.48. **"Effective Date"** is the date referenced in the opening paragraph on page 1 of the Agreement, unless otherwise required by the Commission.
- 1.49. **"Electronic Interface"** means access to operations support systems consisting of preordering, ordering, provisioning, maintenance and repair and billing functions.
- 1.50. **"Emergency Response Agency"** is a governmental entity authorized to respond to requests from the public to meet emergencies.
- 1.51. **"Emergency Service Number"** ("ESN") is a number assigned to the ALI and selective routing databases for all subscriber telephone numbers. The ESN designates a unique combination of fire, police and emergency medical service response agencies that serve the address location of each in-service telephone number.
- 1.52. [Intentionally Omitted.]
- 1.53. **"Entrance Facility"** means an inter-network facility that provides a communications path between a CenturyLink wire center and a CLEC switch or other CLEC equipment.
- 1.54. **"Exchange Message Interface System"** ("EMI") is the Industry standard for exchanging telecommunications message information for billable, non-billable, sample settlement and study records. The EMI is published by ATIS (Alliance for Telecommunications Industry Solutions).
- 1.55. **"End Date"** is the date this Agreement terminates as referenced in Section 5.1.
- 1.56. **"Enhanced 911 Service"** ("E911") means a telephone communication service which will automatically route a call dialed "9-1-1" to a designated public safety answering point (PSAP)

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attendant and will provide to the attendant the calling party's telephone number and, when possible, the address from which the call is being placed and the Emergency Response agencies responsible for the location from which the call was dialed.

- 1.57. **"FCC"** means the Federal Communications Commission.
- 1.58. [Intentionally Omitted.]
- 1.59. [Intentionally Omitted.]
- 1.60. [Intentionally Omitted.]
- 1.61. [Intentionally Omitted.]
- 1.62. [Intentionally Omitted.]
- 1.63. [Intentionally Omitted.]
- 1.64. **"Incumbent Local Exchange Carrier" ("ILEC")** is as defined in the Act.
- 1.65. **"Information Services"** shall have the meaning defined in 47 CFR §51.5.
- 1.66. **"Interexchange Carrier" ("IXC")** means a provider of interexchange Telecommunications Services.
- 1.67. **"Interexchange Service"** shall mean telecommunications service that is not Local Traffic, and is between stations in different exchange areas.
- 1.68. **"ISP-Bound Traffic,"** for the purposes of this Agreement, is defined as traffic that is transmitted to an Internet Service Provider ("ISP") consistent with the ISP Remand Order (FCC 01-131), 16 FCC Rcd. 9151 (2001).
- 1.69. [Intentionally Omitted.]
- 1.70. **"Line Information Data Base" ("LIDB")** means a Service Control Point (SCP) database that provides for such functions as calling card validation for telephone line number cards issued by CenturyLink and other entities and validation for collect and billed-to-third services.
- 1.71. [Intentionally Omitted.]
- 1.72. **"Local Calling Platform" ("LCP")** refers to a service that provides originating end-users the opportunity to call a telephone number (NPA-NXX-XXXX) to reach an intermediate platform that allows the caller to dial additional numbers for the purpose of ultimately completing the call to a number having an NXX Code associated with a Rate Center (as set forth in the LERG) that is different from the Rate Center associated with the telephone number of the intermediate platform, and thereby permits the two-way transmission of information between the end-user who originated the call and the end-user to whom the ultimate telephone number dialed is assigned.
- 1.73. **"Local Loop"** refers to a transmission facility between the main distribution frame [cross-connect], or its equivalent, in a CenturyLink Central Office or wire center, and up to the demarcation point (e.g., Network Interface Device) at a customer's premises, to which CLEC is granted exclusive use. This includes all electronics, optronics and intermediate devices (including repeaters and load coils) used to establish the transmission path to the customer premises.
- 1.74. **"Local Number Portability" ("LNP")** means the ability of users of Telecommunications Services to retain, at the same location, existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one Telecommunications Carrier to another.

- 1.75. **"Local Service Request" ("LSR")** means an industry standard form or a mutually agreed upon change thereof, used by the Parties to add, establish, change or disconnect local services.
- 1.76. **"Local Traffic"**, for the purposes of this Agreement, means traffic (excluding Commercial Mobile Radio Service ("CMRS") traffic) that is originated and terminated within CenturyLink's local calling area, or mandatory extended area service (EAS) area, as defined by the Commission or, if not defined by the Commission, then as defined in existing CenturyLink Tariffs. For this purpose, Local Traffic does not include any ISP-Bound Traffic.
- 1.77. **"Mobile Wireless Service"** means any mobile wireless telecommunications service, including any commercial mobile radio service (CMRS). CMRS includes paging, air-ground radiotelephone service and offshore radiotelephone service, as well as mobile telephony services, such as the voice offerings of carriers using cellular radiotelephone, broadband PCS and SMR licenses.
- 1.78. **"Multiple Exchange Carrier Access Billing" ("MECAB")** refers to the document prepared by the Billing Committee of the ATIS Ordering and Billing Forum ("OBF"). The MECAB document contains the recommended guidelines for the billing of an access service provided to a customer by two or more providers or by one provider in two or more states within a single LATA.
- 1.79. **"Multiple Exchange Carrier Ordering And Design" ("MECOD")** refers to the guidelines for Access Services - Industry Support Interface, a document developed by the Ordering/Provisioning Committee under the auspices of the OBF, which functions under the auspices of the Carrier Liaison Committee ("CLC") of the Alliance for Telecommunications Industry Solutions ("ATIS"). The MECOD document, published by Telcordia as Special Report SR STS-002643, establishes recommended guidelines for processing orders for Access Service which is to be provided by two or more Telecommunications Carriers.
- 1.80. **"National Emergency Number Association" ("NENA")** is an association with a mission to foster the technological advancement, availability and implementation of 911 nationwide.
- 1.81. **"Network Element"** is as defined in the Act.
- 1.82. **"North American Numbering Plan" ("NANP")** means the plan for the allocation of unique 10-digit directory numbers consisting of a three-digit area code, a three-digit office code, and a four-digit line number. The plan also extends to format variations, prefixes, and special code applications.
- 1.83. **"Numbering Plan Area" ("NPA")** (sometimes referred to as an area code) is the three-digit indicator which is designated by the first three digits of each 10-digit telephone number within the NANP. Each NPA contains 800 possible NXX Codes. There are two general categories of NPA, "Geographic NPAs" and "Non-Geographic NPAs." A "Geographic NPA" is associated with a defined geographic area, and all telephone numbers bearing such NPA are associated with services provided within that geographic area. A "Non-Geographic NPA," also known as a "Service Access Code (SAC Code)" is typically associated with a specialized Telecommunications Service which may be provided across multiple geographic NPA areas; 500, 800, 900, 700, and 888 are examples of Non-Geographic NPAs.
- 1.84. **"NXX," "NXX Code," "COC," "Central Office Code," or "CO Code"** is the three-digit switch entity indicator which is defined by the fourth, fifth and sixth digits of a 10-digit telephone number within NANP.
- 1.85. **"OBF"** means the Ordering and Billing Forum, which functions under the auspices of the CLC of the Alliance for Telecommunications Industry Solutions (ATIS).
- 1.86. **"Operator Services"** provides for:
- 1.86.1. operator handling for call completion (e.g., collect calls);

- 1.86.2. operator or automated assistance for billing after the subscriber has dialed the called number (e.g., credit card calls); and
- 1.86.3. special services (e.g., BLV/BLI, Emergency Agency Call).
- 1.87. [Intentionally Omitted.]
- 1.88. **"Parity"** means, subject to the availability, development and implementation of necessary industry standard Electronic Interfaces, the provision by CenturyLink of services, Network Elements, functionality or telephone numbering resources under this Agreement to CLEC, including provisioning and repair, at least equal in quality to those offered to CenturyLink, its Affiliates or any other entity that obtains such services, Network Elements, functionality or telephone numbering resources. Until the implementation of necessary Electronic Interfaces, CenturyLink shall provide such services, Network Elements, functionality or telephone numbering resources on a non-discriminatory basis to CLEC as it provides to its Affiliates or any other entity that obtains such services, Network Elements, functionality or telephone numbering resources.
- 1.89. **"P.01 Transmission Grade Of Service" ("GOS")** means a trunk facility provisioning standard with the statistical probability of no more than one call in 100 blocked on initial attempt during the average busy hour.
- 1.90. **"Parties"** means, jointly, CenturyLink and CLEC, and no other entity, Affiliate, subsidiary or assign.
- 1.91. **"Party"** means either CenturyLink or CLEC, and no other entity, Affiliate, subsidiary or assign.
- 1.92. **"Percent Local Usage" ("PLU")** is a calculation which represents the ratio of the local minutes to the sum of local and intraLATA toll minutes between exchange carriers sent over Local Interconnection Trunks. Directory assistance, BLV/BLVI, 900, and 976 transiting calls from other exchange carriers and switched access calls are not included in the calculation of PLU.
- 1.93. [Intentionally Omitted.]
- 1.94. **"Point of Interconnection" ("POI")** is the physical point that establishes the technical interface, the test point, and the operational responsibility hand-off between CLEC and CenturyLink for the local interconnection of their networks. The POI also establishes the Demarcation Point to delineate each Party's financial obligations for facility costs.
- 1.95. [Intentionally Omitted.]
- 1.96. [Intentionally Omitted.]
- 1.97. **"Proprietary Information"** shall have the same meaning as Confidential Information.
- 1.98. **"Rate Center"** means the geographic point and corresponding geographic area which are associated with one or more particular NPA-NXX codes which have been assigned to CenturyLink or CLEC for its provision of basic exchange Telecommunications Services. The "rate center point" is the finite geographic point identified by a specific V&H coordinate, which is used to measure distance-sensitive end user traffic to/from the particular NPA-NXX designations associated with the specific Rate Center. The "rate center area" is the exclusive geographic area identified as the area within which CenturyLink or CLEC will provide basic exchange Telecommunications Services bearing the particular NPA-NXX designations associated with the specific Rate Center. The Rate Center point must be located within the Rate Center area.
- 1.99. **"Routing Point"** means a location which CenturyLink or CLEC has designated on its own network as the homing (routing) point for traffic inbound to basic exchange Services provided by CenturyLink or CLEC which bear a certain NPA-NXX designation. The Routing Point is employed to calculate mileage measurements for the distance-sensitive transport element charges

of Switched Access Services. Pursuant to Telcordia Practice BR 795-100-100, the Routing Point may be an "End Office" location, or a "LEC Consortium Point of Interconnection." Pursuant to that same Telcordia Practice, examples of the latter shall be designated by a common language location identifier (CLI) code with (x)MD or X(x) in positions 9, 10, 11, where (x) may be any alphanumeric A-Z or 0-9. The above referenced Telcordia document refers to the Routing Point as the Rating Point. The Rating Point/Routing Point need not be the same as the Rate Center Point, nor must it be located within the Rate Center Area, but must be in the same LATA as the NPA-NXX.

- 1.100. **"Small Exchange Carrier Access Billing" ("SECAB")** means the document prepared by the Billing Committee of the OBF. The SECAB document, published by ATIS as Special Report SR OPT-001856, contains the recommended guidelines for the billing of access and other connectivity services.
- 1.101. **"Selective Routing"** is a service which automatically routes an E911 call to the PSAP that has jurisdictional responsibility for the service address of the telephone that dialed 911, irrespective of telephone company exchange or Wire Center boundaries.
- 1.102. **"Signaling Transfer Point" ("STP")** means a signaling point that performs message routing functions and provides information for the routing of messages between signaling points within or between CCIS networks. An STP transmits, receives and processes CCIS messages.
- 1.103. [Intentionally Omitted.]
- 1.104. **"Street Index Guide" ("SIG")** is a database defining the geographic area of an E911 Service. It includes an alphabetical list of the street names, high-low house number ranges, community names, and Emergency Service Numbers provided by the counties or their agents to CenturyLink.
- 1.105. **"Switch"** means a Central Office Switch as defined in this Part A.
- 1.106. [Intentionally Omitted.]
- 1.107. **"Tandem Office Switches", "Tandem," and "Tandem Switching"** describe Class 4 switches which are used to connect and switch trunk circuits between and among End Office Switches and other tandems.
- 1.108. **"Tariff"** means a filing made at the state or federal level for the provision of a Telecommunications Service by a Telecommunications Carrier that provides for the terms, conditions and pricing of that service. Such filing may be required or voluntary and may or may not be specifically approved by the Commission or FCC.
- 1.109. **"Technically Feasible"** refers solely to technical or operational concerns, rather than economic, space, or site considerations.
- 1.110. **"Telcordia"** means Telcordia Technologies, Inc. which is a leading provider of software and services for the telecommunications industry.
- 1.111. [Intentionally Omitted.]
- 1.112. [Intentionally Omitted.]
- 1.113. [Intentionally Omitted.]
- 1.114. **"Telecommunications"** is as defined in the Act.
- 1.115. **"Telecommunications Carrier"** is as defined in the Act.
- 1.116. **"Telecommunications Service"** is as defined in the Act.

- 1.117. **“Transit Service”** means the delivery of Transit Traffic.
- 1.118. **“Transit Traffic”** means Local Traffic or ISP-Bound Traffic that originated on CLEC’s network, transited through CenturyLink’s network, and terminated to a third party Telecommunications Carrier’s network or that is originated on a third party Telecommunications Carrier’s network, transited through CenturyLink, and terminated to CLEC’s network.
- 1.119. [Intentionally Omitted.]
- 1.120. **“Virtual NXX Traffic” (“VNXX Traffic”)** as used in this Agreement, refers to calls to telephone numbers (NPA-NXX-XXXXs) that were assigned to customers using a VNXX Service.
- 1.121. **“VNXX Service”** means the assignment of a telephone number (NPA-NXX-XXXX) to a customer using an NXX Code associated with a Rate Center (as set forth in the LERG) that is different from the Rate Center (as set forth in the LERG) associated with the customer’s actual physical location.
- 1.122. **“Wholesale Service”** means Telecommunication Services that CenturyLink provides at retail to subscribers who are not Telecommunications Carriers as set forth in 47 USC §251(c)(4) which CenturyLink provides to resellers at a wholesale rate.
- 1.123. **“Wire Center”** is the location of an incumbent LEC local switching facility containing one or more central offices, as defined in part 36 of the Code of Federal Regulations. The Wire Center boundaries define the area in which all customers served by a given Wire Center are located.
- 1.124. [Intentionally Omitted.]

PART B – GENERAL TERMS AND CONDITIONS

2. SCOPE OF THIS AGREEMENT

- 2.1. This Agreement, including Parts A through L, Table One and any exhibits referenced herein, specifies the rights and obligations of each Party with respect to the establishment, purchase, and sale of Local Interconnection and Unbundled Network Elements. Certain terms used in this Agreement shall have the meanings defined in PART A – DEFINITIONS, or as otherwise elsewhere defined throughout this Agreement. Other terms used but not defined in this Agreement will have the meanings ascribed to them in the Act and in the FCC's and the Commission's rules, regulations and orders. PART B sets forth the general terms and conditions governing this Agreement. The remaining Parts set forth, among other things, descriptions of the services, pricing, technical and business requirements, and physical and network security requirements. This Agreement may be executed in multiple counterparts, each of which shall be deemed an original, but all of which shall together constitute but one and the same document.

3. NETWORK CHANGES

- 3.1. CenturyLink shall provide notice of network changes and upgrades in accordance with §§51.325 through 51.335 of Title 47 of the Code of Federal Regulations (47 CFR). CenturyLink may discontinue any interconnection arrangement, Telecommunications Service, or Network Element provided or required hereunder due to network changes or upgrades after providing CLEC notice as required by this Section. CenturyLink agrees to cooperate with CLEC and/or the appropriate regulatory body in any transition resulting from such discontinuation of service and to minimize the impact to customers, which may result from such discontinuance of service. The provisions of this section shall not be construed as a waiver of CLEC's right to object to any such network change as provided in 47 CFR § 51.333.

4. REGULATORY APPROVALS

- 4.1. This Agreement, and any amendment or modification hereof, will be submitted to the Commission for approval in accordance with §252 of the Act within thirty (30) Days after obtaining the last required Agreement signature. CenturyLink and CLEC shall use their best efforts to obtain Commission approval of this Agreement. In the event the Commission rejects any provision hereof, the Parties shall negotiate promptly and in good faith such revisions as may reasonably be required to achieve approval.
- 4.2. The Parties acknowledge that the respective rights and obligations of each Party as set forth in this Agreement are based on the texts of the Act and the orders, rules and regulations promulgated thereunder by the FCC, the Commission and relevant decisions and orders of courts as of the Effective Date ("Applicable Rules"). In the event of any amendment of the Act, any effective legislative action or any effective regulatory or judicial order, rule, regulation, arbitration award, dispute resolution procedures under this Agreement or other final legal action purporting to apply the provisions of the Act to the Parties or in which the court, FCC or the Commission makes a generic determination that is generally applicable which revises, modifies or reverses the Applicable Rules (individually and collectively, "Amended Rules"), either Party may, by providing written notice to the other Party, require that the affected provisions of this Agreement be renegotiated in good faith within sixty (60) Days of the date of the notice to reflect the pricing, terms and conditions of each such Amended Rules relating to any of the provisions in this Agreement. The foregoing shall not be construed to require either Party to renegotiate any provision of this Agreement based upon the other Party's assertion of a changed interpretation of any statute, rule, regulation or order in the absence of a statute, rule, regulation or order adopted, promulgated or issued after the Effective Date supporting such interpretation.

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- 4.3. Notwithstanding any other provision of this Agreement to the contrary Section 4.2 hereof shall control. Any rates, terms or conditions thus developed or modified shall be substituted in place of those previously in effect and shall be effective under this Agreement as of the effective date established by the Amended Rules, whether such action was commenced before or after the Effective Date of this Agreement. Should the Parties be unable to reach agreement with respect to the applicability of such order or the resulting appropriate modifications to this Agreement, either Party may invoke the Dispute Resolution provisions of this Agreement, it being the intent of the Parties that this Agreement shall be brought into conformity with the then current obligations under the Act as determined by the Amended Rules. CenturyLink may charge rates to CLEC under this Agreement that are approved by the Commission in a generic cost proceeding, whether such action was commenced before or after the Effective Date of this Agreement, as of the effective date of the Commission decision, subject to the Parties completing the change of law process described in Section 4.2.
- 4.4. In the event that as a result of any effective decision, order, or determination of any judicial or regulatory authority with jurisdiction over the subject matter hereof, CenturyLink determines that it is not required to furnish any service, facility, arrangement, or benefit required to be furnished or provided to CLEC under this Agreement, then CenturyLink may require renegotiation of this Agreement or an amendment to this Agreement pursuant to Section 4.2.
- 4.5. Execution of this Agreement by either Party does not confirm or imply that the executing Party agrees with any decision(s) issued pursuant to the Act and the consequences of those decisions on specific language in this Agreement. Neither Party waives its rights to appeal or otherwise challenge any such decision(s) and each Party reserves all of its rights to pursue any and all legal and /or equitable remedies, including appeals of any such decision(s).

5. TERM AND TERMINATION

- 5.1. This Agreement shall be deemed effective upon the Effective Date first stated above, and continue for a period of two (2) years until **February 29, 2012** ("End Date"); provided however, that this Agreement shall continue to remain in effect following such End Date pursuant to the post-expiration provisions of Section 6.
- 5.2. This Agreement shall become binding upon execution by the Parties; provided however, that if CLEC has any outstanding past due obligations to CenturyLink under the immediately pre-existing interconnection agreement which are not disputed, this Agreement will not be effective until such time as any past due obligations to CenturyLink are paid in full. No order or request for services under this Agreement shall be processed before the Effective Date, except as otherwise agreed to in writing by the Parties. No order or request for services under this Agreement shall be processed before CLEC has established a customer account with CenturyLink and has completed the Implementation Plan described in this Agreement. It is expressly recognized that CLEC has established a customer account with CenturyLink and completed the applicable Implementation Plan pursuant to a pre-existing interconnection agreement (the "Prior Agreement") and that no further action with respect thereto is required by this paragraph. Notwithstanding the foregoing, until the Agreement is approved by the Commission, CenturyLink will honor orders for services placed by CLEC under the Prior Agreement even if the term of the Prior Agreement has expired.
- 5.3. In the event of either Party's material breach of any of the terms or conditions hereof, including the failure to make any undisputed payment when due, the non-defaulting Party may terminate this Agreement in whole or in part if the non-defaulting Party so advises the defaulting Party in writing of the event of the alleged default and the defaulting Party does not remedy the alleged default within sixty (60) Days after written notice thereof. The non-defaulting Party may pursue all available legal and equitable remedies for such breach.
- 5.4. Unless both Parties agree to extend implementation, CenturyLink may terminate this Agreement upon thirty (30) Days notice if CLEC is not exchanging traffic with CenturyLink or has not

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submitted orders pursuant to this Agreement within one-hundred-eighty (180) Days of the Effective Date. In addition, CenturyLink reserves the right to terminate this Agreement immediately upon notice from the CLEC that it has ceased doing business in this state.

- 5.5. Termination of this Agreement for any cause shall not release either Party from any liability which at the time of termination has already accrued to the other Party or which thereafter may accrue in respect to any act or omission prior to termination or from any obligation which is expressly stated in this Agreement to survive termination.
- 5.6. Notwithstanding the above, should CenturyLink sell or trade substantially all the assets in an exchange or group of exchanges that CenturyLink uses to provide Telecommunications Services, then CenturyLink shall notify CLEC of such sale or trade of assets within a reasonable period of time after entering into any agreement for the same and CenturyLink may terminate this Agreement in whole or in part as to that particular exchange or group of exchanges effective sixty (60) Days after Commission approval of such sale; provided that CenturyLink may only terminate, in whole or in part, this Agreement if CenturyLink terminates in the same manner all other interconnection agreements affected by such sale or trade of assets.

6. POST EXPIRATION INTERIM SERVICE ARRANGEMENTS

- 6.1. At any time after the End Date, either Party may provide written notice to the other Party requesting to negotiate the terms, conditions and rates for a successor agreement (the "Renegotiation Notice"), and such Renegotiation Notice shall commence the procedures under 47 U.S.C. § 252 for negotiation, arbitration and approval of such successor agreement irrespective of which Party sends the Renegotiation Notice.
- 6.2. It is the intent of the Parties to provide in this Section for post-expiration interim service arrangements between the Parties so that service to their respective end users will not be interrupted should a successor agreement not be consummated by the End Date. Therefore, except in the case of termination as a result of the events under Sections 5.3, 5.4 and 5.6, this Agreement shall remain in effect after the End Date until the earlier to occur of (i) the Parties execute a successor agreement, (ii) the issuance of an order, whether a final non-appealable order or not, by the Commission or FCC, approving an agreement resulting from the resolution of the issues set forth in an arbitration or mediation request involving the successor agreement, or (iii) the first anniversary of the date of the Renegotiation Notice, unless arbitration or mediation of a successor agreement is pending, in which event (ii) shall apply.
- 6.3. In the event that on the End Date the Parties have not executed a successor agreement and Section 6.2 does not apply or no longer applies, CenturyLink will continue to provide services pursuant to one of the following:
 - 6.3.1. Such standard terms and conditions or tariffs approved by and made generally available by the Commission, if they exist; or
 - 6.3.2. An adopted interconnection agreement if CLEC elects to adopt an existing agreement between CenturyLink and another carrier for the remaining term of that agreement. If CLEC fails to designate an agreement under this subsection, then CenturyLink may designate such agreement upon thirty (30) days written notice to CLEC, unless CLEC provides CenturyLink with written notice designating an agreement prior to the expiration of such thirty (30) day period; or
 - 6.3.3. A new agreement is voluntarily entered into by the Parties.

7. CHARGES, BILLING AND PAYMENT

- 7.1. In consideration of the services provided by CenturyLink under this Agreement, CLEC shall pay

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the charges set forth in Part C subject to the provisions of Section 4 hereof and subject to the dispute provisions provided herein. Additional billing procedures for charges incurred by CLEC hereunder are set forth in Part J.

- 7.2. Subject to the terms of this Agreement, the Parties shall pay invoices within thirty (30) Days from the bill date shown on the invoice.
- 7.2.1. For invoices not paid when due, late payment charges will be assessed under Section 7.4.
- 7.2.2. If the payment due date is a Saturday, Sunday or a designated bank holiday, payment shall be made the next business day.
- 7.2.3. If an invoice is not paid within forty-five (45) Days after the bill date stated on the invoice, CenturyLink may suspend processing new orders and cancel any pending orders, subject to Section 7.2.5 below.
- 7.2.4. If the account remains delinquent sixty (60) Days after the bill date stated on the invoice, CenturyLink will terminate all services under this Agreement, subject to Section 7.2.5 below.
- 7.2.5. If an invoice is not rendered within 3 days of the bill date stated on the invoice, then the time periods stated in Sections 7.2.1, 7.2.3 and 7.2.4 for assessing late payment charges, suspending orders or terminating service for non-payment shall be extended by one day for each day beyond such third day that elapses until the invoice has actually been rendered.
- 7.3. If the CLEC disputes any charges shown on an invoice, the following billing dispute procedures provide the means for challenging such charges, and any material failure by CLEC to follow such procedures may result in the suspension or termination of service for non-payment of invoiced amounts:
- 7.3.1. Any billing dispute must be submitted in writing, itemizing the particular charges that CLEC is challenging, and explaining in reasonable detail the specific grounds for disputing the validity or applicability of such charges.
- 7.3.2. Billing disputes must be submitted to the National Dispute Center on the billing dispute form designated by CenturyLink, along with any payment for undisputed charges that are shown on such invoice. The billing dispute form may be accompanied by any additional, relevant materials submitted by CLEC.
- 7.3.3. The payment due date of an invoice shall be suspended with respect to disputed amounts on such invoice, but only if a written, itemized dispute has been filed in compliance with Section 7.3 within thirty (30) Days of the Bill Date. Such payment due date for the disputed amounts shall remain suspended during negotiations between the Parties or pending a determination by the Commission under the dispute resolution provisions of Section 25.
- 7.3.4. Billing disputes that are submitted in a timely manner in compliance with Section 7.3 shall not have the effect of suspending the payment due date with respect to billed amounts that are not in dispute, notwithstanding the existence of a dispute with respect to other amounts billed on the same invoice.
- 7.3.5. The failure to submit a written dispute in compliance with Section 7.3 within thirty (30) Days of a Bill Date shall not preclude a Party from thereafter submitting a dispute or seeking a billing adjustment for any charges which have been paid, but any billing dispute which is not submitted within thirty (30) Days of a Bill Date or which is not submitted in writing in compliance with Section 7.3 shall not be effective to suspend the payment due date for the disputed amount or to prevent late charges and possible

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suspension or termination of service for non-payment of billed amounts in accordance with Section 7.2. Payment of billed amounts that are subsequently disputed or which become the subject of a request for adjustment shall not constitute or be deemed to represent a waiver of a Party's right to submit a dispute or seek an adjustment of such Party's account with respect to such paid amounts, and the paying Party shall not be required to designate any such payment as "conditional" or "under protest" in order to submit a dispute or seek a subsequent adjustment with respect to amounts which have previously been paid. A dispute which is filed more than thirty (30) Days after a Bill Date or a request for an account adjustment must be submitted in writing in the same manner as provided for in Section 7.3 with respect to disputes, and such requests shall be subject to the Dispute Resolution provisions of this Agreement. Notwithstanding the foregoing, neither Party shall bill the other Party for charges for service incurred under this Agreement more than twelve (12) months after the service is provided to the billed Party, nor shall either Party submit billing disputes or requests for billing adjustments for services provided under this Agreement more than twelve (12) months after receipt of the invoice to which such disputes or adjustments would pertain.

- 7.4. Late payment charges on invoices not paid when due (or any portion thereof which is not subject to a timely filed dispute) will be assessed until the amount due is paid in full, and shall be calculated using a rate equal to the lesser of the following:
- 7.4.1. the total amount due times the highest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment due date to and including the date the CLEC actually makes the payment to CenturyLink, or
 - 7.4.2. the total amount due multiplied by a factor of 0.000329 times the number of days which occurred between the payment due date and (including) the date CLEC actually makes the payment to CenturyLink.
- 7.5. CenturyLink shall credit CLEC for incorrect Connectivity Billing charges including without limitation: overcharges, services ordered or requested but not delivered, interrupted services, services of poor quality and installation problems if caused by CenturyLink. Such reimbursements shall be set forth in the appropriate section of the Connectivity Bill pursuant to CABS or SECAB standards.
- 7.6. CenturyLink will bill CLEC for message provisioning and, if applicable, data tape charges related to exchange access records. CenturyLink will bill CLEC for the records at the rates on Table One. If CLEC requests additional copies of the monthly invoice, CenturyLink may also bill CLEC for the additional copies.
- 7.7. CenturyLink shall comply with various industry, OBF, and other standards referred to throughout this Agreement. CenturyLink will review any changes to industry standards, and implement the changes within the industry-defined window. CenturyLink will notify CLEC of any deviations to the standards.
- 7.8. Where Parties have established interconnection, CenturyLink and the CLEC agree to conform to MECAB and MECOD guidelines. They will exchange Billing Account Reference and Bill Account Cross Reference information and will coordinate Initial Billing Company/Subsequent Billing Company billing cycles. CenturyLink will provide CLEC the appropriate records to bill exchange access charges to the IXC. CenturyLink will capture EMI records for inward terminating calls and send them to CLEC, as appropriate, in a daily or other agreed upon interval, via an agreed upon media (e.g.: Connect Direct or CD Rom). Upon CenturyLink's request, CLEC will provide CenturyLink the appropriate records to bill exchange access charges to the IXC. CLEC will capture BMI records for inward terminating calls and send them to CenturyLink, as appropriate, in a daily or other agreed upon interval, via an agreed upon media (e.g.: Connect Direct or CD Rom).

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- 7.9. CenturyLink shall provide a single point of contact for handling of any data exchange questions or problems that may arise during the implementation and performance of the terms and conditions of this Agreement.
- 7.10. Revenue Protection. CenturyLink shall make available to CLEC, at Parity with what CenturyLink provides to itself, its Affiliates and other local telecommunications CLECs, all present and future fraud prevention or revenue protection features, including prevention, detection, or control functionality embedded within any of the Network Elements. These features include, but are not limited to screening codes, information digits assigned such as information digits '29' and '70' which indicate prison and COCOT pay phone originating line types respectively, call blocking of domestic, international, 800, 888, 900, NPA-976, 700, 500 and specific line numbers, and the capability to require end-user entry of an authorization code for dial tone. CenturyLink shall, when technically capable and consistent with the implementation schedule for Operations Support Systems (OSS), additionally provide partitioned access to fraud prevention, detection and control functionality within pertinent OSS.
- 7.11. CenturyLink reserves the right to secure the account with a suitable form of security deposit in accordance with Section 37.

8. AUDITS AND EXAMINATIONS

- 8.1. Each Party to this Agreement will be responsible for the accuracy and quality of its data as submitted to the other Party involved. Subject to each Party's reasonable security requirements and except as may be otherwise specifically provided in this Agreement, either Party, at its own expense, may audit the other Party's books, records and other documents directly related to billing and invoicing once in any twelve (12) month period for the purpose of evaluating the accuracy of the other Party's billing and invoicing. "Audit" shall mean a comprehensive review of bills for services performed under this Agreement; "Examination" shall mean an inquiry into a specific element of or process related to bills for services performed under this Agreement. Either Party (the "Requesting Party") may perform one (1) Audit per twelve (12) month period commencing with the Effective Date, with the assistance of the other Party, which will not be unreasonably withheld. The Audit period will include no more than the preceding twelve (12) month period as of the date of the Audit request. The Requesting Party may perform Examinations, as it deems necessary, with the assistance of the other Party, which will not be unreasonably withheld. The Dispute Resolution provisions of this Agreement shall be used to resolve disputes concerning requests for audits or Examinations or the results of Audits or Examinations.
- 8.2. Upon thirty (30) Days written notice by the Requesting Party to Audited Party, Requesting Party shall have the right through its authorized representative to make an Audit, during normal business hours, of any records, accounts and processes which contain information bearing upon the billing and invoicing of the services provided under this Agreement. Within the above-described thirty (30) Day period, the Parties shall reasonably agree upon the scope of the Audit or Examination, the documents and processes to be reviewed, and the time, place and manner in which the Audit or Examination shall be performed. Audited Party agrees to provide Audit or Examination support, including appropriate access to and use of Audited Party's facilities (e.g.: conference rooms, telephones, copying machines).
- 8.3. Each Party shall bear its own expenses in connection with the conduct of the Audit or Examination. The reasonable cost of special data extraction required by the Requesting Party to conduct the Audit or Examination will be paid for by the Requesting Party. For purposes of this Section 8.3, a "Special Data Extraction" shall mean the creation of an output record or informational report (from existing data files) that is not created in the normal course of business. If any program is developed to Requesting Party's specifications and at Requesting Party's expense, Requesting Party shall specify at the time of request whether the program is to be retained by Audited Party for reuse for any subsequent Audit or Examination.

- 8.4. Adjustments based on the audit findings may be applied to the twelve (12) month period included in the audit. Adjustments, credits or payments shall be made and any corrective action shall commence within thirty (30) Days from the requesting Party's receipt of the final audit report to compensate for any errors or omissions which are disclosed by such Audit or Examination and are agreed to by the Parties. Interest shall be calculated in accordance with Section 7.4 above.
- 8.5. Neither such right to examine and audit nor the right to receive an adjustment shall be affected by any statement to the contrary appearing on checks or otherwise, unless such statement expressly waiving such right appears in writing, is signed by the authorized representative of the Party having such right and is delivered to the other Party in a manner sanctioned by this Agreement.
- 8.6. This Section shall survive expiration or termination of this Agreement for a period of one (1) year after expiration or termination of this Agreement.

9. INTELLECTUAL PROPERTY RIGHTS

- 9.1. Any intellectual property which originates from or is developed by a Party shall remain in the exclusive ownership of that Party. Intellectual property includes, without limitation, patent, copyright, trade mark, trade secrets, and other proprietary rights. Each Party grants to the other Party a limited license to its intellectual property solely to the extent necessary for the use of any facility or equipment (including software) or for the receipt of services as provided under this Agreement. Except for such limited license to use its intellectual property, no license in patent, copyright, trademark or trade secret, or other proprietary or intellectual property right now or hereafter owned, controlled or licensable by a Party, is granted to the other Party or shall be implied or arise by estoppel.
- 9.2. CenturyLink agrees to use its best efforts to obtain for CLEC, third party intellectual property rights, under commercially reasonable terms, to each unbundled Network Element necessary for CLEC to use such unbundled Network Element in the same manner as CenturyLink.
- 9.3. CenturyLink shall have no obligations to attempt to obtain for CLEC any third party intellectual property right(s) that would permit CLEC to use any unbundled Network Element in a different manner than used by CenturyLink.
- 9.4. To the extent not prohibited by a contract with the vendor of the Network Element sought by CLEC that contains intellectual property licenses, CenturyLink shall reveal to CLEC the name of the vendor, the intellectual property rights licensed to CenturyLink under the vendor contract and the terms of the contract (excluding cost terms). CenturyLink shall, at CLEC's request, contact the vendor to attempt to obtain permission to reveal additional contract details to CLEC.
- 9.5. All costs associated with the extension of third party intellectual property rights to CLEC pursuant to Section 9.2, including the cost of the license extension itself and the costs associated with the effort to obtain the license, shall be part of the cost of providing the unbundled Network Element to which the intellectual property rights relate and apportioned to all requesting carriers using that unbundled Network Element including CenturyLink.
- 9.6. CenturyLink hereby conveys no licenses to use such third party intellectual property rights and makes no warranties, express or implied, concerning CLEC's rights with respect to such third party intellectual property rights and contract rights, including whether such rights will be violated by such Local Interconnection or unbundling and/or combining of Network Elements (including combining with CLEC's use of other functions, facilities, products or services furnished under this Agreement). Any licenses or warranties for intellectual property rights associated with unbundled network elements are vendor licenses and warranties and are a part of the third party intellectual property rights CenturyLink agrees in Section 9.2 to use its best efforts to obtain.

10. LIMITATION OF LIABILITY

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- 10.1. Except for indemnification obligations under Section 11, neither Party, its parents, subsidiaries, affiliates, agents, servants or employees shall be liable for damages arising from errors, mistakes, omissions, interruptions, or delays in the course of establishing, furnishing, rearranging, moving, terminating, changing, providing or failing to provide services or facilities (including the obtaining or furnishing of information with respect thereof or with respect to users of the services or facilities) in the absence of gross negligence or willful misconduct.
- 10.2. Notwithstanding the foregoing, and except for indemnification obligations under Section 11, and except with respect to a Party's gross negligence or willful misconduct, in no event shall either Party's liability to the other for a service outage exceed an amount equal to the proportionate charge for the service(s) or unbundled element(s) provided for the period during which the service was affected.
- 10.3. Neither Party shall be responsible to the other for any indirect, special, consequential or punitive damages, including (without limitation) damages for loss of anticipated profits or revenue or other economic loss in connection with or arising from anything said, omitted, or done hereunder (collectively "Consequential Damages"), whether arising in contract or tort except that the foregoing shall not limit a Party's obligation under Section 11 to indemnify, defend, and hold the other Party harmless against amounts payable to third parties.
- 10.4. Except as otherwise specifically provided in this Agreement, no Claims will be brought for disputes arising from this Agreement more than twenty-four (24) months from the date of occurrence which gives rise to the dispute. Notwithstanding the foregoing, Claims for indemnification will be governed by the applicable statutory limitation period. For purposes of this Section 10.4, the term "Claims" shall mean any pending or threatened claim, action, proceeding or suit.

11. INDEMNIFICATION

- 11.1. Each Party agrees to indemnify and hold harmless the other Party from and against claims by third parties for damage to tangible personal or real property and/or personal injuries to the extent caused by the negligence or willful misconduct or omission of the indemnifying Party.
- 11.2. The indemnifying Party under this Section agrees to defend any suit brought against the other Party either individually or jointly with the indemnified Party for any such loss, injury, liability, claim or demand.
- 11.3. The indemnified Party agrees to notify the other Party promptly, in writing, of any written claims, lawsuits, or demands for which it is claimed that the indemnifying Party is responsible under this Section and to cooperate in every reasonable way to facilitate defense or settlement of claims.
- 11.4. The indemnifying Party shall have complete control over defense of the case and over the terms of any proposed settlement or compromise thereof, except that the indemnifying Party shall have no authority to agree to any settlement or compromise in the nature of injunctive relief against the indemnified Party without the express written consent of the indemnified Party. The indemnifying Party shall not be liable under this Section for settlement by the indemnified Party of any claim, lawsuit, or demand, if the indemnifying Party has not approved the settlement in advance, unless the indemnifying Party has had the defense of the claim, lawsuit, or demand tendered to it in writing and has failed to promptly assume such defense. In the event of such failure to assume defense, the indemnifying Party shall be liable for any reasonable settlement made by the indemnified Party without approval of the indemnifying Party.
- 11.5. When the lines or services of other companies and carriers are used in establishing connections to and/or from points not reached by a Party's lines, neither Party shall be liable for any act or omission of the other companies or carriers.
- 11.6. Each Party will indemnify the other against any claim by a subscriber or third party to the extent

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that such claim would have been barred if the Indemnifying Party, to the extent allowed by law or Commission Order, had provided in its tariffs and contracts with its subscribers that relate to any Telecommunications Services provided or contemplated under this Agreement, that in no case shall such Indemnifying Party or any of its agents, contractors or others retained by such Party be liable to any subscriber or third party for

11.6.1. any loss relating to or arising out of this Agreement, whether in contract or tort, that exceeds the amount such Party would have charged the applicable subscriber for the service(s) or function(s) that gave rise to such loss, and

11.6.2. Consequential Damages (as defined in Section 10 above).

12. INSURANCE [INTENTIONALLY OMITTED.]

13. BRANDING

- 13.1. CLEC shall provide the exclusive interface to CLEC subscribers, except as CLEC shall otherwise specify for the reporting of trouble or other matters identified by CLEC for which CenturyLink may directly communicate with CLEC subscribers. In those instances where CLEC requests that CenturyLink personnel interface with CLEC subscribers, such CenturyLink personnel shall inform the CLEC subscribers that they are representing CLEC, or such brand as CLEC may specify.
- 13.2. Other business materials furnished by CenturyLink to CLEC subscribers shall bear no corporate name, logo, trademark or tradename.
- 13.3. Except as specifically permitted by a Party, in no event shall either Party provide information to the other Party's subscribers about the other Party or the other Party's products or services.
- 13.4. CenturyLink shall share pertinent details of CenturyLink's training approaches related to branding with CLEC to be used by CenturyLink to assure that CenturyLink meets the branding requirements agreed to by the Parties.
- 13.5. This Section shall not confer on either Party any rights to the service marks, trademarks and/or trade names owned by or used in connection with services by the other Party, except as expressly permitted in writing by the other Party.

14. REMEDIES

- 14.1. Except as otherwise provided herein, all rights of termination, cancellation or other remedies prescribed in this Agreement, or otherwise available, are cumulative and are not intended to be exclusive of other remedies to which the injured Party may be entitled in case of any breach or threatened breach by the other Party of any provision of this Agreement, and use of one or more remedies shall not bar use of any other remedy for the purpose of enforcing the provisions of this Agreement.

15. CONFIDENTIALITY AND PUBLICITY

- 15.1. All information which is disclosed by one Party ("Disclosing Party") to the other ("Recipient") in connection with this Agreement, or acquired in the course of performance of this Agreement, shall be deemed confidential and proprietary to the Disclosing Party and subject to this Agreement; such information includes but is not limited to, orders for services, usage information in any form, and CPNI as that term is defined by the Act and the rules and regulations of the FCC ("Confidential Information").
- 15.2. During the term of this Agreement, and for a period of three (3) years thereafter, Recipient shall

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- 15.2.1. use Confidential Information only for the purpose of performing under this Agreement,
 - 15.2.2. hold Confidential Information in confidence and disclose it only to employees or agents who have a need to know it in order to perform under this Agreement, and
 - 15.2.3. safeguard Confidential Information from unauthorized use or disclosure using no less than the degree of care with which Recipient safeguards its own Confidential Information.
- 15.3. Recipient shall have no obligation to safeguard Confidential Information
- 15.3.1. which was in the Recipient's possession free of restriction prior to its receipt from Disclosing Party,
 - 15.3.2. which becomes publicly known or available through no breach of this Agreement by Recipient,
 - 15.3.3. which is rightfully acquired by Recipient free of restrictions on its disclosure, or
 - 15.3.4. which is independently developed by personnel of Recipient to whom the Disclosing Party's Confidential Information had not been previously disclosed.
- 15.4. Recipient may disclose Confidential Information if required by law, a court, or governmental agency, if the Disclosing Party has been notified of the requirement promptly after Recipient becomes aware of the requirement, and the Recipient undertakes all lawful measures to avoid disclosing such information until Disclosing Party has had reasonable time to obtain a protective order. Recipient will comply with any protective order that covers the Confidential Information to be disclosed.
- 15.5. Each Party agrees that in the event of a breach of this Section 15 by Recipient or its representatives, Disclosing Party shall be entitled to equitable relief, including injunctive relief and specific performance. Such remedies shall not be exclusive, but shall be in addition to all other remedies available at law or in equity.
- 15.6. Unless otherwise agreed, neither Party shall publish or use the other Party's logo, trademark, service mark, name, language, pictures, symbols or words from which the other Party's name may reasonably be inferred or implied in any product, service, advertisement, promotion, or any other publicity matter, except that nothing in this paragraph shall prohibit a Party from engaging in valid comparative advertising. This Section 15.6 shall confer no rights on a Party to the service marks, trademarks and trade names owned or used in connection with services by the other Party or its Affiliates, except as expressly permitted by the other Party.
- 15.7. Neither Party shall produce, publish, or distribute any press release nor other publicity referring to the other Party or its Affiliates, or referring to this Agreement, without the prior written approval of the other Party. Each Party shall obtain the other Party's prior approval before discussing this Agreement in any press or media interviews. In no event shall either Party mischaracterize the contents of this Agreement in any public statement or in any representation to a governmental entity or member thereof.
- 15.8. No provision of this Agreement (including, without limitation, this Section 15 shall be construed to prohibit (a) either Party from providing any information requested by the FCC or by a state commission (whether or not such request is legally binding) or (b) the Recipient from using any information in support of a petition for arbitration pursuant to 47 U.S.C. § 252(b) (including, without limitation, in each case, the other Party's Confidential Information). A Party disclosing the other Party's Confidential Information or the contents of a settlement offer in response to an order or requirement of the FCC or a state commission shall comply with the requirements of Section 15 in connection with any such disclosure unless (i) the requesting commission requests or directs that the Recipient provide such information to such commission without prior notice to the

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Disclosing Party and (ii) the Recipient obtains from such commission assurances that such commission shall maintain the confidentiality of the other Party's Confidential Information. A Party intending to disclose the other Party's Confidential Information in support of a petition for arbitration shall notify that other Party in writing reasonably in advance and shall seek from the state commission or the FCC (as applicable) a protective order, or such other assurances as are available under the rules and regulations of such state commission or the FCC regarding the maintenance of confidential information, prior to disclosing such Confidential Information.

- 15.9. Except as otherwise expressly provided in this Section 15, nothing herein shall be construed as limiting the rights of either Party with respect to its customer information under any applicable law, including without limitation §222 of the Act.

16. DISCLAIMER OF WARRANTIES

- 16.1. EXCEPT AS SPECIFICALLY PROVIDED ELSEWHERE IN THIS AGREEMENT TO THE CONTRARY, NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO QUALITY, FUNCTIONALITY OR CHARACTERISTICS OF THE SERVICES PROVIDED PURSUANT TO THIS AGREEMENT, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. NO REPRESENTATION OR STATEMENT MADE BY EITHER PARTY OR ANY OF ITS AGENTS OR EMPLOYEES, ORAL OR WRITTEN, INCLUDING, BUT NOT LIMITED TO, ANY SPECIFICATIONS, DESCRIPTIONS OR STATEMENTS PROVIDED OR MADE SHALL BE BINDING UPON EITHER PARTY AS A WARRANTY.

17. ASSIGNMENT AND SUBCONTRACT

- 17.1. If any Affiliate of either Party, or if any entity acquiring all or substantially all of the assets or ownership interest of a Party, succeeds to that portion of the business of such Party that is responsible for, or entitled to, any rights, obligations, duties, or other interests under this Agreement, such Affiliate or entity may succeed to those rights, obligations, duties, and interest of such Party under this Agreement. In the event of any such succession hereunder, the successor shall expressly undertake in writing to the other Party the performance and liability for those obligations and duties as to which it is succeeding a Party to this Agreement. Thereafter, the successor Party shall be deemed CLEC or CenturyLink and the original Party shall be relieved of such obligations and duties, except for matters arising out of events occurring prior to the date of such undertaking.
- 17.2. Except as provided in Section 17.1, any assignment of this Agreement or of the work to be performed, in whole or in part, without the other Party's written consent, which consent shall not be unreasonably withheld or delayed, shall be void.

18. GOVERNING LAW

- 18.1. This Agreement shall be governed by and construed in accordance with the Act and the Applicable Rules, except insofar as state law may control any aspect of this Agreement, in which case the domestic laws of the Commission's state, without regard to its conflicts of laws principles, shall govern.

19. RELATIONSHIP OF PARTIES

- 19.1. It is the intention of the Parties that each Party shall be an independent contractor and nothing contained herein shall constitute the Parties as joint venturers, partners, employees or agents of one another, and neither Party shall have the right or power to bind or obligate the other.

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20. NO THIRD PARTY BENEFICIARIES

- 20.1. The provisions of this Agreement are for the benefit of the Parties hereto and not for any other person, and this Agreement shall not provide any person not a Party hereto with any remedy, claim, liability, reimbursement, right of action, or other right in excess of those existing without reference hereto. This shall not be construed to prevent CLEC from providing its Telecommunications Services to other carriers.

21. NOTICES

- 21.1. Except as otherwise provided herein, all notices or other communication, when required to be made in writing hereunder, shall be deemed to have been duly given (i) when made in writing and delivered in person, (ii) three (3) days after such notice is deposited in the United States mail, certified mail, postage prepaid, return receipt requested, or (iii) when delivered by prepaid overnight express service, and addressed as follows:

If to "CLEC":

Charter Communications, Inc.
Attn: Legal Department – Telephone
12405 Powerscourt Drive
St. Louis, Missouri 63131

If to CenturyLink:

Director – Contract Management
CenturyLink
KSOPKB0401-413
9300 Metcalf Avenue
Overland Park, KS 66212

With a Copy To:

Charter Communications, Inc.
Attn: Corporate Telephone – Carrier Relations
12405 Powerscourt Drive
St. Louis, Missouri 63131

and

Charles A. Hudak, Esq.
Friend, Hudak & Harris, LLP
Three Ravinia Drive, Suite 1450
Atlanta, Georgia 30346

- 21.2. If delivery, other than certified mail, return receipt requested, is used to give notice, a receipt of such delivery shall be obtained and the notice shall be effective when received. If delivery via certified mail, return receipt requested, is used, notice shall be effective three (3) days after such notice is deposited in the United States mail. The address to which notices or communications may be given to either Party may be changed by written notice given by such Party to the other pursuant to this Section.

22. WAIVERS

- 22.1. No waiver of any provisions of this Agreement and no consent to any default under this Agreement shall be effective unless the same shall be in writing and properly executed by or on behalf of the Party against whom such waiver or consent is claimed.
- 22.2. No course of dealing or failure of any Party to strictly enforce any term, right, or condition of this Agreement in any instance shall be construed as a general waiver or relinquishment of such term, right or condition.
- 22.3. Waiver by either Party of any default by the other Party shall not be deemed a waiver of any other default.

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23. SURVIVAL

- 23.1. Termination of this Agreement, or any part hereof, for any cause shall not release either Party from any liability which at the time of termination had already accrued to the other Party or which thereafter accrues in any respect to any act or omission occurring prior to the termination or from an obligation which is expressly stated in this Agreement to survive termination including but not limited to Sections 7, 8, 9, 10, 11, 15, 20, 22, and 25.

24. FORCE MAJEURE

- 24.1. Neither Party shall be held liable for any delay or failure in performance of any part of this Agreement from any cause beyond its control and without its fault or negligence, such as acts of God, acts of civil or military authority, embargoes, epidemics, war, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, power blackouts, strikes, work stoppage affecting a supplier or unusually severe weather. No delay or other failure to perform shall be excused pursuant to this Section 24 unless delay or failure and consequences thereof are beyond the control and without the fault or negligence of the Party claiming excusable delay or other failure to perform. In the event of any such excused delay in the performance of a Party's obligation(s) under this Agreement, the due date for the performance of the original obligation(s) shall be extended by a term equal to the time lost by reason of the delay. In the event of such delay, the delayed Party shall perform its obligations at a performance level no less than that which it uses for its own operations. In the event of such performance delay or failure by CenturyLink, CenturyLink agrees to resume performance in a nondiscriminatory manner and not favor its own provision of Telecommunications Services above that of CLEC.

25. DISPUTE RESOLUTION

- 25.1. The Parties recognize and agree that the Commission and the FCC have continuing jurisdiction to implement and enforce all those terms and conditions of this Agreement that are subject to arbitration under §251 of the Act. Accordingly, the Parties agree that any dispute arising out of or relating to the portions of this Agreement that are subject to arbitration under §252 of the Act that the Parties cannot resolve may be submitted to the Commission or the FCC for resolution, in the manner provided for herein. The dispute resolution provisions of this Section shall not preclude the Parties from seeking relief available in any other forum.
- 25.2. A Party may not submit a dispute to the Commission for resolution unless at least thirty (30) Days have elapsed after the Party asserting the dispute has given written notice of such dispute to the other Party. Such notice must explain in reasonable detail the specific circumstances and grounds for each disputed item, which shall include the specific information required in Section 7.3 for billing disputes. If a Party gives notice of a billing dispute more than thirty (30) Days after the billing date and has not paid the disputed amounts by the payment due date, then the notice of such dispute shall be deemed to have been given thirty (30) Days after the billing date for purposes of calculating the time period before such dispute may be submitted to the Commission. After such period either Party may file a complaint with the FCC or the Commission or may seek legal and equitable remedies in any court of competent jurisdiction for any and all claims, causes of action, or other proceedings. This Section 25 shall not prevent either Party from seeking any temporary equitable relief, including a temporary restraining order, in a court of competent jurisdiction. Each Party reserves the right to seek judicial review of any ruling by the FCC or the Commission. If either Party commences a proceeding at the Commission or the FCC seeking enforcement or interpretation of this Agreement and the FCC or Commission does not resolve the dispute or denies any relief, in whole or in part, due to lack of jurisdiction on the part of the FCC or Commission, the Parties agree that any applicable statute of limitations within which an action may be brought in a court of competent jurisdiction with respect to the dispute or relief, or part of the dispute, over which the Commission or FCC does not have jurisdiction and which is the subject of such Commission or FCC proceeding shall be tolled during the pendency of such

Commission or FCC proceeding. Nothing in this Section 25 shall be construed as an acknowledgment, consent or agreement by either Party to any exercise of jurisdiction or authority or any grant of relief by the Commission or the FCC that the Commission or the FCC, as the case may be, would lack jurisdiction or authority to exercise or grant in the absence of this Section 25.

- 25.3. The Parties shall meet or confer as often as they reasonably deem necessary in order to discuss the dispute and negotiate in good faith in an effort to resolve such dispute. The specific format for such discussions will be left to the discretion of the Parties, provided, however, that all reasonable requests for relevant, non-privileged, information made by one Party to the other Party shall be honored, and provided that the following terms and conditions shall apply:
- 25.3.1. If CenturyLink provides written notice to the CLEC that a billing dispute has been denied, stating the grounds for such determination, then the CLEC shall have ten (10) Days in which to either pay the disputed amounts or to send written notice to the National Dispute Center advising that the CLEC disagrees with the determination by CenturyLink, and such notice may be accompanied by any additional, relevant materials submitted by CLEC. Failure by the CLEC to make a timely response to a notice of denial by CenturyLink shall result in lifting the suspension of the payment due date for such disputed invoice, and the possible assessment of late charges and suspension or termination of service for non-payment of billed amount in accordance with Section 7.2.
- 25.3.2. Failure by the CLEC to make a timely response to a notice of denial by CenturyLink shall also preclude the CLEC from thereafter requesting an escalation of the same dispute under Section 25.4, although the CLEC may file a petition in compliance with Section 25.5.
- 25.4. If the Parties are unable to resolve the dispute in the normal course of business within thirty (30) Days after delivery of notice of the Dispute, then upon the request of either Party, the dispute shall be escalated to other representatives of each Party that have authority to settle the dispute, and such escalation may be repeated every thirty (30) Days during which negotiations continue. Referral of a dispute by a Party to its legal counsel shall be considered an escalation for purposes of this paragraph.
- 25.5. If the Parties are unable to resolve the dispute within thirty (30) Days after delivery of the initial notice of the dispute, then either Party may file a petition or complaint with the FCC or the Commission seeking resolution of the dispute. The petition or complaint may include a statement that both Parties have agreed to request an expedited resolution by the FCC or the Commission within sixty (60) Days from the date on which the petition or complaint was filed with the FCC or the Commission.
- 25.6. If the FCC or the Commission appoints an expert(s) or other facilitator(s) to assist in its decision making, each Party shall pay half of the fees and expenses so incurred.
- 25.7. During any FCC, Commission or court proceeding regarding any dispute each Party will continue to perform its obligations under this Agreement except to the extent that it may be expressly relieved of any such obligation by an order of the Commission, the FCC or a court of competent jurisdiction, entered in a proceeding concerning such dispute; provided, however, that neither Party shall be required to act in any fashion prohibited by law.
- 25.8. A dispute which has been resolved by a written settlement agreement between the Parties or pursuant to a determination by the Commission may not be resubmitted under the dispute resolution process.

26. COOPERATION ON FRAUD

- 26.1. The Parties agree that they shall cooperate with one another to investigate, minimize and take corrective action in cases of fraud. The Parties' fraud minimization procedures are to be cost

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effective and implemented so as not to unduly burden or harm one Party as compared to the other.

27. TAXES

- 27.1. For purposes of this Section, the terms "taxes" and "fees" shall include but not be limited to federal, state or local sales, use, excise, gross receipts or other taxes or tax-like fees of whatever nature and however designated (including Tariff surcharges and any fees, charges or other payments, contractual or otherwise, for the use of public streets or rights of way, whether designated as franchise fees or otherwise) imposed, or sought to be imposed, on or with respect to the services furnished hereunder or measured by the charges or payments therefore, excluding any taxes levied on income.
- 27.2. Taxes and Fees Imposed Directly On Either Providing Party or Purchasing Party.
- 27.2.1. Taxes and fees imposed on the providing Party, which are not permitted or required to be passed on by the providing Party to its customer, shall be borne and paid by the providing Party.
- 27.2.2. Taxes and fees imposed on the purchasing Party, which are not required to be collected and/or remitted by the providing Party, shall be borne and paid by the purchasing Party.
- 27.3. Taxes and Fees Imposed on Purchasing Party but Collected And Remitted By Providing Party.
- 27.3.1. Taxes and fees imposed on the purchasing Party shall be borne by the purchasing Party, even if the obligation to collect and/or remit such taxes or fees is placed on the providing Party.
- 27.3.2. To the extent permitted by applicable law, any such taxes and/or fees shall be shown as separate items on applicable billing documents between the Parties. Notwithstanding the foregoing, the purchasing Party shall remain liable for any such taxes and fees regardless of whether they are actually billed by the providing Party at the time that the respective service is billed.
- 27.3.3. If the purchasing Party determines that in its opinion any such taxes or fees are not payable, the providing Party shall not bill such taxes or fees to the purchasing Party if the purchasing Party provides written certification, reasonably satisfactory to the providing Party, stating that it is exempt or otherwise not subject to the tax or fee, setting forth the basis therefore, and satisfying any other requirements under applicable law. If any authority seeks to collect any such tax or fee that the purchasing Party has determined and certified not to be payable, or any such tax or fee that was not billed by the providing Party, the purchasing Party may contest the same in good faith, at its own expense. In any such contest, the purchasing Party shall promptly furnish the providing Party with copies of all filings in any proceeding, protest, or legal challenge, all rulings issued in connection therewith, and all correspondence between the purchasing Party and the taxing authority.
- 27.3.4. In the event that all or any portion of an amount sought to be collected must be paid in order to contest the imposition of any such tax or fee, or to avoid the existence of a lien on the assets of the providing Party during the pendency of such contest, the purchasing Party shall be responsible for such payment and shall be entitled to the benefit of any refund or recovery.
- 27.3.5. If it is ultimately determined that any additional amount of such a tax or fee is due to the imposing authority, the purchasing Party shall pay such additional amount, including any interest and penalties thereon.
- 27.3.6. Notwithstanding any provision to the contrary, the purchasing Party shall protect,

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indemnify and hold harmless (and defend at the purchasing Party's expense) the providing Party from and against any such tax or fee, interest or penalties thereon, or other charges or payable expenses (including reasonable attorney fees) with respect thereto, which are incurred by the providing Party in connection with any claim for or contest of any such tax or fee.

- 27.3.7. Each Party shall notify the other Party in writing of any assessment, proposed assessment or other claim for any additional amount of such a tax or fee by a taxing authority; such notice to be provided, if possible, at least ten (10) Days prior to the date by which a response, protest or other appeal must be filed, but in no event later than thirty (30) Days after receipt of such assessment, proposed assessment or claim.

27.4. Taxes and Fees Imposed on Providing Party But Passed On To Purchasing Party.

- 27.4.1. Taxes and fees imposed on the providing Party, which are permitted or required to be passed on by the providing Party to its customer, shall be borne by the purchasing Party.
- 27.4.2. To the extent permitted by applicable law, any such taxes and/or fees shall be shown as separate items on applicable billing documents between the Parties. Notwithstanding the foregoing, the purchasing Party shall remain liable for any such taxes and fees regardless of whether they are actually billed by the providing Party at the time that the respective service is billed.
- 27.4.3. If the purchasing Party disagrees with the providing Party's determination as to the application or basis for any such tax or fee, the Parties shall consult with respect to the imposition and billing of such tax or fee. Notwithstanding the foregoing, the providing Party shall retain ultimate responsibility for determining whether and to what extent any such taxes or fees are applicable, and the purchasing Party shall abide by such determination and pay such taxes or fees to the providing Party; provided, however, that, if the purchasing Party disagrees with such determination made by the providing Party, the purchasing Party may seek resolution of such disagreement in accordance with Section 25 (Dispute Resolution). The providing Party shall further retain ultimate responsibility for determining whether and how to contest the imposition of such taxes and fees; provided, however, that any such contest undertaken at the request of the purchasing Party shall be at the purchasing Party's expense.
- 27.4.4. In the event that all or any portion of an amount sought to be collected must be paid in order to contest the imposition of any such tax or fee, or to avoid the existence of a lien on the assets of the providing Party during the pendency of such contest, the purchasing Party shall be responsible for such payment and shall be entitled to the benefit of any refund or recovery.
- 27.4.5. If it is ultimately determined that any additional amount of such a tax or fee is due to the imposing authority, the purchasing Party shall pay such additional amount. The purchasing Party shall also pay any interest and penalties associated with such additional amount if the providing Party failed to pay such amount in reliance upon erroneous information provided by the purchasing Party, but the providing Party shall otherwise pay such interest and penalties, or if the providing Party is required to pass on such taxes or fees.
- 27.4.6. Notwithstanding any provision to the contrary, the purchasing Party shall protect, indemnify and hold harmless (and defend at the purchasing Party's expense) the providing Party from and against any such tax or fee, interest or penalties thereon, or other reasonable charges or payable expenses (including reasonable attorneys' fees) with respect thereto, which are incurred by the providing Party in connection with any claim for or contest of any such tax or fee undertaken at the request of the purchasing Party.

27.4.7. Each Party shall notify the other Party in writing of any assessment, proposed assessment or other claim for any additional amount of such a tax or fee by a taxing authority; such notice to be provided, if possible, at least ten (10) Days prior to the date by which a response, protest or other appeal must be filed, but in no event later than thirty (30) Days after receipt of such assessment, proposed assessment or claim.

27.5. In any contest of a tax or fee by one Party, the other Party shall cooperate fully by providing records, testimony and such additional information or assistance as may reasonably be necessary to pursue the contest. Further, the other Party shall be reimbursed for any reasonable and necessary out-of-pocket copying and travel expenses incurred in assisting in such contest.

27.6. To the extent a sale is claimed to be for resale and thus subject to tax exemption, the purchasing Party shall furnish the providing Party a proper resale tax exemption certificate as authorized or required by statute or regulation of the jurisdiction providing said resale tax exemption. If Applicable Law excludes or exempts a purchase of services under this Agreement from a Tax, but does not also provide an exemption procedure, then the providing Party will not collect such Tax if the purchasing Party furnishes the providing Party with a letter or other evidence of exemption, reasonably satisfactory to the providing Party, claiming an exemption and identifying the Applicable Law that both allows such exemption and does not require an exemption certificate. If the exemption is later found to be invalid by the applicable jurisdiction, then the purchasing Party shall pay any tax, interest and/or penalty that is determined to be due, and shall be responsible for any costs incurred by the providing Party, including but not limited to reasonable attorneys' fees.

28. AMENDMENTS AND MODIFICATIONS

28.1. No provision of this Agreement shall be deemed waived, amended or modified by either Party unless such a waiver, amendment or modification is in writing, dated, and signed by the Party to be bound thereby.

29. SEVERABILITY

29.1. Subject to Section 4.2, if any part of this Agreement is held to be invalid, void or unenforceable for any reason, such invalidity will affect only the portion of this Agreement which is invalid. In all other respects this Agreement will stand as if such invalid provision had not been a part thereof, and the remainder of the Agreement shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.

30. HEADINGS NOT CONTROLLING

30.1. The headings and numbering of Sections and Parts in this Agreement are for convenience only and shall not be construed to define or limit any of the terms herein or affect the meaning or interpretation of this Agreement.

31. ENTIRE AGREEMENT

31.1. This Agreement, including all Parts and subordinate documents attached hereto or referenced herein, constitute the entire agreement between the Parties with respect to the subject matter hereof, and supersede all prior oral or written agreements, representations, statements, negotiations, understandings, proposals, and undertakings with respect to the subject matter hereof.

32. SUCCESSORS AND ASSIGNS

32.1. Subject to the terms of this Agreement, CenturyLink and CLEC agree this Agreement shall be binding upon, and inure to the benefit of, the Parties hereto and their respective successors and

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permitted assigns.

33. IMPLEMENTATION PLAN

- 33.1. This Agreement sets forth the overall standards of performance for the services, processes, and systems capabilities that the Parties will provide to each other, and the intervals at which those services, processes and capabilities will be provided. The Parties understand that the arrangements and provision of services described in this Agreement shall require technical and operational coordination between the Parties. Accordingly, the Parties agree to form a team (the "Implementation Team") which shall develop and identify those processes, guidelines, specifications, standards and additional terms and conditions necessary to support and satisfy the standards set forth in this Agreement and implement each Party's obligations hereunder.
- 33.2. Dispute Resolution. If the Implementation Team is unable to agree upon any of the matters to be included in the Implementation Plan, then either Party may invoke the procedures set forth in Part B Section 25.

34. FEDERAL JURISDICTIONAL AREAS

- 34.1. Article 1, §8, Clause 17 of the United States Constitution provides the authority to Congress to exercise exclusive jurisdiction over areas and structures used for military purposes (Federal Enclaves). Thus, Telecommunications Services to such Federal Enclaves are not subject to the jurisdiction of the Commission. The Parties agree that Services provided within Federal Enclaves are not within the scope of this Agreement.

PART C – GENERAL PRINCIPLES

35. USE OF FACILITIES

35.1. To the extent that CLEC does not engage in the resale of CenturyLink's local service or the leasing of Local Loops as Unbundled Network Elements, the procedures described in this Section 35 shall not be applicable to CLEC or to CLEC's facilities. Subject to the foregoing, in situations where a competitive LEC has the use of the facilities (*i.e.*, Local Loop) to a specific customer premise, either through resale of local service or the lease of the Local Loop as an Unbundled Network Element, and CenturyLink receives a good faith request for service from a customer at the same premise or from another carrier with the appropriate customer authorization, the procedures below will apply.

35.1.1. CenturyLink will process such orders and provision services consistent with the terms contained in Part J of this Agreement.

35.1.2. Where CLEC is using a single facility to provide service to multiple end user customers, CenturyLink will not disconnect that facility as a result of the following procedures.

35.1.3. CenturyLink will follow methods prescribed by the FCC and any applicable state regulation for carrier change verification.

35.1.4. Customer with Existing Service Changing Local Service Provider:

- (a) In situations where a competitive LEC submits an order for an end user customer that is changing local service providers for existing service, and is not adding service (*i.e.*, an additional line), CenturyLink will process the service request without delay, and provide the losing competitive LEC a customer loss notification consistent with industry standards.

35.1.5. Customer with Existing Service Adding New Service

- (a) In situations where an order is submitted for an end user customer adding service to existing service (*i.e.*, an additional line), the order should be marked as an additional line and existing facilities will not be affected.

35.1.6. Customer Requesting New Service where Previous Customer has Abandoned Service

- (a) The following applies in the case where an end user customer vacates premises without notifying the local service provider and a new end user customer moves into the vacated premises and orders new service from a local service provider and neither CenturyLink nor the previous local service provider are aware that the original end user customer has abandoned the service in place.
- (b) When a carrier requests service at a location and marks the order as abandoned and CLEC is the previous local service provider, CenturyLink shall notify CLEC via fax that it has had a request for service at the premise location that is currently being served by CLEC;
- (c) If available to CenturyLink, CenturyLink shall include the name and address of the party receiving service at such locations, but at a minimum shall provide local service address location information;
- (d) If CLEC does not respond within twenty-four (24) hours (excluding weekends and holidays) after receiving CenturyLink's notification or if CLEC responds relinquishing the facilities, CenturyLink shall be free to use the facilities in

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question and CenturyLink shall issue a disconnect order with respect to the CLEC service at that location. If CLEC responds stating that the service is working and should not be disconnected, CenturyLink will notify the carrier ordering service and request verification of the address and location or the submission of an order for an additional line.

36. PRICE SCHEDULE

- 36.1. All prices under this Agreement set forth in the attachment designated Table One of this Agreement are hereby incorporated into, and made a part of, this Agreement. If this Agreement provides for a service that does not have a corresponding rate in Table One, or is not subject to Section 42, CenturyLink will develop a rate consistent with Section 43.
- 36.2. Subject to the provisions of Section 4 of this Agreement, all rates provided under this Agreement shall remain in effect for the term of this Agreement.
- 36.3. Local Service Resale:
- CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for the Resale of CenturyLink's Local Service, and CLEC will not order any Resale service unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such Resale service.
- 36.4. Unbundled Network Elements:
- CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for unbundled network elements, and CLEC will not order any unbundled network elements unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such unbundled network elements.
- 36.5. Collocation:
- CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for collocation, and CLEC will not order any collocation unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such collocation.
- 36.6. Call Related Databases
- The charges that CLEC shall pay to CenturyLink for Call Related Databases purchased pursuant to Part J are set forth in Table One of this Agreement.

37. SECURITY DEPOSIT

- 37.1. CenturyLink reserves the right to secure the account with a suitable security deposit in the form and amounts set forth herein.
- 37.2. Security deposits may take the form of one or more of the following, (i) cash; (ii) cash equivalent; (iii) an irrevocable letter of credit; or (iv) another form of security acceptable to CenturyLink. The selection of which form of deposit CLEC remits shall be at CLEC's sole discretion, provided that any form other than (i), (ii), or (iii) above shall be subject to CenturyLink's consent.
- 37.3. If a security deposit is required on a new account, CLEC will remit such security deposit prior to inauguration of service. If a security deposit is requested for an account established under the Prior Agreement, payment of the security deposit will be made prior to acceptance by CenturyLink of additional orders for service.
- 37.4. Security deposits shall be in an amount equal to twice the monthly average of the last six (6) months' invoices from CenturyLink under the Prior and/or current Agreement, as the case may be.

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All security deposits will be subject to a minimum deposit level of \$10,000.

- 37.5. The fact that a security deposit has been made in no way relieves CLEC from complying with the provisions of this Agreement for the payment of bills.
- 37.6. CenturyLink may increase the security deposit requirements when gross monthly billing has increased beyond the level initially used to determine the security deposit; provided, however, no increased security deposit requested by CenturyLink shall be more than twice the monthly average of the last six (6) months' invoices from CenturyLink. If payment of the additional security deposit amount is not made within thirty (30) Days of the request, CenturyLink may stop processing orders for service and CLEC will be considered in breach of the Agreement.
- 37.7. Any security deposit shall be held by CenturyLink as a guarantee of payment of any charges for services billed to CLEC pursuant to this Agreement. CenturyLink may exercise its right to credit any cash deposit to CLEC's account, or to demand payment from the issuing bank or bonding company of any irrevocable bank letter of credit, upon the occurrence of any one of the following events:
 - 37.7.1. when CLEC's undisputed balances due to CenturyLink are more than thirty (30) Days past due; or
 - 37.7.2. when CLEC files for protection under the bankruptcy laws; or
 - 37.7.3. when an involuntary petition in bankruptcy is filed against CLEC and is not dismissed within sixty (60) Days;
 - 37.7.4. when this Agreement expires or terminates;
 - 37.7.5. any letter of credit issued hereunder or any bank issuing a letter of credit hereunder (each, a "Letter of Credit Bank") fails to meet the terms, conditions, and requirements set forth below in this Section; or
 - 37.7.6. CLEC fails to provide CenturyLink with a replacement letter of credit on the terms set forth herein at least ten (10) Business Days prior to the expiration of any letter of credit issued to CenturyLink hereunder.
- 37.8. If any security deposit held by CenturyLink is applied as a credit toward payment of CLEC's balances due to CenturyLink, then CenturyLink may require the CLEC to provide a new deposit. If payment of the new deposit is not made within thirty (30) Days of the request, CenturyLink may stop processing orders for service and CLEC will be considered in breach of the Agreement.
- 37.9. Any security deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service. At the termination of this Agreement the security deposit will be returned to the CLEC, unless there are amounts due and not yet paid. No interest will accrue or be paid on deposits.
- 37.10. Any letter of credit issued to CenturyLink hereunder must meet the following requirements:
 - 37.10.1. The bank issuing any letter of credit hereunder (the "Letter of Credit Bank") must maintain a minimum credit rating of A (by Standard & Poor's) or A2 (by Moody's). If CLEC proposes that the letter of credit be issued by a bank that is not so rated by Standard & Poor's or Moody's, then CLEC must obtain the prior written approval by CenturyLink to use such bank as the Letter of Credit Bank.
 - 37.10.2. The original letter of credit shall be in such form and on terms that are acceptable to CenturyLink and must include an automatic one-year renewal extension.
 - 37.10.3. If CLEC receives notice from the Letter of Credit Bank of any non-renewal of a letter of

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credit issued hereunder, then CLEC shall promptly notify CenturyLink of such notice of non-renewal. Not later than ten (10) Business Days prior to the expiration of the letter of credit, CLEC shall provide CenturyLink a replacement letter of credit on substantially identical terms to the existing letter of credit (or such other terms as are acceptable to CenturyLink). If CLEC provides a replacement letter of credit not later than 10 Business Days prior to the expiration of the expiring letter of credit, then CenturyLink shall not make a drawing under the expiring letter of credit. Upon receipt of a replacement letter of credit meeting the requirements set forth in this Agreement, CenturyLink will provide the original, expiring letter of credit to CLEC.

- 37.10.4. If CLEC desires to replace any letter of credit issued to CenturyLink hereunder, whether due to non-renewal or otherwise, each such replacement letter of credit and the Letter of Credit Bank issuing such replacement letter of credit must meet the terms, conditions and requirements set forth in this Section.

PART D – LOCAL RESALE

This Part D Intentionally Omitted: CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for the Resale of CenturyLink's Local Service, and CLEC will not order any Resale service unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such service.

38. [INTENTIONALLY OMITTED.]

39. [INTENTIONALLY OMITTED.]

PART E – UNBUNDLED NETWORK ELEMENTS

40. GENERAL

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for unbundled network elements, and CLEC will not order any unbundled network elements unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such unbundled network elements.

41. [INTENTIONALLY OMITTED.]

42. [INTENTIONALLY OMITTED.]

43. INDIVIDUAL CASE BASIS PRICING

43.1. Individual Case Basis (ICB) pricing will be provided by CenturyLink upon request from the CLEC for customer specific rates or terms for network services and features for UNEs that are not otherwise provided for in this Agreement.

43.2. CenturyLink will process ICB Pricing requests upon receipt from the CLEC. CenturyLink will provide CLEC a price quote within thirty (30) Business Days from the receipt of the request. Price quote intervals may vary depending upon the complexity of the request but shall not exceed thirty (30) Business Days from the receipt of the request.

44. NETWORK INTERFACE DEVICE

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to order or use CenturyLink's NID as an unbundled network element, and CLEC will not order or use any CenturyLink NID facilities as a UNE unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such facilities. Other terms and provisions governing the Parties' rights and obligations with respect to any NIDs installed by either Party are set forth in Section 76.

45. LOOP:

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to access CenturyLink's Loop facilities, and CLEC will not order any Loop facilities unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such facilities.

46. SUBLOOPS:

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to access CenturyLink's Subloop facilities, and CLEC will not order any subloop facilities unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such facilities.

47. OPERATIONS SUPPORT SYSTEMS (OSS)

47.1. CenturyLink will offer unbundled access to CenturyLink's operations support systems to the extent technically feasible in a non-discriminatory manner at Parity. OSS consists of pre-ordering, ordering, provisioning, maintenance and repair, and billing functions supported by CenturyLink's databases and information.

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48. LOOP MAKE-UP INFORMATION:

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to access CenturyLink's Loop facilities, and CLEC will not order any Loop facilities unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such facilities.

49. LOCAL CIRCUIT SWITCHING:

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to access CenturyLink's Local Circuit Switching, and CLEC will not order any Local Circuit Switching unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such Service.

50. DEDICATED TRANSPORT:

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to obtain Dedicated Transport service from CenturyLink, and CLEC will not order any Dedicated Transport service unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such service.

51. COMMINGLING:

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to commingle UNEs with wholesale services purchased from CenturyLink, and CLEC will not attempt to order any UNE's for purposes of commingling such UNEs with wholesale services unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such commingling.

52. LINE SPLITTING

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to obtain a Line Splitting arrangement from CenturyLink, and CLEC will not order any Line Splitting service unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such service.

53. UNE COMBINATIONS

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to order UNE combinations (including EELs) from CenturyLink, and CLEC will not order any combination of UNEs unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such services.

54. MODIFICATIONS TO CENTURYLINK'S EXISTING NETWORK:

CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for making modifications to CenturyLink's network in connection with CenturyLink's provision of unbundled network elements, and CLEC will not request any such modifications unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such modifications.

PART F – INTERCONNECTION

55. LOCAL INTERCONNECTION TRUNK ARRANGEMENT

- 55.1. The Parties shall reciprocally terminate Local Traffic, ISP-Bound Traffic, and IntraLATA/InterLATA toll calls originating on the other Party's network as follows:
- 55.1.1. With respect to any new trunking arrangements that are established after the Effective Date of this Agreement, the Parties agree to use and shall make available to each other bi-directional trunks for the reciprocal exchange of combined Local Traffic, ISP-Bound Traffic and non-equal access IntraLATA toll traffic, subject to any engineering, billing or other constraints; provided, however, that each Party reserves the right to use one-way trunks for the delivery of its originated Local Traffic, ISP-Bound Traffic and IntraLATA/InterLATA toll traffic to the other Party. Should either Party use one-way trunks for the delivery of its originated Local Traffic, ISP-Bound Traffic and IntraLATA/InterLATA toll traffic, that Party will accept one-way trunks from the other Party over the same facilities, or if those specific facilities are not available, over similar facilities terminating to the same switch location. One-way traffic in both directions will not change the compensation for facilities noted in Section 55.2.
- 55.1.2. With respect to any two-way trunks (one-way trunks directionalized in each direction) and one-way trunks for local services that are established between the Parties as of the Effective Date, the Parties will transition such trunks to bi-directional trunks in accordance with the following:
- (a) The Parties understand that conversion of trunking arrangements from directionalized to bi-directional requires technical and operational coordination between the Parties. Accordingly, the Parties agree to work together to develop a plan, to identify processes, guidelines, specifications, time frames and additional terms and conditions necessary to support and satisfy the standards set forth in the Agreement and implement the conversion of trunking arrangements (the "Conversion Plan");
 - (b) The Conversion Plan will identify all trunks to be converted from directionalized to bi-directional arrangements. CLEC agrees that the trunks which shall be converted will include end office two-way trunks (one-way trunks directionalized in each direction) and one-way trunks for local services which subtend a tandem and will also include tandem two-way trunks (one-way trunks directionalized in each direction) and one-way trunks for local services.
 - (c) In addition to applicable tariff/contract rates, CLEC agrees to pay the conversion charges listed in Table One to compensate CenturyLink for the labor involved in the conversion.
 - (d) After reviewing the trunking arrangements between the Parties that are existing as of the Effective Date, the Parties acknowledge and agree that there are no two-way trunks (one-way trunks directionalized in each direction) or one-way trunks for local services that are existing between the Parties as of the Effective Date that are subject to conversion in accordance with this Section 55.1.2.
- 55.1.3. Neither Party is obligated under this Agreement to order reciprocal trunks or build facilities in the establishment of interconnection arrangements for the delivery of ISP-bound Traffic, other than ISP-bound Traffic that is originated at a geographic location and is terminated at a geographic location within CenturyLink's local calling area, or mandatory extended area service (EAS) area, as defined by the Commission or, if not defined by the Commission, then as defined in existing CenturyLink tariffs ("Local ISP-

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bound Traffic"). Local ISP-bound Traffic shall not include VNXX Traffic. With respect to the exchange of ISP-bound traffic, but not Local ISP-bound Traffic, the Party serving the Internet service provider shall be required to order trunks or facilities from the appropriate tariff of the other Party for such purposes and will be obligated to pay the full cost of such trunks or facilities.

- 55.1.4. The Parties will make available to each other separate two-way trunks for the exchange of equal-access InterLATA or IntraLATA interexchange traffic.
- 55.1.5. Separate trunks must be utilized for connecting CLEC's switch to each 911/E911 tandem. The facilities for such trunks shall be ordered from CenturyLink's access tariff, provided however, that CLEC may provision the 911/E911 trunks over the same facilities that the CLEC establishes for the transport of non-emergency Local Traffic from the CLEC's switch to the tandem(s) in question, in which event the 911/E911 trunks may be ordered at the same pricing which is applicable to such facility.
- 55.1.6. Subject to Section 55.1.8 below, an interconnection facility for the exchange of Local Traffic and ISP-Bound Traffic will be provided by CenturyLink at cost-based rates calculated in accordance with TELRIC.
- 55.1.7. Subject to Section 55.1.8 below, to the extent a facility is used by a Party to backhaul UNEs to such Party's switch, such facility may be billed pursuant to the access tariff of the Party from whom such facility was ordered.
- 55.1.8. If a single facility is ordered by a Party to provide interconnection as described in Section 55.1.6 and to backhaul UNEs as described in Section 55.1.7 (or other services not described in Section 55.1.6), then the entire facility must be ordered at tariffed rates (except as may otherwise be provided under Section 55.1.5 pertaining to 911 trunks).

55.2. Direct Interconnection Requirements

- 55.2.1. Point of Interconnection. CLEC must establish a minimum of one POI within each LATA. CLEC may interconnect with CenturyLink at any technically feasible point designated by CLEC on CenturyLink's network. Where CenturyLink has facilities connecting its tandems that have sufficient capacity for CLEC's forecasted traffic, CLEC may interconnect with CenturyLink at any technically feasible point on CenturyLink's network, as designated by CLEC. If sufficient capacity is not available on such facilities or facilities do not exist, or if CLEC's use of any meet-point facilities between CenturyLink and another LEC would entitle the other LEC to change the compensation arrangement for the meet-point facility from bill and keep or otherwise increase the charges related to usage of such facility, CLEC shall establish additional POIs at the CenturyLink tandems where CLEC desires to interconnect with CenturyLink's network. In addition, CLEC shall establish additional POIs under the following circumstances:
 - (a) CLEC shall establish an additional POI that is specifically devoted to any CenturyLink Tandem where the amount of traffic exchanged between the Parties that originates from or terminates to a Party's end-users that are served by such Tandem or that transits through such Tandem exceeds a DS3 equivalent of traffic.
 - (b) CLEC shall establish an additional POI within or at the border of the CenturyLink local service area of any CenturyLink end office that subtends a non-CenturyLink tandem under the circumstances described in Section 60.1.4.
- 55.2.2. CLEC will be responsible for engineering and maintaining its network on its side of the POI. CenturyLink will be responsible for engineering and maintaining its network on its side of the POI. Each Party is financially responsible for transport on its side of the POI.

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55.2.3. Each Party is financially responsible for transporting its originated traffic to the POI.

55.2.4. The Parties may interconnect at a mid-span meet subject to the following terms, conditions and provisions:

- (a) The mid-span meet point, as proposed, must be technically feasible and shall be subject to reasonable engineering, environmental, safety and security requirements.
- (b) The mid-span meet point must be within or at CenturyLink's exchange boundary, unless the Parties agree otherwise.
- (c) The construction of new facilities for a mid-span meet is only applicable when traffic is roughly balanced. Notwithstanding any provision in this Agreement to the contrary, when the Parties interconnect using a mid-span meet, each Party will be financially responsible for the facilities on its side of the mid-span meet and will not bill the other Party for any portion of those facilities.
- (d) Each Party will be responsible for extending its existing network to the mid-span meet point. The construction and equipment which is needed at the mid-span meet point itself (*i.e.*, apart from the extension of the Parties' respective networks to such point), including any patch panel, enclosure, splicing and other materials or work, shall be shared equally (50-50%) between the Parties.
- (e) CenturyLink will be the "controlling carrier" for purposes of MECOD guidelines, as described in the joint implementation plan.
- (f) The location, equipment and work needed to establish the mid-span meet point shall be subject to mutual agreement of the Parties.

55.2.5. If third party (*i.e.*, Competitive Access Provider or "CAP") leased facilities are used for interconnection, the POI will be deemed to be located at the CenturyLink office in which the third party's leased circuit terminates.

55.2.6. If CLEC chooses to interconnect with CenturyLink using a meet-point arrangement (*i.e.*, facilities jointly provisioned by CenturyLink and a third party LEC), CLEC will order those facilities that are wholly within CenturyLink's serving territory from CenturyLink's access tariff.

55.2.7. The CLEC shall be required to establish a CLLI Code for the message/switch ACTL at the CenturyLink wire center where the interconnection circuit terminates.

55.3. Technical Requirements for Interconnection

55.3.1. Interconnection at the CenturyLink Tandem

- (a) Interconnection to CenturyLink Tandem Switch(es) will provide CLEC local interconnection for local service purposes to the CenturyLink end offices and NXXs which subtend that tandem(s), where local trunking is provided, and access to the toll network.
- (b) Interconnection to a CenturyLink Tandem for transit purposes will provide access to telecommunications carriers which are connected to that Tandem Switch.
- (c) Where a CenturyLink Tandem Switch also provides End-Office Switch functions, interconnection to a CenturyLink tandem serving that exchange will also provide CLEC access to CenturyLink's end offices.

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- (d) the CLEC is responsible for provisioning its traffic to interface into CenturyLink's switch port at the DS1 level, including any MUXing necessary for such purposes.
- (e) Interconnection to a CenturyLink Tandem Switch through use of a mid-span meet shall be subject to the interconnection arrangements described in this Section 55.3.1.

55.3.2. Interconnection at the CenturyLink End Office

- (a) Interconnection to CenturyLink End Office Switch will provide CLEC local interconnection for local service purposes to the CenturyLink NXX codes served by that end office and any CenturyLink NXXs served by remotes that subtend those End Offices.
- (b) The CLEC is responsible for provisioning its traffic to interface into CenturyLink's switch port at the DS1 level, including any MUXing necessary for such purposes.
- (c) Interconnection to a CenturyLink End Office Switch through use of a mid-span meet shall be subject to the interconnection arrangements described in this Section 55.3.2.

55.4. Transit Traffic

Transit Service means the delivery of Transit Traffic, *i.e.* Local Traffic or ISP-Bound Traffic originated by CLEC and terminated to a third party LEC, ILEC, or CMRS provider, or originated by a third party and terminated to CLEC, using CenturyLink's tandem switch over the local/intraLATA interconnection trunks.

55.4.1. Where indirectly interconnected parties have an interconnection to the same CenturyLink tandem, CenturyLink will provide Transit Services for CLEC's connection of its end user to a locally-dialed end user of: (1) another LEC, (2) an ILEC other than CenturyLink, and (3) CMRS carriers. CLEC agrees not to route Transit Traffic to a non-CenturyLink tandem (*i.e.*, double tandem transit traffic) where the NPA-NXX of the number called is rated within CenturyLink's tandem serving area and, to the extent CLEC first routes such Transit Traffic to a non-CenturyLink tandem, CLEC shall reimburse CenturyLink for any terminating compensation charged to CenturyLink by a terminating carrier as a result of any such double tandem Transit Traffic routed by CLEC. CenturyLink agrees to cooperate with CLEC, upon request, to assist CLEC in investigating, confirming and/or disputing any terminating compensation charges that are not legitimate, lawful and/or accurate charges.

55.4.2. CenturyLink may require separate trunking for the delivery of such Transit Traffic in order to accurately measure and bill it.

55.4.3. Terms and Conditions

- (a) Each Party acknowledges that a third-party carrier may block Transit Traffic. To the extent traffic is blocked by a terminating third party, CLEC shall be responsible for resolving the dispute, but CenturyLink agrees to provide reasonable information and cooperation in such resolution. CLEC acknowledges that CenturyLink does not have any responsibility to pay any third-party carrier charges for termination of any identifiable Transit Traffic originated by CLEC. Each Party acknowledges that it is CLEC's responsibility to enter into arrangements with each third party ILEC, LEC, or CMRS provider with respect to CLEC's delivery of Transit Traffic to that third party.

55.4.4. Payment Terms and Conditions

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- (a) The originating Party shall pay to CenturyLink a transit service charge as set forth in Table One. CLEC shall pay a transit rate as set forth in Table One of this Part when CLEC uses a CenturyLink access tandem to deliver a local or ISP-bound call to a third party LEC, CLEC or CMRS provider.

55.4.5. Billing Records and Exchange of Data

- (a) The Parties will use commercially reasonable efforts to deliver each Transit Traffic call to the other Party's network with SS7 Common Channel Interoffice Signaling (CCIS) and other appropriate TCAP messages in order to facilitate full interoperability and billing functions. The Parties agree to send all message indicators, including originating telephone number, local routing number and CIC.
- (b) Upon request and to the extent possible, CenturyLink agrees to provide CLEC information on Transit Traffic originated by a third party ILEC, LEC or CMRS provider. If CLEC requests such information and only to the extent CenturyLink incurs additional cost in providing this billing information, CLEC agrees to reimburse CenturyLink for its direct costs of providing this information.
- (c) To the extent that the industry adopts a standard record format for recording originating and/or terminating Transit Traffic calls, both Parties agree to comply with the industry-adopted format to exchange records.

55.4.6. Notwithstanding any other provision to the contrary, CenturyLink reserves the right to condition its provision of Transit Service through a particular CenturyLink tandem or require CLEC to find an alternate route for CLEC's traffic that is transited through such CenturyLink tandem if the tandem is at or approaching capacity limitations. These limitations may include but are not limited to a lack of trunk port capacity or processor capacity based on the then existing tandem and network configuration. CLEC will establish an alternate route for such traffic by the later of (i) sixty (60) Days after CenturyLink notifies CLEC of the requirement to find alternate routing, (ii) the date established by CenturyLink in any notification distributed to all telecommunications carriers using CenturyLink's transit service through the affected tandem, and (iii) the date (if any) established or approved by the Commission for CenturyLink's limitation of transit service through the affected tandem. If CLEC has not implemented alternative routing of such traffic by the later of the dates set forth in the immediately preceding sentence, CenturyLink may thereafter limit or discontinue providing transit service to CLEC through the affected tandem. Any condition imposed by CenturyLink upon Transit Service as described in this Section 55.4.6 shall be applied by CenturyLink to all telecommunications carriers using transit service through the affected tandem in a non-discriminatory manner.

56. INTERCARRIER COMPENSATION

- 56.1. The Parties agree that Local Traffic and ISP-Bound Traffic originating on each Party's network that is delivered for termination on the other Party's network is expected to be roughly balanced and, in light of the total anticipated volume of such Local Traffic and ISP-Bound Traffic, that the net amount of any reciprocal compensation for the transport and termination of such Local Traffic and ISP-Bound Traffic is expected to be *de minimis*. Accordingly, except as otherwise provided in Section 56, the Parties agree to "Bill and Keep" for mutual reciprocal compensation for the exchange of Local Traffic and ISP-Bound Traffic which originates on the network of one Party and terminates on the network of the other Party. Under Bill and Keep, each Party retains the revenues it receives from end user customers, and neither Party pays the other Party for terminating Local Traffic and ISP-Bound Traffic.

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- 56.1.1. Either Party may request at any time, but not more often than once in any consecutive twelve (12) month period, a traffic study to determine the relative volumes of Local Traffic and ISP-Bound Traffic originating on each Party's network that are delivered for termination on the other Party's network. If such traffic study determines that the volume of Local Traffic and ISP-Bound Traffic is out of balance to the extent that one Party is terminating fifty-five percent (55%) or more of the total volume of Local Traffic and ISP-Bound Traffic exchanged per month for three (3) consecutive months, then until another traffic study establishes that the volume of Local Traffic and ISP-Bound Traffic is no longer out of balance, each Party shall compensate the other Party for the transport and termination of Local Traffic and ISP-Bound Traffic at the reciprocal compensation rate set forth in Table One of this Agreement; provided, however, that, if CenturyLink opts-into the FCC opt-in rate (*i.e.*, \$0.0007) for ISP-Bound Traffic in the state for which this Agreement is applicable pursuant to the FCC's ISP Remand Order, then each Party shall compensate the other Party for the transport and termination of Local Traffic and ISP-Bound Traffic as follows: (i) for traffic that does not exceed the 3:1 ratio, the rates set forth in Table One of this Agreement shall apply, unless the traffic is balanced within 10% as described above, in which case it shall be bill and keep, and (ii) for traffic which exceeds the 3:1 ratio, the reciprocal compensation rate of \$0.0007 per minute shall be used instead of the rate set forth in Table One of this Agreement.
- 56.2. Compensation for the termination of toll traffic and the origination of 800 traffic between the interconnecting parties shall be based on the applicable access charges in accordance with FCC and Commission Rules and Regulations and consistent with the provisions of Part F of this Agreement. If CLEC is acting as an IXC and a competitive local exchange carrier, CLEC must have a unique CIC for each type of service order. Specifically, CLEC must have two CICs, one that is used for ordering IXC facilities for interexchange toll traffic and one that is used to order facilities for local exchange traffic.
- 56.3. VNXX Traffic is not Local Traffic for purposes of intercarrier compensation, and such VNXX Traffic shall not be subject to reciprocal compensation, nor shall such VNXX Traffic be subject to the FCC opt-in rate (*i.e.*, \$0.0007) for ISP-Bound Traffic in states where CenturyLink has opted-into the FCC's ISP Remand Order. VNXX Traffic shall be subject to the originating carrier's originating access rates which shall be payable by the Party providing VNXX Service. For purposes of this Agreement, any references to ISP-Bound Traffic shall not be deemed to include VNXX Traffic unless specifically stated otherwise.
- 56.3.1. The Parties agree that (i) 0% of the total CenturyLink-originated/CLEC-terminated traffic shall be deemed to occur via a VNXX arrangement, and (ii) 0% of the total CLEC-originated/CenturyLink-terminated traffic shall be deemed to occur via a VNXX arrangement.
- 56.3.2. Either Party may perform traffic studies at any time to verify the percentages set forth above. Each Party will provide data necessary to determine the geographic location of its customers when requested to assist with a VNXX traffic study. Should the traffic study indicate that the percentage applicable to a Party should be changed, the Parties agree to implement the correct percentage on a prospective basis (*i.e.*, from the date of the traffic study) pursuant to written notice, without amending the Agreement.
- 56.4. Local Calling Platform ("LCP") traffic is not Local Traffic for purposes of intercarrier compensation, and such LCP traffic shall not be subject to reciprocal compensation. LCP traffic shall be subject to the originating carrier's originating access rates which shall be payable by the Party owning the number for the intermediate platform (*i.e.*, the first number dialed by the originating end-user).
- 56.4.1. The Parties agree that (i) 0% of the total CenturyLink-originated/CLEC-terminated traffic shall be deemed LCP traffic and (ii) 0% of the total CLEC-

originated/CenturyLink-terminated traffic shall be deemed LCP traffic.

- 56.4.2. Either Party may perform traffic studies at any time to verify the percentages set forth above. Each Party will provide data necessary to determine the geographic location associated with the telephone number to which a call was ultimately completed, as distinct from the number of the intermediate platform. Should the traffic study indicate that the percentage should be changed, the Parties agree to implement the correct percentage on a prospective basis (*i.e.*, from the date of the traffic study) pursuant to written notice, without amending the Agreement.
- 56.5. Voice calls that are transmitted, in whole or in part, via the public Internet or a private IP network (VoIP) shall be compensated in the same manner as voice traffic (*e.g.*, reciprocal compensation, interstate access and intrastate access).
- 56.6. A call placed on a non-local basis (*e.g.*, a toll call or 8yy call) to an ISP shall not be treated as ISP-Bound Traffic for compensation purposes. The Parties agree that, to the extent such "non-Local" ISP calls are placed, that the rates, terms and conditions for IntraLATA and/or InterLATA calling shall apply, including but not limited to rating and routing according to the terminating Parties' Exchange Access intrastate and/or interstate tariffs.
- 56.7. CLEC will identify the Percent Local Usage (PLU) factor on each interconnection order to identify its "Local Traffic," as defined herein, for reciprocal compensation purposes. CenturyLink may request CLEC's traffic study documentation of the PLU at any time to verify the factor, and may compare the documentation to studies developed by CenturyLink. Should the documentation indicate that the factor should be changed, the Parties agree that any changes will be retroactive to traffic for up to the previous two years. For non-local traffic, the Parties agree to exchange traffic and compensate one another based on the rates and elements included in each Party's access tariffs. CLEC will transmit calling party number (CPN) as required by FCC rules (47 CFR 64.1601).
- 56.7.1. To the extent technically feasible, each Party will transmit calling party number (CPN) for each call being terminated on the other's network. If the percentage of calls transmitted with CPN is greater than ninety percent (90%), all calls exchanged without CPN will be billed as local or intrastate in proportion to the MOUs of calls exchanged with CPN. If the percentage of calls transmitted with CPN is less than ninety percent (90%), all calls transmitted without CPN will be billed at intrastate access rates.
- 56.8. [Intentionally Omitted.]
- 56.9. Each Party shall take steps to ensure that all traffic that it delivers to the receiving Party include a call record, and that such call records are transmitted intact to the receiving Party. Neither Party shall: (i) remove call records, (ii) alter or replace call records, (iii) alter or replace jurisdictional information or (iv) insert or add any call record information except as specifically allowed by industry guidelines or as mutually agreed to by the Parties. Using reasonable efforts and to the extent technically feasible, each Party also shall undertake steps to ensure that any service provider who hands off traffic for delivery to the other Party does not: (i) remove call records, (ii) alter or replace call records, (iii) alter or replace jurisdictional information or (iv) insert or add any call record information except as specifically allowed by industry guidelines or as mutually agreed to by the Parties. Neither Party shall knowingly and intentionally (a) strip or alter call records to disguise the jurisdiction of the a call or (b) permit third parties to do so for traffic the Party delivers to the other Party.
- 56.10. Either Party may request an audit of the traffic types exchanged between the Parties. Each Party will provide upon request traffic study documentation of traffic being delivered to the other Party. Audit periods may include the period beginning with the month after the last audit or the Effective Date of the Agreement through, and including, the month prior to the audit request. Traffic study documentation can include records produced either from CenturyLink or CLEC internal recording

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and monitoring systems or from third party vendors that record intercarrier traffic SS7 call records. These audit rights are in addition to the audit rights in Part A of this Agreement

57. SIGNALING NETWORK INTERCONNECTION

- 57.1. CenturyLink will offer interconnection to its signaling transfer points (STPs) for CLEC switches which connect to CenturyLink's STPs via "A" links or for CLEC's "B" or "D" links which are dedicated to the transport of signaling for local interconnection. CenturyLink's signaling service will be charged at tariff rates to carriers that order such service.
- 57.2. Signaling protocol. The Parties will interconnect their networks using SS7 signaling where technically feasible and available as defined in FR 905 Telcordia Standards including ISDN User Part (ISUP) for trunk signaling and TCAP for CCS-based features in the interconnection of their networks. All Network Operations Forum (NOF) adopted standards shall be adhered to.
- 57.3. Standard interconnection facilities shall be Extended Superframe (ESF) with B8ZS line code. Where ESF/B8ZS is not available, CLEC will use other interconnection protocols on an interim basis until the standard ESF/B8ZS is available. CenturyLink will provide anticipated dates of availability for those areas not currently ESF/B8ZS compatible.
- 57.4. Where CLEC is unwilling to utilize an alternate interconnection protocol, CLEC will provide CenturyLink an initial forecast of 64 Kbps clear channel capability ("64K CCC") trunk quantities within thirty (30) Days of the Effective Date consistent with the forecasting agreements between the Parties. Upon receipt of this forecast, the Parties will begin joint planning for the engineering, procurement, and installation of the segregated 64K CCC Local Interconnection Trunk Groups, and the associated ESF facilities, for the sole purpose of transmitting 64K CCC data calls between CLEC and CenturyLink. Where additional equipment is required, such equipment would be obtained, engineered, and installed on the same basis and with the same intervals as any similar growth job for IXC, CLEC, or CenturyLink internal customer demand for 64K CCC trunks.
- 57.5. Signaling Systems
 - 57.5.1. Signaling Link Transport
 - (a) Signaling Link Transport is a set of two or four dedicated 56 Kbps transmission paths between CLEC-designated Signaling Points of Interconnection (SPOI) that provides appropriate physical diversity and a cross connect at a CenturyLink STP site.
 - (b) Technical Requirements. Signaling Link transport shall consist of full duplex mode 56 Kbps transmission paths.
 - 57.5.2. Signaling Transfer Points (STPs). STPs provide functionality that enables the exchange of SS7 messages among and between switching elements, databases and third party signaling transfer points.
- 57.6. Technical Requirements. STPs provide interconnection to the functions of signaling networks or to third party SS7 networks connected to the CenturyLink SS7 network. These functions include:
 - 57.6.1. CenturyLink local switching or Tandem Switching;
 - 57.6.2. CenturyLink Service Control Points (SCPs)/Databases if arranged for under separate agreements;
 - 57.6.3. Third-party local or Tandem Switching systems subject to any additional conditions or terms of the Third Party and
 - 57.6.4. Third party provider STPs subject to any additional conditions or terms of the Third

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Party.

- 57.7. Interface Requirements. CenturyLink shall provide the following STP options to connect CLEC or CLEC-designated local switching systems or STPs to the CenturyLink SS7 network:
- 57.7.1. An A-link interface from CLEC local switching systems; and
 - 57.7.2. B- or D-link interface from CLEC STPs.
 - 57.7.3. Each type of interface shall be provided by one or more sets (layers) of signaling links, as follows:
 - (a) An A-link layer shall consist of two (2) links,
 - (b) A B- or D-link layer shall consist of four (4) links,
- 57.8. Signaling Point of Interconnection (SPOI) for each link shall be located at a cross-connect element, such as a DSX-1, in the Central Office (CO) where the CenturyLink STP is located. Interface to CenturyLink's STP shall be the 56kb rate. The 56kb rate can be part of a larger facility, and CLEC shall pay multiplexing/demultiplexing and channel termination, plus mileage of any leased facility.

58. TRUNK FORECASTING

- 58.1. CLEC shall provide nonbinding forecasts for traffic utilization over trunk groups. Orders for trunks that exceed forecasted quantities for forecasted locations will be accommodated as facilities and/or equipment are available. CenturyLink shall make all reasonable efforts and cooperate in good faith to develop alternative solutions to accommodate orders when facilities are not available. Company forecast information must be provided by CLEC to CenturyLink twice a year. The initial trunk forecast meeting should take place soon after the first implementation meeting. A forecast should be provided at or prior to the first implementation meeting. The semi-annual forecasts shall project trunk gain/loss on a monthly basis for the forecast period, and shall include:
- 58.1.1. Semi-annual forecasted trunk quantities (which include baseline data that reflect actual Tandem and end office Local Interconnection and meet point trunks and Tandem-subtending Local Interconnection end office equivalent trunk requirements) for no more than two years (current plus one year);
 - 58.1.2. The use of Common Language Location Identifier (CLLI-MSG), which are described in Telcordia documents BR 795-100-100 and BR 795-400-100;
 - 58.1.3. Description of major network projects that affect the other Party will be provided in the semi-annual forecasts. Major network projects include but are not limited to trunking or network rearrangements, shifts in anticipated traffic patterns, or other activities by CLEC that are reflected by a significant increase or decrease in trunking demand for the following forecasting period.
 - 58.1.4. The Parties shall meet to review and reconcile the forecasts if forecasts vary significantly.
- 58.2. CLEC shall provide an updated trunk forecast when ordering or requesting additional trunks from CenturyLink anytime after the initial trunk implementation.
- 58.3. Each Party shall provide a specified point of contact for planning forecasting and trunk servicing purposes.
- 58.4. Trunking can be established to Tandems or end offices or a combination of both via either one-way or two-way trunks. Trunking will be at the DS0, DS1, DS3/OC3 level, or higher, as agreed

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upon by CLEC and CenturyLink.

58.5. Although CLEC forecasts are not binding, the CLEC agrees as follows:

58.5.1. In the event that CLEC over-forecasts its trunking requirements by twenty percent (20%) or more, and CenturyLink acts upon this forecast to its detriment, CenturyLink may recoup any actual and reasonable expense it incurs in provisioning non-recoverable facilities that, at any time within twelve (12) months after the initial installation, cannot otherwise be used for another purpose including but not limited to other traffic growth between the Parties, internal use, or use with a third party. There cannot be any detrimental reliance by CenturyLink with respect to new facilities or equipment that are provisioned by CenturyLink if (i) existing facilities and equipment were already available that would have been sufficient to accommodate CLEC's projected forecast, or (ii) CenturyLink has engineered and provisioned such facilities without first advising CLEC, in writing, that CenturyLink intends to provision such facilities and equipment in reliance on CLEC's forecast, and providing CLEC with thirty (30) days to modify its forecast in response to such notice.

58.5.2. The calculation of the twenty percent (20%) over-forecast will be based on the number of DS1 equivalents for the total traffic volume to CenturyLink.

58.6. Grade of Service. An overall blocking standard of one percent (1%) during the average busy hour, as defined by each Party's standards, for final trunk groups between a CLEC end office and a CenturyLink access Tandem carrying meet point traffic shall be maintained. All other Tandem trunk groups are to be engineered with a blocking standard of one percent (1%). Direct end office trunk groups are to be engineered with a blocking standard of one percent (1%).

58.7. Trunk Servicing. Orders between the Parties to establish, add, change or disconnect trunks shall be processed by use of an ASR, RASR or other industry standard format as specified by CenturyLink for trunk ordering.

59. NETWORK MANAGEMENT

59.1. Protective Protocols. Either Party may use protective network traffic management controls such as 7-digit and 10-digit code gaps on traffic toward each other's network, when required to protect the public switched network from congestion due to facility failures, switch congestion or failure or focused overload. CLEC and CenturyLink will immediately notify each other of any protective control action planned or executed.

59.2. Expansive Protocols. Where the capability exists, originating or terminating traffic reroutes may be implemented by either Party to temporarily relieve network congestion due to facility failures or abnormal calling patterns. Reroutes will not be used to circumvent normal trunk servicing. Expansive controls will only be used when mutually agreed to by the Parties.

59.3. Mass Calling. CLEC and CenturyLink shall cooperate and share pre-planning information, where available, regarding cross-network call-ins expected to generate large or focused temporary increases in call volumes, to prevent or mitigate the impact of these events on the public switched network.

59.4. Each Party shall program and update its own switches and network systems to recognize and route traffic to the other Party's assigned NPA-NXX codes at all times. Neither Party will impose fees or charges on the other Party for such required programming and updating activities. Each Party shall complete the programming of its switches and network systems to route traffic to the other Party's assigned NPA-NXX codes within industry standard intervals after receiving a Telcordia Local Exchange Routing Guide update relating to any such codes. In addition, each Party will load the other Party's assigned NPA-NXX codes and update its switches and network systems within forty-eight (48) hours following emergency updates requested by the other Party when

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errors or omissions have been detected in the other Party's call routing tables.

60. INDIRECT TRAFFIC

60.1. Exchange Of Indirect Traffic

- 60.1.1. The exchange of Indirect Traffic (as defined below) between the Parties shall be subject to the terms, provisions and requirements of this Agreement. For purposes of this Agreement, "Indirect Traffic" means traffic which is originated by one Party and terminated to the other Party in which a third party Telecommunications Carrier provides the intermediary transiting service.
- 60.1.2. For purposes of exchanging Indirect Traffic there is no physical or direct point of interconnection or physical direct trunk groups between the Parties, therefore neither Party is required to construct new facilities or make mid-span meet arrangements available to the other Party for such Indirect Traffic.
- 60.1.3. CLEC must directly interconnect with the tandem switch which CenturyLink's end office subtends in order to exchange Indirect Traffic with CenturyLink.
- 60.1.4. Notwithstanding any other provision to the contrary, once the Indirect Traffic volume between the Parties at a CenturyLink end office exceeds a DS1 equivalent of traffic for three (3) consecutive months ("Indirect Traffic Threshold"), CLEC must establish a POI for direct interconnection with CenturyLink's end office for the mutual exchange of traffic. Within forty-five (45) days after CenturyLink notifies CLEC in accordance with Section 21 of the satisfaction of the Indirect Traffic Threshold, CLEC shall order a direct interconnection facility to CenturyLink's end office and, where CenturyLink has capacity available on existing facilities, CLEC may establish separate trunk groups on such facility at the newly established POI to interconnect with and exchange traffic with any other CenturyLink end office or host/remote switching arrangement that is in the same calling area or mandatory extended area service (EAS) area where traffic exchange between the Parties is required. A facility shall be deemed to have available capacity so long as the aggregate amount of traffic routed over such facility does not exceed 80% of capacity on successive days for 15 or more days, but a facility shall be deemed not to have available capacity if CLEC's use of any meet-point facilities between CenturyLink and another LEC would entitle the other LEC to change the compensation arrangement for the meet-point facility from bill and keep or otherwise increase the charges related to usage of such facility. After the Indirect Traffic Threshold has been met with respect to a particular CenturyLink end office, if CLEC has not ordered a direct interconnection facility to CenturyLink's end office within ninety (90) days after CenturyLink notifies CLEC in accordance with Section 21, then CenturyLink may elect to charge CLEC for the direct interconnection facility notwithstanding CLEC's failure to order the same until a direct interconnection arrangement to such CenturyLink end office is established, provided however, that CLEC shall not be responsible to pay such CenturyLink interconnection facility charges with respect to any period of time during which CLEC can reasonably demonstrate that its delay in ordering such facility was due to causes that were beyond its reasonable control.
- 60.1.5. Each Party acknowledges that it is the originating Party's responsibility to enter into transiting arrangements with the third party providing the transit services.
- 60.1.6. Each terminating Party is responsible for billing the originating company for traffic terminated on its respective network.
- 60.1.7. For Indirect Traffic, the originating Party will provide the originating billing information to the terminating Party, if technically feasible. If the originating Party does not or

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cannot provide the originating billing information to the terminating Party, then the terminating Party may obtain the originating billing information from the third-party transit company. It is each Party's responsibility to enter into appropriate contractual arrangements with the third-party transit company in order to obtain the originating billing information from the transit company. When an originating Party does not or cannot provide requested billing information, any direct costs incurred by the terminating Party to obtain the records from a third party will be billed back to the originating Party.

60.2. Compensation for Indirect Traffic

60.2.1. Local Traffic and ISP-Bound Traffic exchanged by the Parties indirectly shall be subject to the same compensation, if any, as Local Traffic and ISP-Bound Traffic exchanged through direct interconnection.

60.2.2. VNXX, Non-Local and Non-ISP-Bound Indirect Traffic

(a) Compensation for the termination and/or origination of VNXX Traffic, non-Local Traffic, non-ISP-Bound Traffic and 800 traffic between the interconnecting Parties shall be based on the applicable access charges in accordance with FCC and Commission Rules and Regulations.

(b) Toll traffic, switched access, and special access traffic, if separately chargeable, shall be charged the appropriate rate out of the terminating LEC's tariff or via other appropriate meet point access arrangements. Where exact transport mileage is not available, an average, arrived at by mutual agreement of the Parties, will be used.

61. USAGE MEASUREMENT

61.1. Each Party shall calculate terminating interconnection minutes of use based on standard AMA recordings made within each Party's network, these recordings being necessary for each Party to generate bills to the other Party. In the event either Party cannot measure minutes terminating on its network, where technically feasible, the other Party shall provide the measuring mechanism or the Parties shall otherwise agree on an alternate arrangement.

61.2. Measurement of minutes of use over Local Interconnection trunk groups shall be in actual conversation seconds. The total conversation seconds over each individual Local Interconnection trunk group will be totaled for the entire monthly bill period and then rounded to the next whole minute.

61.3. Prior to the commencement of billing for interconnection, each Party shall provide to the other, the PLU of the traffic terminated to each other over the Local Interconnection trunk groups.

61.3.1. The Parties agree to review the accuracy of the PLU on a regular basis. If the initial PLU is determined to be inaccurate by more than twenty percent (20%), the Parties agree to implement the new PLU retroactively to the Effective Date of the Agreement.

62. RESPONSIBILITIES OF THE PARTIES

62.1. CenturyLink and CLEC will review engineering requirements consistent with the Implementation Plan described in Part B, Part C, Part F and as otherwise set forth in this Agreement.

62.2. CLEC and CenturyLink shall share responsibility for all Control Office functions for Local Interconnection Trunks and Trunk Groups, and both Parties shall share the overall coordination, installation, and maintenance responsibilities for these trunks and trunk groups.

62.3. CLEC and CenturyLink shall:

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- 62.3.1. Provide trained personnel with adequate and compatible test equipment to work with each other's technicians.
- 62.3.2. Notify each other when there is any change affecting the service requested, including the due date.
- 62.3.3. Coordinate and schedule testing activities of their own personnel, and others as applicable, to ensure its interconnection trunks/trunk groups are installed per the interconnection order, meet agreed-upon acceptance test requirements, and are placed in service by the due date.
- 62.3.4. Perform sectionalization to determine if a trouble is located in its facility or its portion of the interconnection trunks prior to referring the trouble to each other.
- 62.3.5. Advise each other's Control Office if there is an equipment failure which may affect the interconnection trunks.
- 62.3.6. Provide each other with a trouble reporting/repair contact number that is readily accessible and available twenty-four (24) hours a day, seven (7) days a week. Any changes to this contact arrangement must be immediately provided to the other Party.
- 62.3.7. Provide to each other test-line numbers and access to test lines.
- 62.3.8. Cooperatively plan and implement coordinated repair procedures for the meet point and Local Interconnection trunks and facilities to ensure trouble reports are resolved in a timely and appropriate manner.

PART G – LOCAL NUMBER PORTABILITY

63. INTRODUCTION

- 63.1. Upon implementation of LNP, both Parties agree to conform and provide such LNP pursuant to FCC regulations and compliance with the Industry Forum Guidelines. To the extent consistent with the FCC and Industry Guidelines as amended from time to time, the requirements for LNP shall include the following:
- 63.2. End users must be able to change local service providers and retain the same telephone number(s) within the serving rate center utilizing the portability method as defined by the FCC or the Commission.
- 63.3. The LNP network architecture shall not subject Parties to any degradation of service in any relevant measure, including transmission quality, switching and transport costs, increased call set-up time and post-dial delay.
 - 63.3.1. Parties agree that when an NXX is defined as portable, it shall also be defined as portable in all LNP capable switches serving the rate center.
 - 63.3.2. When an end user ports to another service provider and has previously secured a reservation of line numbers from the donor provider under contract or tariff for possible activation at some future point, these reserved but inactive numbers shall port along with the active numbers being ported by the end user.
 - 63.3.3. NXX Availability. Not all NXXs in each CO may be available for porting (e.g., 555, 976, 950, Official Communications Service NXXs).
 - 63.3.4. LERG Reassignment. Portability for an entire NXX shall be provided by utilizing reassignment of the NXX to CLEC through the LERG.
 - 63.3.5. Neither Party shall charge the other Party for a non-coordinated number port (e.g., a port involving a 10 digit trigger or other simple port).
 - 63.3.6. Coordination of a number port requested to be performed by a Party shall be at the requesting Party's expense in accordance with the charges set forth in Table One of this Agreement. If the coordination of the number port is requested to be performed outside of normal business hours (other than 8:00 a.m. to 5:00 p.m. in the time zone to which the portability request relates) or on a weekend or holiday, premium rates on an ICB basis will apply to the coordinated number port request. Coordination of a number port shall be deemed to mean a number port involving real-time communication and/or testing between the Parties at the time the port occurs.
 - 63.3.7. Mass Calling Events. Parties will notify each other at least seven (7) Days in advance where ported numbers are utilized. Parties will only port mass calling numbers using switch translations and a choke network for call routing. Porting on mass calling numbers will be handled outside the normal porting process and comply with any applicable federal regulatory requirements or industry guidelines developed for mass calling numbers.

64. TESTING

- 64.1. An Interconnection Agreement (or Memorandum of Understanding, or Porting Agreement) detailing conditions for LNP must be in effect between the Parties prior to testing.
- 64.2. Testing and operational issues will be addressed in the implementation plans as described in Part

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B, Section 33 of the agreement.

- 64.3. CLEC must be NPAC certified and have met CenturyLink testing parameters prior to activating LNP.
- 64.4. Parties will cooperate to ensure effective maintenance testing through activities such as routine testing practices, network trouble isolation processes and review of operational elements for translations, routing and network fault isolation.
- 64.5. Parties shall cooperate in testing performed to ensure interconnectivity between systems. All LNP providers shall notify each connected provider of any system updates that may affect the CLEC or CenturyLink network. Each LNP provider shall, at each other's request, jointly perform tests to validate the operation of the network. Additional testing requirements may apply as specified by this Agreement or in the Implementation Plan.

65. ENGINEERING AND MAINTENANCE

- 65.1. Each LNP provider will monitor and perform effective maintenance through testing and the performance of proactive maintenance activities such as routine testing, development of and adherence to appropriate network trouble isolation processes and periodic review of operational elements for translations, routing and network faults.
- 65.2. It will be the responsibility of the Parties to ensure that the network is stable and maintenance and performance levels are maintained in accordance with Commission requirements. It will be the responsibility of the Parties to perform fault isolation in their network before involving other providers.
- 65.3. Additional engineering and maintenance requirements shall apply as specified in this Agreement or the Implementation Plan.

66. E911/911

- 66.1. When a subscriber ports to another service provider, the donor provider shall unlock the information in the 911/ALI database. The porting provider is responsible for updating the 911 tandem switch routing tables and 911/ALI database to correctly route, and provide accurate information to the PSAP call centers.
- 66.2. Prior to implementation of LNP, the Parties agree to develop, implement, and maintain efficient methods to maintain 911 database integrity when a subscriber ports to another service provider. The Parties agree that the customer shall not be dropped from the 911 database during the transition.

67. BILLING FOR PORTED NUMBERS

- 67.1. When an IXC terminates an InterLATA or IntraLATA toll call to either Party's local exchange customer whose telephone number has been ported from one Party to the other, the Parties agree that the Party to whom the number has been ported shall be entitled to revenue from the IXC for those access elements it actually provides including, but not limited to end office switching, local transport, RIC, and CCL. The Party from whom the number has been ported shall be entitled to receive revenue from the IXC for those access elements it actually provides including, but not limited to any entrance facility fees, access tandem fees and appropriate local transport charges.
- 67.2. Non-Payment. Each Party will port numbers for customers whose service has been suspended for non-payment. However, neither Party will port a number once the customer's service has been disconnected and the number is being aged.

PART H – LINE SHARING

This Part H is reserved for future negotiation and use by the Parties.

68. [INTENTIONALLY OMITTED.]

PART I – NON-251 SERVICES

69. CALL-RELATED DATABASES

- 69.1. CenturyLink will offer access to call-related databases (non-251 services), including, but not limited to, Toll Free Calling database, Number Portability database, and Calling Name (CNAM) database. CenturyLink reserves the right to decline to offer access to certain AIN software that qualifies for proprietary treatment. The rates for access to these call-related databases are set forth on Table One.
- 69.1.1. The CNAM database is a transaction-oriented database accessible via the CCS network. CNAM provides the calling parties' name to be delivered and displayed to the terminating caller with 'Caller ID with Name'. Use of CenturyLink's CNAM Database by CLEC and CLEC's customers is limited to obtaining CNAM responses and using the information contained in those responses only on a call by call basis and only to support service related to a call in progress. CLEC will not capture, cache, or store any information contained in a CNAM response.
- 69.1.2. The Toll Free Number Database provides functionality necessary for toll free (e.g., 800 and 888) number services by providing routing information and additional vertical features (i.e., time of day routing by location, by carrier and routing to multiple geographic locations) during call setup in response to queries from CLEC's switch. Use of CenturyLink's Toll Free Database by CLEC and its customers is limited to obtaining information, on a call-by-call basis, for proper routing of calls in the provision of toll free exchange access service or local toll free service.
- 69.1.3. Local Number Portability Local Routing Query Service. TCAP messages originated by CLEC's SSPs and received by CenturyLink's database will be provided a response upon completion of a database lookup to determine the LRN. This information will be populated in industry standard format and returned to CLEC so that it can then terminate the call in progress to the telephone number now residing in the switch designated by the LRN.
- (a) CLEC agrees to obtain, prior to the initiation of any LNP query, a NPAC/SMS User Agreement with Neustar. CLEC will maintain the NPAC/SMS User Agreement with Neustar, or its successor, as long as it continues to make LNP queries to the CenturyLink database. Failure to obtain and maintain the NPAC/SMS User Agreement is considered a breach of this Agreement and is cause for immediate termination of service. CenturyLink shall not be liable for any direct or consequential damages due to termination because of lack of a NPAC/SMS User Agreement.
- (b) CenturyLink's LNP Database service offering does not include the cost of any charges or assessments by Number Portability Administrative Centers, whether under the NPAC/SMS User Agreement with Neustar, Lockheed, or otherwise, or any charges assessed directly against CLEC as the result of the FCC LNP Orders or otherwise by any third-party. These costs include the costs assessed against telecommunications carriers to pay for NPAC functions as permitted by the FCC and applicable legal or regulatory bodies. CenturyLink shall have no liability to CLEC or the NPAC for any of these fees or charges applicable to CLEC, even though it may pay such charges for other CenturyLink companies.

70. [INTENTIONALLY OMITTED.]

PART J – GENERAL BUSINESS REQUIREMENTS

71. PROCEDURES

71.1. Contact with End Users

- 71.1.1. Each Party at all times shall be the primary contact and account control for all interactions with its end users, except as specified by that Party. Subscribers include active end users as well as those for whom service orders are pending.
- 71.1.2. Each Party shall ensure that any of its personnel who may receive end user inquiries, or otherwise have opportunity for end user contact from the other Party's end user regarding the other Party's services: (i) provide appropriate referrals to subscribers who inquire about the other Party's services or products; (ii) do not in any way disparage or discriminate against the other Party, or its products or services; and (iii) do not provide information about its products or services during that same inquiry or end user contact.
- 71.1.3. CenturyLink shall not use CLEC's request for end user information, order submission, or any other aspect of CLEC's processes or services to aid CenturyLink's marketing or sales efforts.

71.2. Expedite and Escalation Procedures

- 71.2.1. CenturyLink and CLEC shall develop mutually acceptable escalation and expedite procedures which may be invoked at any point in the Service Ordering, Provisioning, Maintenance, and Subscriber Usage Data transfer processes to facilitate rapid and timely resolution of disputes. In addition, CenturyLink and CLEC will establish intercompany contacts lists for purposes of handling end user and other matters which require attention/resolution outside of normal business procedures within thirty (30) Days after CLEC's request. Each Party shall notify the other Party of any changes to its escalation contact list as soon as practicable before such changes are effective.
- 71.2.2. No later than thirty (30) Days after CLEC's request CenturyLink shall provide CLEC with contingency plans for those cases in which normal Service Ordering, Provisioning, Maintenance, Billing, and other procedures for CenturyLink's unbundled Network Elements, features, functions, and resale services are inoperable.

- 71.3. **Subscriber of Record.** CenturyLink shall recognize CLEC as the Subscriber of Record for all Network Elements or services for resale ordered by CLEC and shall send all notices, invoices, and information which pertain to such ordered services directly to CLEC. CLEC will provide CenturyLink with addresses to which CenturyLink shall send all such notices, invoices, and information.

71.4. Service Offerings

- 71.4.1. CenturyLink shall provide CLEC with access to new services, features and functions concurrent with CenturyLink's notice to CLEC of such changes, if such service, feature or function is installed and available in the network or as soon thereafter as it is installed and available in the network, so that CLEC may conduct market testing.
- 71.4.2. **Essential Services.** For purposes of service restoral, CenturyLink shall designate a CLEC access line as an Essential Service Line (ESL) at Parity with CenturyLink's treatment of its own end users and applicable state law or regulation, if any.
- 71.4.3. **Blocking Services.** Upon request from CLEC, employing CenturyLink-approved LSR documentation, CenturyLink shall provide blocking of 700, 900, and 976 services, or

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other services of similar type as may now exist or be developed in the future, and shall provide Billed Number Screening (BNS), including required LIDB updates, or equivalent service for blocking completion of bill-to-third party and collect calls, on a line, PBX, or individual service basis. Blocking shall be provided to the extent (a) it is an available option for the Telecommunications Service resold by CLEC, or (b) it is technically feasible when requested by CLEC as a function of unbundled Network Elements.

- 71.4.4. Training Support. CenturyLink shall provide training, on a non-discriminatory basis, for all CenturyLink employees who may communicate, either by telephone or face-to-face, with CLEC end users. Such training shall include compliance with the branding requirements of this Agreement including without limitation provisions of forms, and unbranded "Not at Home" notices.

72. ORDERING AND PROVISIONING

- 72.1. Ordering and Provisioning Parity. CenturyLink shall provide necessary ordering and provisioning business process support as well as those technical and systems interfaces as may be required to enable CLEC to provide the same level and quality of service for all resale services, functions, features, capabilities and unbundled Network Elements at Parity.
- 72.2. National Exchange Access Center (NEAC)
- 72.2.1. CenturyLink shall provide a NEAC or equivalent which shall serve as CLEC's point of contact for all activities involved in the ordering and provisioning of CenturyLink's unbundled Network Elements, features, functions, and resale services.
- 72.2.2. The NEAC shall provide to CLEC a nationwide telephone number (available from 6:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday, and 8:00 a.m. through 5:00 p.m. Eastern Standard Time on Saturday) answered by competent, knowledgeable personnel trained to answer questions and resolve problems in connection with the ordering and provisioning of unbundled Network Elements (except those associated with local trunking interconnection), features, functions, capabilities, and resale services.
- 72.2.3. CenturyLink shall provide, as requested by CLEC, through the NEAC, provisioning and premises visit installation support in the form of coordinated scheduling, status, and dispatch capabilities during CenturyLink's standard business hours and at other times as agreed upon by the Parties to meet end user demand.
- 72.3. Street Index Guide (SIG). Within thirty (30) Days of CLEC's written request, CenturyLink shall provide to CLEC the SIG data in the National Emergency Number Association Two (NENA2) format. A CDROM containing the SIG data will be shipped to the CLEC's designated contact on a monthly basis until the request is cancelled.
- 72.4. CLASS and Custom Features. Where generally available in CenturyLink's serving area, CLEC, at the tariff rate, may order the entire set of CLASS, CENTREX and Custom features and functions, or a subset of any one of such features.
- 72.5. Number Administration/Number Reservation
- 72.5.1. CenturyLink shall provide testing and loading of CLEC's NXX on the same basis as CenturyLink provides itself or its affiliates. Further, CenturyLink shall provide CLEC with access to abbreviated dialing codes, and the ability to obtain telephone numbers, including vanity numbers, while a subscriber is on the phone with CLEC. When CLEC uses numbers from a CenturyLink NXX, CenturyLink shall provide the same range of number choices to CLEC, including choice of exchange number, as CenturyLink provides its own subscribers. Reservation and aging of CenturyLink NXXs shall remain CenturyLink's responsibility.

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72.5.2. In conjunction with an order for service, CenturyLink shall accept CLEC orders for vanity numbers and blocks of numbers for use with complex services including, but not limited to, DID, CENTREX, and Hunting arrangements, as requested by CLEC.

72.5.3. For simple services number reservations and aging of CenturyLink's numbers, CenturyLink shall provide real-time confirmation of the number reservation when the Electronic Interface has been implemented. For number reservations associated with complex services, CenturyLink shall provide confirmation of the number reservation within twenty-four (24) hours of CLEC's request. Consistent with the manner in which CenturyLink provides numbers to its own subscribers, no telephone number assignment is guaranteed until service has been installed.

72.6. Service Order Process Requirements

72.6.1. Service Migrations and New Subscriber Additions

- (a) For resale services, other than for a CLEC order to convert "as is" a CLEC subscriber, CenturyLink shall not disconnect any subscriber service or existing features at any time during the migration of that subscriber to CLEC service without prior CLEC agreement.
- (b) For services provided through UNEs, CenturyLink shall recognize CLEC as an agent, in accordance with OBF developed processes, for the subscriber in coordinating the disconnection of services provided by another CLEC or CenturyLink. In addition, CenturyLink and CLEC will work cooperatively to minimize service interruptions during the conversion.
- (c) Unless otherwise directed by CLEC and when technically capable, when CLEC orders resale Telecommunications Services all trunk or telephone numbers currently associated with existing services shall be retained without loss of feature capability and without loss of associated ancillary services including, but not limited to, Directory Assistance and 911/E911 capability.
- (d) For subscriber conversions requiring coordinated cut-over activities, on a per order basis, CenturyLink, to the extent resources are readily available, and CLEC will agree on a scheduled conversion time, which will be a designated time period within a designated date.
- (e) Any request made by CLEC to coordinate conversions after normal working hours, or on Saturdays or Sundays or CenturyLink holidays shall be performed at CLEC's expense.
- (f) A general Letter of Agency (LOA) initiated by CLEC or CenturyLink will be required to process a PLC or PIC change order. Providing the LOA, or a copy of the LOA, signed by the end user will not be required to process a PLC or PIC change ordered by CLEC or CenturyLink. CLEC and CenturyLink agree that PLC and PIC change orders will be supported with appropriate documentation and verification as required by FCC and Commission rules. In the event of a subscriber complaint of an unauthorized PLC record change where the Party that ordered such change is unable to produce appropriate documentation and verification as required by FCC and Commission rules (or, if there are no rules applicable to PLC record changes, then such rules as are applicable to changes in long distance carriers of record), such Party shall be liable to pay and shall pay all nonrecurring and/or other charges associated with reestablishing the subscriber's local service with the original local carrier.

72.6.2. Intercept Treatment and Transfer Service Announcements. CenturyLink shall provide

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unbranded intercept treatment and transfer of service announcements to CLEC's subscribers served on a resale basis. CenturyLink shall provide such treatment and transfer of service announcement in accordance with local tariffs and as provided to similarly situated CenturyLink subscribers for all service disconnects, suspensions, or transfers.

72.6.3. Due Date

- (a) CenturyLink shall supply CLEC with due date intervals to be used by CLEC personnel to determine service installation dates.
- (b) CenturyLink shall use reasonable efforts to complete orders requested by the CLEC within agreed upon intervals.
- (c) **Subscriber Premises Inspections and Installations**
 - (i) CLEC shall perform or contract for all CLEC's needs assessments, including equipment and installation requirements required beyond the Demarcation/NID, located at the subscriber premises.
 - (ii) CenturyLink shall provide CLEC with the ability to schedule subscriber premises installations at the same morning and evening commitment level of service offered CenturyLink's own customers. The Parties shall mutually agree on an interim process to provide this functionality during the implementation planning process.
- (d) **Firm Order Confirmation (FOC)**
 - (i) CenturyLink shall provide to CLEC, a Firm Order Confirmation (FOC) for each CLEC order in a manner that conforms with any applicable regulatory Rules and Regulations or government requirements. The FOC shall contain the appropriate data elements as defined by the OBF standards.
 - (ii) For a revised FOC, CenturyLink shall provide standard detail as defined by the OBF standards.
 - (iii) CenturyLink shall provide to CLEC the date that service is scheduled to be installed.

72.6.4. Order Rejections. CenturyLink shall reject and return to CLEC any order that CenturyLink cannot provision, due to technical reasons, missing information, or jeopardy conditions resulting from CLEC ordering service at less than the standard order interval. When an order is rejected, CenturyLink will, in its reject notification, specifically describe all of the reasons for which the order was rejected. CenturyLink will reject any orders on account of the customer's desired due date conflicts with published CenturyLink order provisioning interval requirements.

72.6.5. Service Order Changes

- (a) In no event will CenturyLink change a CLEC initiated service order without a new service order directing said change. If an installation or other CLEC ordered work requires a change from the original CLEC service order in any manner, CLEC shall initiate a revised service order. If requested by CLEC, CenturyLink shall then provide CLEC an estimate of additional labor hours and/or materials.
- (b) When a service order is completed, the cost of the work performed will be

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reported promptly to CLEC.

- (c) If a CLEC subscriber requests a service change at the time of installation or other work being performed by CenturyLink on behalf of CLEC, CenturyLink, while at the subscriber premises, shall direct the CLEC subscriber to contact CLEC, and CLEC will initiate a new service order.

72.7. Network Testing. CenturyLink shall perform all its standard pre-service testing prior to the completion of the service order.

72.8. Service Suspensions/Restorations. Upon CLEC's request through an Industry Standard, OBF, Suspend/Restore Order, or mutually agreed upon interim procedure, CenturyLink shall suspend or restore the functionality of any Network Element, feature, function, or resale service to which suspend/restore is applicable. CenturyLink shall provide restoration priority on a per network element basis in a manner that conforms with any applicable regulatory Rules and Regulations or government requirements.

72.9. Order Completion Notification. Upon completion of the requests submitted by CLEC, CenturyLink shall provide to CLEC a completion notification in an industry standard, OBF, or in a mutually agreed format. The completion notification shall include detail of the work performed, to the extent this is defined within OBF guidelines, and in an interim method until such standards are defined.

72.10. Specific Unbundling Requirements.

CLEC acknowledges that this agreement (at CLEC's request) does not provide any provisions for CLEC to order UNE combinations (including EELs) from CenturyLink, and CLEC will not order any combination of UNEs unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such services.

72.11. Systems Interfaces and Information Exchanges

72.11.1. General Requirements

- (a) CenturyLink shall provide to CLEC Electronic Interface(s) for transferring and receiving information and executing transactions for all business functions directly or indirectly related to Service Ordering and Provisioning of Network Elements, features, functions and Telecommunications Services, to the extent available.
- (b) Until the Electronic Interface is available, CenturyLink agrees that the NEAC or similar function will accept CLEC orders. Orders will be transmitted to the NEAC via an interface or method agreed upon by CLEC and CenturyLink.
- (c) If the method of connectivity is File Transfer Protocol (FTP), the response(s) will be loaded to the server every hour and it is the responsibility of CLEC to retrieve their response(s) from the server.
- (d) It is the responsibility of CLEC to provide CenturyLink with the LOA (Letter of Authorization) when another party is involved and is working on their behalf.

72.11.2. For any prospective CLEC subscriber, CenturyLink shall provide CLEC with access to that subscriber's CPNI without requiring CLEC to produce a signed LOA, subject to applicable rules, orders, and decisions, and based on CLEC's blanket representation that subscriber has authorized CLEC to obtain such CPNI.

- (a) The preordering Electronic Interface includes the provisioning of CPNI from CenturyLink to CLEC. The Parties agree to request end user CPNI only when

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the end user has specifically given permission to receive CPNI. The Parties agree that they will conform to FCC and/or state regulations regarding the provisioning of CPNI between the Parties, and regarding the use of that information by the requesting Party.

- (b) The requesting Party will document end user permission obtained to receive CPNI, whether or not the end user has agreed to change local service providers. If CenturyLink receives complaints from end users that CLEC is not obtaining end user permission to receive CPNI, or if CenturyLink has another reasonable basis for believing that such end user permission is not being obtained, CenturyLink may request documentation from CLEC to substantiate that CLEC has requested and received permission from all such end users. If CLEC is not able to provide adequate documentation reflecting such permission from at least ninety-five (95%) of such end users, CenturyLink reserves the right to immediately disconnect the preordering Electronic Interface.
- (c) The Parties agree to execute carrier changes as specified by the FCC in 47 CFR §64.1120. Documentation reflecting the request for a carrier change and verification in the form set forth in 47 CFR §64.1120 may be requested by the Party whose CPNI has been accessed in connection with such requested carrier change to investigate possible slamming incidents, and for other reasons agreed to by the Parties. A Party's failure to obtain and maintain adequate documentation of the request for a carrier change and verification of the same in the form set forth in 47 CFR §64.1120 before changing service from the other Party, or failure to produce documentation of such request and verification upon request of the other Party shall be considered a breach of the Agreement. A Party can cure the breach by submitting to the other Party a copy of such documentation within three (3) Business Days of notification of the breach.
- (d) If CLEC is not able to provide documentation for ninety-five percent (95%) of the end users requested by CenturyLink, or if CenturyLink determines that CLEC's documentation is inadequate, CLEC will be considered in breach of the agreement. CLEC can cure the breach by submitting to CenturyLink documentary evidence for each inadequate or omitted LOA within three (3) Business Days of notification of the breach.
- (e) Should CLEC not be able to cure the breach in the timeframe noted above, CenturyLink will discontinue processing new service orders until, in CenturyLink's determination, CLEC has corrected the problem that caused the breach.
- (f) CenturyLink will resume processing new service orders upon CenturyLink's timely review and acceptance of evidence provided by CLEC to correct the problem that caused the breach.
- (g) If CLEC and CenturyLink do not agree that CLEC has appropriate documentation or verification of a requested carrier change by a specific end user, or that CenturyLink has erred in not accepting proof of such carrier change request, the Parties may immediately request dispute resolution in accordance with Part B. CenturyLink will not disconnect the preordering Electronic Interface during the Alternate Dispute Resolution process.

72.12. CLEC may use CenturyLink's ordering process (IRES) to:

- 72.12.1. to assign telephone number(s) (if the subscriber does not already have a telephone number or requests a change of telephone number) at Parity.

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- (a) to schedule dispatch and installation appointments at Parity.
 - (b) to access CenturyLink subscriber information systems which will allow CLEC to determine if a service call is needed to install the line or service at Parity.
 - (c) to access CenturyLink information systems which will allow CLEC to provide service availability dates at Parity.
 - (d) transmit status information on service orders, including acknowledgement, firm order confirmation, and completion at Parity.
- 72.13. Standards. CLEC and CenturyLink shall agree upon the appropriate ordering and provisioning codes to be used for UNEs. These codes shall apply to all aspects of the unbundling of that element and shall be known as data elements as defined by the Telecommunications Industry Forum Electronic Data Interchange Service Order Subcommittee (TCIF-EDI-SOSC).

73. PROVISION OF USAGE DATA

- 73.1. This Section sets forth the terms and conditions for CenturyLink's provision of Recorded Usage Data (as defined in this Part) to CLEC and for information exchange regarding long distance and access billing. The Parties agree to record call information for interconnection in accordance with this Section. To the extent technically feasible, each Party shall record all call detail information associated with completed calls originated by or terminated to the other Party's local exchange subscriber, and long distance calls transited through one Party's network to the terminating provider. CenturyLink shall record for CLEC the messages that CenturyLink records for and bills to its end users and records for billing of interexchange carriers. These records shall be provided at a Party's request and shall be formatted pursuant to Telcordia's EMI standards and the terms and conditions of this Agreement. These records shall be transmitted to the other Party on non-holiday Business Days in EMI format via CDN, or provided on a cartridge. CenturyLink and CLEC agree that they shall retain, at each Party's sole expense, copies of all EMI records transmitted to the other Party for at least forty-five (45) Days after transmission to the other Party.
- 73.2. General Procedures
- 73.2.1. CenturyLink shall comply with various industry and OBF standards referred to throughout this Agreement.
- 73.2.2. CenturyLink shall comply with OBF standards when recording and transmitting Usage Data.
- 73.2.3. CenturyLink shall record all usage originating from CLEC end users using resold services ordered by CLEC, where CenturyLink records those same services for CenturyLink end users. Recorded Usage Data includes, but is not limited to, the following categories of information:
- (a) Use of CLASS/LASS/Custom Features that CenturyLink records and bills for its end users on a per usage basis.
 - (b) Calls to Information Providers (IP) reached via CenturyLink facilities will be provided in accordance with Section 73.2.7
 - (c) Calls to Directory Assistance where CenturyLink provides such service to a CLEC end user.
 - (d) Calls completed via CenturyLink-provided Operator Services where CenturyLink provides such service to CLEC's local service end user and where CenturyLink records such usage for its end users using Industry Standard Telcordia EMI billing records.

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- (e) Access records related to long distance calling.
 - (f) For CenturyLink-provided Centrex Service, station level detail.
- 73.2.4. Retention of Records. CenturyLink shall maintain a machine readable back-up copy of the message detail provided to CLEC for a minimum of forty-five (45) Days. During the forty-five (45) day period, CenturyLink shall provide any data back-up to CLEC upon the request of CLEC. If the forty-five (45) day period has expired, CenturyLink may provide the data back-up at CLEC's expense.
- 73.2.5. CenturyLink shall provide to CLEC Recorded Usage Data for CLEC end users. CenturyLink shall not submit other CLEC local usage data as part of the CLEC Recorded Usage Data.
- 73.2.6. CenturyLink shall not bill directly to CLEC subscribers any recurring or non-recurring charges for CLEC's services to the end user except where explicitly permitted to do so within a written agreement between CenturyLink and CLEC.
- 73.2.7. CenturyLink will record 976/N11 calls and transmit them to the IP for billing. CenturyLink will not bill these calls to either the CLEC or the CLEC's end user.
- 73.2.8. CenturyLink shall provide Recorded Usage Data to CLEC billing locations as agreed to by the Parties.
- 73.2.9. CenturyLink shall provide a single point of contact to respond to CLEC call usage, data error, and record transmission inquiries.
- 73.2.10. CenturyLink shall provide CLEC with a single point of contact and remote identifiers (IDs) for each sending location.
- 73.2.11. CLEC shall provide a single point of contact responsible for receiving usage transmitted by CenturyLink and receiving usage tapes from a courier service in the event of a facility outage.
- 73.2.12. CenturyLink shall bill and CLEC shall pay the charges for Recorded Usage Data. Billing and payment shall be in accordance with the applicable terms and conditions set forth herein.
- 73.3. Charges
- 73.3.1. Access services, including revenues associated therewith, provided in connection with the resale of services hereunder shall be the responsibility of CenturyLink and CenturyLink shall directly bill and receive payment on its own behalf from an IXC for access related to interexchange calls generated by resold or rebranded customers.
- 73.3.2. CenturyLink will be responsible for returning EMI records to IXCs with the proper EMI Return Code along with the Operating Company Number (OCN) of the associated ANI (i.e., Billing Number).
- 73.3.3. CenturyLink will deliver a monthly statement for Wholesale Services in the medium (e.g.: NDM, paper, or CD-ROM) requested by CLEC as follows:
- (a) Invoices will be provided in a standard Carrier Access Billing format or other such format as CenturyLink may determine;
 - (b) Where local usage charges apply and message detail is created to support available services, the originating local usage at the call detail level in standard EMI industry format will be exchanged daily or at other mutually agreed upon

intervals, and CLEC will pay CenturyLink for providing such call detail;

- (c) The Parties will work cooperatively to exchange information to facilitate the billing of in and out collect and inter/intra-region alternately billed messages;
- (d) CenturyLink agrees to provide information on the end-user's selection of special features where CenturyLink maintains such information (e.g., billing method, special language) when CLEC places the order for service;
- (e) Monthly recurring charges for Telecommunications Services sold pursuant to this Agreement shall be billed monthly in advance.
- (f) CenturyLink shall bill for message provisioning and, if applicable data tape charges, related to the provision of usage records. CenturyLink shall also bill CLEC for additional copies of the monthly invoice.

73.3.4. For billing purposes, and except as otherwise specifically agreed to in writing, the Telecommunications Services provided hereunder are furnished for a minimum term of one month. Each month is presumed to have thirty (30) Days.

73.4. Central Clearinghouse and Settlement

73.4.1. CenturyLink and CLEC shall agree upon Clearinghouse and Incollect/Outcollect procedures.

73.4.2. CenturyLink shall settle with CLEC for both intra-region and inter-region billing exchanges of calling card, bill-to-third party, and collect calls under separately negotiated settlement arrangements.

73.5. Lost Data

73.5.1. Loss of Recorded Usage Data. CLEC Recorded Usage Data determined to have been lost, damaged or destroyed as a result of an error or omission by CenturyLink in its performance of the recording function shall be recovered by CenturyLink at no charge to CLEC. In the event the data cannot be recovered by CenturyLink, CenturyLink shall estimate the messages and associated revenue, with assistance from CLEC, based upon the method described below. This method shall be applied on a consistent basis, subject to modifications agreed to by CenturyLink and CLEC. This estimate shall be used to adjust amounts CLEC owes CenturyLink for services CenturyLink provides in conjunction with the provision of Recorded Usage Data.

73.5.2. Partial Loss. CenturyLink shall review its daily controls to determine if data has been lost. When there has been a partial loss, actual message and minute volumes shall be reported, if possible through recovery as discussed in Section 73.5 above. Where actual data are not available, a full day shall be estimated for the recording entity, as outlined in the following paragraphs. The amount of the partial loss is then determined by subtracting the data actually recorded for such day from the estimated total for such day.

73.5.3. Complete Loss. When CenturyLink is unable to recover data as discussed in Section 73.5 above estimated message and minute volumes for each loss consisting of an entire AMA tape or entire data volume due to its loss prior to or during processing, lost after receipt, degaussed before processing, receipt of a blank or unreadable tape, or lost for other causes, shall be reported.

73.5.4. Estimated Volumes. From message and minute volume reports for the entity experiencing the loss, CenturyLink shall secure message/minute counts for the four (4) corresponding days of the weeks preceding that in which the loss occurred and compute an average of these volumes. CenturyLink shall apply the appropriate average revenue

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per message ("arpm") agreed to by CLEC and CenturyLink to the estimated message volume for messages for which usage charges apply to the subscriber to arrive at the estimated lost revenue.

- 73.5.5. If the day of loss is not a holiday but one (1) (or more) of the preceding corresponding days is a holiday, use additional preceding weeks in order to procure volumes for two (2) non-holidays in the previous two (2) weeks that correspond to the day of the week that is the day of the loss.
- 73.5.6. If the loss occurs on a weekday that is a holiday (except Christmas and Mother's day), CenturyLink shall use volumes from the two (2) preceding Sundays.
- 73.5.7. If the loss occurs on Mother's day or Christmas day, CenturyLink shall use volumes from that day in the preceding year multiplied by a growth factor derived from an average of CLEC's most recent three (3) month message volume growth. If a previous year's message volumes are not available, a settlement shall be negotiated.

73.6. Testing, Changes and Controls

- 73.6.1. The Recorded Usage Data, EMI format, content, and transmission process shall be tested as agreed upon by CLEC and CenturyLink.
- 73.6.2. Control procedures for all usage transferred between CenturyLink and CLEC shall be available for periodic review. This review may be included as part of an Audit of CenturyLink by CLEC or as part of the normal production interface management function. Breakdowns which impact the flow of usage between CenturyLink and CLEC must be identified and jointly resolved as they occur. The resolution may include changes to control procedures, so similar problems would be avoided in the future. Any changes to control procedures would need to be mutually agreed upon by CLEC and CenturyLink.
- 73.6.3. CenturyLink Software Changes
 - (a) When CenturyLink plans to introduce any software changes which impact the format or content structure of the usage data feed to CLEC, designated CenturyLink personnel shall notify CLEC no less than ninety (90) Days before such changes are implemented.
 - (b) CenturyLink shall communicate the projected changes to CLEC's single point of contact so that potential impacts on CLEC processing can be determined.
 - (c) CLEC personnel shall review the impact of the change on the entire control structure. CLEC shall negotiate any perceived problems with CenturyLink and shall arrange to have the data tested utilizing the modified software if required.
 - (d) If it is necessary for CenturyLink to request changes in the schedule, content or format of usage data transmitted to CLEC, CenturyLink shall notify CLEC.

73.6.4. CLEC Requested Changes:

- (a) CLEC may submit a purchase order to negotiate and pay for changes in the content and format of the usage data transmitted by CenturyLink.
- (b) When the negotiated changes are to be implemented, CLEC and/or CenturyLink shall arrange for testing of the modified data.

73.7. Information Exchange and Interfaces

- 73.7.1. Product/Service Specific. CenturyLink shall provide a Telcordia standard 42-50-01 miscellaneous charge record to support the Special Features Star Services if these features are part of CenturyLink's offering and are provided for CenturyLink's subscribers on a per usage basis.
- 73.8. Rejected Recorded Usage Data
 - 73.8.1. Upon agreement between CLEC and CenturyLink, messages that cannot be rated and/or billed by CLEC may be returned to CenturyLink via CDN or other medium as agreed by the Parties. Returned messages shall be sent directly to CenturyLink in their original EMI format utilizing standard EMI return codes.
 - 73.8.2. CenturyLink may correct and resubmit to CLEC any messages returned to CenturyLink. CenturyLink will not be liable for any records determined by CenturyLink to be billable to a CLEC end user. CLEC will not return a message that has been corrected and resubmitted by CenturyLink. CenturyLink will only assume liability for errors and unguideables caused by CenturyLink.

74. GENERAL NETWORK REQUIREMENTS

- 74.1. CenturyLink shall provide repair, maintenance and testing for all resold Telecommunications Services and such UNEs that CenturyLink is able to test, in accordance with the terms and conditions of this Agreement.
- 74.2. During the term of this Agreement, CenturyLink shall provide necessary maintenance business process support as well as those technical and systems interfaces at Parity. CenturyLink shall provide CLEC with maintenance support at Parity.
- 74.3. CenturyLink shall provide on a regional basis, a point of contact for CLEC to report vital telephone maintenance issues and trouble reports twenty four (24) hours a day, seven (7) days a week.
- 74.4. CenturyLink shall provide CLEC maintenance dispatch personnel on the same schedule that it provides its own subscribers.
- 74.5. CenturyLink shall cooperate with CLEC to meet maintenance standards for all Telecommunications Services and unbundled network elements ordered under this Agreement. Such maintenance standards shall include, without limitation, standards for testing, network management, call gapping, and notification of upgrades as they become available.
- 74.6. All CenturyLink employees or contractors who perform repair service for CLEC end users shall follow CenturyLink standard procedures in all their communications with CLEC end users. These procedures and protocols shall ensure that:
 - 74.6.1. CenturyLink employees or contractors shall perform repair service that is equal in quality to that provided to CenturyLink end users; and
 - 74.6.2. Trouble calls from CLEC shall receive response time priority that is equal to that of CenturyLink end users and shall be handled on a "first come first served" basis regardless of whether the end user is a CLEC end user or a CenturyLink end user.
- 74.7. [Intentionally Omitted.]
- 74.8. CenturyLink shall give maximum advanced notice to CLEC of all non-scheduled maintenance or other planned network activities to be performed by CenturyLink on any network element, including any hardware, equipment, software, or system, providing service functionality of which CLEC has advised CenturyLink may potentially impact CLEC end users.

- 74.9. Notice of Network Event. Each Party has the duty to alert the other of any network events that can result or have resulted in service interruption, blocked calls, or negative changes in network performance.
- 74.10. On all misdirected calls from CLEC end users requesting repair, CenturyLink shall provide such CLEC end user with the correct CLEC repair telephone number as such number is provided to CenturyLink by CLEC. Once the Electronic Interface is established between CenturyLink and CLEC, CenturyLink agrees that CLEC may report troubles directly to a single CenturyLink repair/maintenance center for both residential and small business end users, unless otherwise agreed to by CLEC.
- 74.11. Upon establishment of an Electronic Interface, CenturyLink shall notify CLEC via such electronic interface upon completion of trouble report. The report shall not be considered closed until such notification is made. CLEC will contact its end user to determine if repairs were completed and confirm the trouble no longer exists.
- 74.12. CenturyLink shall perform all testing for resold Telecommunications Services.
- 74.13. CenturyLink shall provide test results to CLEC, if appropriate, for trouble clearance. In all instances, CenturyLink shall provide CLEC with the disposition of the trouble.
- 74.14. If CenturyLink initiates trouble handling procedures, it will bear all costs associated with that activity. If CLEC requests the trouble dispatch, and either there is no trouble found, or the trouble is determined to be beyond the end user demarcation point, then CLEC will bear the cost.

75. MISCELLANEOUS SERVICES AND FUNCTIONS

75.1. General

- 75.1.1. Each Party is obligated under Section 251(b)(3) of the Act to provide nondiscriminatory access to directory assistance and directory listing services. The directory listing and directory assistance services described in Sections 75.3, 75.4 and 75.5 shall only be available to CLEC under this Agreement in geographic areas where CenturyLink is making available such services to competing LECs and/or CenturyLink's end-user subscribers. As an alternative to obtaining the services described in Sections 75.3, 75.4 and 75.5 under this Agreement, CLEC may arrange for such services to be provided under a separate commercial agreement with CenturyLink or another provider.
- 75.1.2. The services described in Section 75.2 shall only be available to CLEC under this Agreement in geographic areas where CenturyLink has been designated as the primary 911 Service and E911 service provider by the E911 authority. If CenturyLink has not been designated as the primary 911 Service and E911 service provider by the E911 authority, CLEC must contract directly with the designated service provider for such service.
- 75.2. Basic 911 and E911 Service. Basic 911 and E911 provides a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911).
- 75.2.1. Basic 911 and E911 functions will be provided to CLEC to enable CLEC to provide 911 Service and E911 to (i) end users that CLEC is serving using its own facilities or UNEs or (ii) end users that CLEC is serving by reselling CenturyLink's telecommunications services pursuant to Part D of this Agreement, or (iii) end users that CLEC is serving indirectly as a wholesale telecommunications provider, and shall be at Parity with the support and services that CenturyLink provides to its subscribers for such similar functionality.
- (a) Where it may be appropriate for CenturyLink to update the ALI database,

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CenturyLink shall update such database with CLEC data in an interval at Parity with that experienced by CenturyLink end users.

- (b) CenturyLink shall transmit to CLEC daily all changes, alterations, modifications, and updates to the emergency public agency telephone numbers linked to all NPA NXXs. This transmission shall be electronic and be a separate feed from the subscriber listing feed.

75.2.2. In government jurisdictions where CenturyLink has obligations under existing agreements as the primary provider of the 911 System to the county (Host CenturyLink), CLEC shall participate in the provision of the 911 System in accordance with applicable tariffs (except as provided in Section 55.1.5), or if no tariff is applicable, then pursuant to a separate commercial agreement with CenturyLink.

75.2.3. If a third party is the primary provider of the 911 System to a government agency, CLEC shall negotiate separately with such third party with regard to the provision of 911 service to the agency. All relations between such third party and CLEC are totally separate from this Agreement and CenturyLink makes no representations on behalf of the third party.

75.2.4. Basic 911 and E911 Database Requirements

- (a) The ALI database shall be managed by CenturyLink, but is the property of CenturyLink and CLEC for those records provided by CLEC.
- (b) To the extent allowed by the governmental agency, and where available, copies of the SIG shall be provided within three Business Days from the time requested and provided on diskette, or in a format suitable for use with desktop computers.
- (c) CLEC shall be solely responsible for providing CLEC database records to CenturyLink for inclusion in CenturyLink's ALI database on a timely basis.
- (d) CenturyLink and CLEC shall arrange for the automated input and periodic updating of the E911 database information related to CLEC end users. CenturyLink shall work cooperatively with CLEC to ensure the accuracy of the data transfer by verifying it against the SIG. CenturyLink shall accept electronically transmitted files that conform to NENA Version #2 format.
- (e) CLEC shall assign an E911 database coordinator charged with the responsibility of forwarding CLEC end user ALI record information to CenturyLink or via a third-party entity, charged with the responsibility of ALI record transfer. CLEC assumes all responsibility for the accuracy of the data that CLEC provides to CenturyLink.
- (f) CLEC shall provide information on new subscribers to CenturyLink within one (1) business day of the order completion. CenturyLink shall update the database within two (2) Business Days of receiving the data from CLEC. If CenturyLink detects an error in the CLEC provided data, the data shall be returned to CLEC within two (2) Business Days from when it was provided to CenturyLink. CLEC shall respond to requests from CenturyLink to make corrections to database record errors by uploading corrected records within two (2) Business Days. Manual entry shall be allowed only in the event that the system is not functioning properly.
- (g) CenturyLink agrees to treat all data on CLEC subscribers provided under this Agreement as confidential and to use data on CLEC subscribers only for the purpose of providing E911 services.

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- 75.3. Directory Listings Service. The Parties acknowledge and agree that, as of the Effective Date, CLEC has entered into a separate agreement with CenturyLink's directory publisher that addresses the directory listing services described in Sections 75.3.1 through 75.3.10. Accordingly, notwithstanding any other provision of this Agreement to the contrary, the Parties agree that, except for Sections 75.3.2, 75.3.3(c) (including the introductory clause set forth at Section 75.3.3), 75.3.3(d) and 75.3.10(d), Sections 75.3.1 through 75.3.10 (including all subparts) shall terminate in their entirety and shall be of no further force or effect on and after March 1, 2010 (the "Directory Service Termination Date"); provided, however, that such termination shall not affect any other provision of this Agreement. Prior to the Directory Service Termination Date, the Parties shall cooperate in good faith to establish a reasonable process to delete CLEC's subscriber information from CenturyLink's Directory Listing database, at no charge to either Party. CLEC acknowledges that, after the Directory Service Termination Date, this Agreement does not provide any provisions for CLEC to order CenturyLink's directory listing services and CLEC will not order any such directory listing services unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such services.
- 75.3.1. These requirements pertain to CenturyLink's Listings Service Request process that enables CLEC to (i) submit CLEC subscriber information for inclusion in Directory Listings databases; (ii) submit CLEC subscriber information for inclusion in published directories; and (iii) provide CLEC subscriber delivery address information to enable CenturyLink to fulfill directory distribution obligations.
- 75.3.2. When implemented by the Parties, CenturyLink shall accept orders on a real-time basis via electronic interface in accordance with OBF Directory Service Request or Number Portability LSR standards within three (3) months of the effective date of this Agreement. In the interim, CenturyLink shall create a standard format and order process by which CLEC can place an order with a single point of contact within CenturyLink.
- 75.3.3. CenturyLink will provide to CLEC the following Directory Listing Migration Options:
- (a) Migrate with no Changes. Retain all white page listings for the subscriber in both DA and DL. Transfer ownership and billing for white page listings to CLEC.
 - (b) Migrate with Changes or Additions. Retain all white page listings for the subscriber in DL. Incorporate the specified changed or additional listings order. Transfer ownership and billing for the white page listings to CLEC.
 - (c) Migrate with Deletions. Delete the specified listings for the subscriber from DL. Transfer ownership and billing for the white page listings to CLEC.
 - (d) Commencing on the Directory Service Termination Date, CLEC shall only submit to CenturyLink Directory Listing migration Service Orders containing requests to delete directory records, as described in Section 75.3.3(c) above. In the event that, after the Directory Service Termination Date, CLEC submits to CenturyLink a Directory Listing migration Service Order containing a request for CenturyLink to retain a directory record or to process a requested change or addition to a directory record, CenturyLink may elect to assess a monthly charge on CLEC with respect to such a directory record equal to \$0.40 per directory record until such time as CLEC submits a request to CenturyLink to delete such directory record or the Parties otherwise agree to delete such directory record.
- 75.3.4. CenturyLink shall update and maintain directory listings information to reflect which of the following categories CLEC subscribers fall into:
- (a) "LISTED" means the listing information is available for all directory requirements;

- (b) "NON-LISTED" means the listing information is available for all directory requirements, but the information does not appear in the published street directory;
 - (c) "NON-PUBLISHED" means that a directory service may confirm, by name and address, the presence of a listing, but the telephone number is not available. The listing information is not available in either the published directory or directory assistance.
- 75.3.5. Based on changes submitted by CLEC, CenturyLink shall update and maintain directory listings data for CLEC subscribers who:
- (a) Disconnect Service;
 - (b) Change CLEC;
 - (c) Install Service;
 - (d) Change any service which affects DA information;
 - (e) Specify Non-Solicitation; and
 - (f) Change categories from Non-Published, Non-Listed, or Listed.
- 75.3.6. Intentionally Deleted.
- 75.3.7. CLEC acknowledges that certain directory functions including but not limited to directory distribution are not performed by CenturyLink but rather are performed by and are under the control of the directory publisher, and CenturyLink shall not have any liability to CLEC for any acts or omissions of the publisher.
- 75.3.8. CLEC acknowledges that for a CLEC subscriber's name to appear in a directory pursuant to the directory listing provisions of this Agreement, CLEC must submit either a Number Portability LSR or a Directory Service Request (DSR).
- 75.3.9. With respect to any directory listing service requested by CLEC under this Agreement, CLEC shall provide directory listings to CenturyLink pursuant to the directory listing and delivery requirements in the approved OBF format, at a mutually agreed upon timeframe. Other formats and requirements shall not be used unless mutually agreed to by the Parties.
- 75.3.10. Traditional White Pages Listings.
- (a) CenturyLink shall include in its master subscriber system database all white pages listing information for CLEC subscribers whose information was properly submitted in a Number Portability LSR or a DSR.
 - (b) CenturyLink will provide one basic White Pages listing for each CLEC customer at no charge. A basic White Pages listing is defined as a customer name, address and either the CLEC assigned number for a customer or the number for which number portability is provided, but not both numbers. Basic White Pages listings of CLEC customers will be interfiled with listings of CenturyLink and other LEC customers.
 - (c) CLEC agrees to provide customer listing information for CLEC's subscribers, including without limitation directory distribution information, to CenturyLink, at no charge. CenturyLink will provide CLEC with the appropriate format for provision of CLEC customer listing information to CenturyLink. The parties

agree to adopt a mutually acceptable electronic format for the provision of such information as soon as practicable. In the event OBF adopts an industry-standard format for the provision of such information, the parties agree to adopt such format.

- (d) CLEC will be charged a Service Order entry fee upon submission of Service Orders into CenturyLink's Service Order Entry (SOE) System, as follows. Service Order entry fees apply when Service Orders containing directory records for non-ported end users (*i.e.*, an end user assigned a telephone number by CLEC) are entered into CenturyLink's SOE System initially, and when Service Orders applicable to such non-ported end users are entered in order to process a requested change to directory records. Service Order entry fees do not apply when Service Orders containing directory records are entered into CenturyLink's SOE System to port an end user to CLEC, to process a requested change to a ported end user's directory records, or to process any deletion of directory records.
- (e) CLEC customer listing information will be used solely for the provision of directory services, including the sale of directory advertising to CLEC customers.
- (f) In addition to a basic White Pages listing, CenturyLink will provide, tariffed White Pages listings (*e.g.*, additional, alternate, foreign and non-published listings) for CLEC to offer for resale to CLEC's customers.
- (g) CenturyLink, or its directory publisher, will provide White Pages distribution services to CLEC customers, in areas where CenturyLink is providing such service to CenturyLink's end-user subscribers, at no additional charge to CLEC at times of regularly scheduled distribution to all customers. CenturyLink represents that the quality, timeliness, and manner of such distribution services will be at Parity with those provided to CenturyLink and to other CLEC customers.
- (h) CenturyLink agrees to include critical contact information pertaining to CLEC in the "Information Pages" of those of its White Pages directories containing information pages, if CLEC meets criteria established by its directory publisher. Critical contact information includes CLEC's business office number, repair number, billing information number, and any other information required to comply with applicable regulations, but not advertising or purely promotional material. CLEC will not be charged for inclusion of its critical contact information. The format, content and appearance of CLEC's critical contact information must conform to applicable CenturyLink directory publisher's guidelines and will be consistent with the format, content and appearance of critical contact information pertaining to all competitive LECs in a directory.
- (i) CenturyLink will accord CLEC customer listing information the same level of confidentiality that CenturyLink accords its own proprietary customer listing information. CenturyLink shall ensure that access to CLEC customer proprietary listing information will be limited solely to those of CenturyLink and CenturyLink's directory publisher's employees, agents and contractors that are directly involved in the preparation of listings, the production and distribution of directories, and the sale of directory advertising. CenturyLink will advise its own employees, agents and contractors and its directory publisher of the existence of this confidentiality obligation and will take appropriate measures to ensure their compliance with this obligation. Notwithstanding any provision herein to the contrary, the furnishing of White Pages proofs to a CLEC

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that contains customer listings of both CenturyLink and CLEC will not be deemed a violation of this confidentiality provision.

- (j) CenturyLink will provide CLEC's customer listing information to any third party to the extent required by Applicable Rules.

75.4. Other Directory Services. The Parties acknowledge and agree that, as of the Effective Date, CLEC has entered into a separate agreement with CenturyLink's directory publisher that addresses the directory services described in Sections 75.4.1 through 75.4.6. Accordingly, notwithstanding any other provision of this Agreement to the contrary, the Parties agree that Sections 75.4.1 through 75.4.6 shall terminate in their entirety and shall be of no further force or effect on and after the Directory Service Termination Date (as defined in Section 75.3); provided, however, that such termination shall not affect any other provision of this Agreement. CLEC acknowledges that, after the Directory Service Termination Date, this Agreement does not provide any provisions for CLEC to order CenturyLink's directory listing services and CLEC will not order any such directory listing services unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such services.

75.4.1. Both parties acknowledge that CenturyLink's directory publisher is not a party to this Agreement and that the provisions contained in this Section 75.4 are not binding upon CenturyLink's directory publisher.

75.4.2. CenturyLink will request that its publisher make available to CLEC the provision of a basic Yellow Pages listing to CLEC customers located within the geographic scope of publisher's Yellow Pages directories and distribution of Yellow Pages directories to CLEC customers.

75.4.3. CenturyLink will request that its publisher make directory advertising available to CLEC customers on a nondiscriminatory basis and subject to the same terms and conditions that such advertising is offered to CenturyLink and other competitive LEC customers. Directory advertising will be billed to CLEC customers by directory publisher.

75.4.4. CenturyLink will request that its publisher use commercially reasonable efforts to ensure that directory advertising purchased by customers who switch their service to CLEC is maintained without interruption.

75.4.5. CenturyLink will request that its publisher make available information pages, in addition to any information page or portion of an information page containing critical contact information as described above in Section 75.3.10(h) subject to applicable directory publisher guidelines, criteria, and regulatory requirements.

75.4.6. The directory publisher shall maintain full authority as publisher over its publishing policies, standards and practices, including decisions regarding directory coverage area, directory issue period, compilation, headings, covers, design, content or format of directories, and directory advertising sales.

75.5. Directory Assistance Data.

75.5.1. Directory Assistance Data consists of information within residential, business, and government subscriber records that can be used to create and maintain databases for the provision of live or automated operator assisted Directory Assistance.

75.5.2. CenturyLink will provide CLEC with unbundled and non-discriminatory access to the residential, business and government subscriber records for the purpose of obtaining Directory Assistance Data that is needed to enable telephone exchange CLECs to swiftly and accurately respond to requests by their end-users for directory information, including, but not limited to name, address and phone numbers.

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76. RIGHTS AND DUTIES CONCERNING NETWORK INTERFACE DEVICES (NIDS)

76.1 The network interface device ("NID") is a device that connects the inside wire at an end user premises to a telephone network. Each Party will allow the other Party access to their respective NIDs consistent with FCC rules and in accordance with the provisions of this Section. For purposes of this Section, the Party to whom an end user is transferring service shall be referred to as the "New Provider" and the Party from whom such service is being transferred shall be referred to as the "Old Provider".

76.1.1 This Section does not authorize CLEC's use of CenturyLink's NID as an unbundled network element. Unbundled network elements are governed by Part E of this Agreement, and CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for CLEC to order or use CenturyLink's NID as an unbundled network element. CLEC will not order or use any CenturyLink NID facilities as a UNE unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such facilities.

76.1.2 Neither Party may disconnect the other Party's loop and leave it disconnected from the other Party's NID. Each Party shall ground its NID independently of the other Party's NID. Neither Party may access or disturb the other Party's ground wire(s) or ground clamp(s) or ground posts in any way.

76.1.3 Each Party shall be liable for any damage to the other Party's NID caused by improper or unauthorized use of such NID, and in the event such damage occurs, the damaged Party shall be entitled to seek injunctive relief to prevent further damage to such NID, in addition to any monetary damages that such Party may be entitled to recover. In addition, each Party shall ensure that the aerial and/or buried drop and ground wiring of the other Party is undisturbed, and the same remedies set forth in this Section 76.1.3 shall be available to the Parties with respect to violations of such obligation.

76.1.4 A Party may elect to provide its own NID for end user customers that purchase service from such Party. Each Party shall exercise reasonable efforts to ensure that any NID installed or relocated by such Party will not obstruct or interfere with the other Party's ability to access its NID at an end user's premises.

76.1.5 Where a New Provider uses the existing inside wiring of an end user that is connected to an Old Provider's NID, the New Provider shall be responsible for isolating its network from the Old Provider's network, and the following protocols shall apply:

(a) A New Provider shall not be required to submit a request to the Old Provider for purposes of isolating an end user's inside wiring from the Old Provider's network in accordance with this Section. The Old provider shall not charge the New Provider for access to the Old Provider's NID for the purpose of isolating the Old Provider's network from the inside wiring of an end user that is changing service to a New Provider.

(b) When a New Provider disconnects an end user's inside wiring from an Old Provider's NID, then to the greatest extent possible, the New Provider shall do so in a manner that will allow such inside wiring to be reconnected in the future to the Old Provider's NID. Wherever possible, the New Provider shall disconnect only the tip and ring leads of such inside wires. The New Provider shall not disturb or disconnect any wiring (i.e., aerial and/or buried drop and ground wiring) in the Old Provider's NID, other than the inside wiring in

accordance with this Agreement, and shall not cause any short circuits on the Old Provider's network as a result of disconnecting inside wires from a NID.

- (c) When inside wires that are disconnected from a NID are secured by capping or using a multiple terminating scotchloc (or other protective device), such devices may be situated inside the Old Provider's NID by a New Provider, if such location is consistent with preserving the ability to reconnect such wires with the Old Provider's NID.
- (d) If the Old Provider's NID is of an older type (sometimes referred to as a "protector") that does not allow access to the end user side of the NID, the New Provider shall access the network side of the Old Provider's NID to disconnect the inside wire(s) from the binding post or punch down blocks of the Old Provider's NID, and shall secure and/or connect to such disconnected wires by coiling and capping the same or using a multiple terminating scotchloc or other protective device located in the Old Provider's NID.
- (e) If the Old Provider's NID is of the type which does provide for access to the end user side of the NID, the New Provider shall access the end user side of the Old Provider's NID and shall isolate the end user's inside wiring from the Old Provider's network using one of the following methods:
 - (i) When the Old Provider's NID has an RJ11 cord and RJ11 test jack on the end user's side of the NID, the New Provider may leave the inside wire connected to the binding posts or punch down blocks on the Old Provider's NID, in which event the New Provider must disconnect the RJ-11 cord from the RJ11 test jack to achieve isolation of the Old Provider's network. Under such circumstances, it is not necessary for the New Provider's NID to be directly connected the Old Provider's NID.
 - (ii) The New Provider may disconnect the inside wires from the binding posts or punch down blocks located on the end user's side of the Old Provider's NID and such inside wires may be secured by capping or using a multiple terminating scotchloc (or other protective device) without reconnecting such inside wiring to the New Provider's NID.
 - (iii) The New Provider may disconnect the inside wires from the binding posts or punch down blocks located on the end user's side of the Old Provider's NID and connect such inside wiring to the New Provider's NID or network wiring using a multiple terminating scotchloc (or other protective device), cross connect or similar arrangement located in the Old Provider's NID.
- (f) If the Old Provider's NID is a "Universal" model made by Corning ("U-NID") or has a similar module design or functionality, then the New Service Provider shall disconnect the inside wiring which is terminated at each insulation displacement connection (IDC) port on the end user's side of the Old Provider's NID. The New Provider shall secure and/or connect to such disconnected wires by coiling and capping the same or using a multiple terminating scotchloc (or other protective device) located in the Old Provider's NID.
- (g) Multi-Unit Structures:

- i. Where the Old Provider utilizes a multi-tenant NID located within a pedestal installed adjacent to a multi-unit residential or business structure and the New Provider will utilize the existing wiring to serve a multi-unit tenant end user, the New Provider will perform service transfers with respect to such multi-unit tenant end user in accordance with the CenturyLink Voice Transition Provisioning Procedures documentation. In particular, the New Provider will ensure that the interior wiring for an affected end user is positively identified through the use of an “audible” tone generation or “physical” Volt-Ohm metering device(s). Isolation of each network under such circumstances will be achieved by removing jumpers, bridge clips and/or identified interior wiring from the termination punch down blocks or binding posts.
- ii. When initiating service to a new multi-unit tenant end user at a multi-unit structure (residential and/or business) where the New Provider is utilizing the existing wiring serving such end user, the New Provider shall tag the exterior wires, interior wires, and/or punch down block or wiring aggregation point serving such end user with information identifying the name of the New Provider to avoid confusion or delay in establishing service or responding to trouble calls at any of the units.

PART K – REPORTING STANDARDS

77 GENERAL

77.1 CenturyLink shall satisfy all service standards, intervals, measurements, specifications, performance requirements, technical requirements, and performance standards and will pay any penalties for violation of the performance standards that are required by law or regulation. In addition, CenturyLink's performance under this agreement shall be provided to CLEC at parity with the performance CenturyLink provides itself for like service(s).

PART L – COLLOCATION

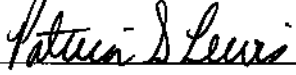
This Part L Intentionally Omitted: CLEC acknowledges that this Agreement (at CLEC's request) does not provide any provisions for collocation, and CLEC will not order any collocation unless and until the Parties have executed a written amendment to this Agreement setting forth terms and conditions governing such collocation.

IN WITNESS WHEREOF, each of the Parties has caused this Agreement to be executed and accepted by its duly authorized representatives.

"CLEC"

Charter Fiberlink-Tennessee, LLC

By: Charter Communications, Inc., its Manager

By: 

Name: Patti Lewis

Title: Vice President – Service Fulfillment

Date: 3/3/10

"CenturyLink"

United Telephone Southeast LLC d/b/a

CenturyLink

By: 

Name: Michael R. Hunsucker

Title: Director – Contract Management

Date: 3-19-10

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Exhibit A – TRRO Wire Center Thresholds as of June 1, 2008

LOOPS

Wire Centers exceeding the UNE Loop DS1 and DS3 Threshold (60,000 Business Access Lines and 4-fiber based collocators):

<u>State</u>	<u>Wire Center</u>	<u>CLLI</u>	<u>Effective</u>
NV	West 6	LSVGNVXK	April 22, 2005
NV	South 5	LSVGNVXG	June 1, 2006
NV	South South	LSVGNVXV	June 1, 2007

Wire Centers exceeding the UNE Loop DS3 Threshold (38,000 Business Access Lines and 4-fiber based collocators):

<u>State</u>	<u>Wire Center</u>	<u>CLLI</u>	<u>Effective</u>
NV	Main	LSVGNVXB	April 22, 2005
NV	West West	LSVGNVXW	April 22, 2005
NV	South 6	LSVGNGXL	June 1, 2006

TRANSPORT

Tier 1 Wire Centers for UNE Dedicated Transport:

<u>State</u>	<u>Wire Center</u>	<u>CLLI</u>	<u>Effective</u>
FL	Altamonte Springs	ALSPFLXA	April 22, 2005
FL	Fort Myers	FTMYFLXA	April 22, 2005
FL	Maitland	MTLDFLXA	April 22, 2005
FL	Tallahassee	TLHSFLXA	April 22, 2005
FL	Winter Park	WNPKFLXA	April 22, 2005
NC	Rocky Mount	RCMTNCXA	June 1, 2007
NV	East 1	LSVGNVXR	June 1, 2006
NV	Main	LSVGNVXB	April 22, 2005
NV	South 5	LSVGNVXG	April 22, 2005
NV	West 6	LSVGNVXK	April 22, 2005
NV	South 6	LSVGNVXL	April 22, 2005
NV	South South	LSVGNVXV	April 22, 2005
NV	West West	LSVGNVXW	April 22, 2005
TN	Bristol	BRSTTNXA	April 22, 2005
TN	Johnson City	JHCYTNXC	April 22, 2005
TN	Kingsport	KGPTTNXA	April 22, 2005

Tier 2 Wire Centers for UNE Dedicated Transport:

<u>State</u>	<u>Wire Center</u>	<u>CLLI</u>	<u>Effective</u>
FL	Goldenrod	GLRDFLXA	April 22, 2005
FL	Lake Brantley	LKBRFLXA	April 22, 2005
FL	Ft. Walton Beach	FTWBFLXA	June 1, 2007
FL	Naples	NPLSFLXD	June 1, 2006
FL	Ocala	OCALFLXA	June 1, 2006
FL	Tallahassee	TLHSFLXD	April 22, 2005
MO	Jefferson City	JFCYMOXA	April 22, 2005
NC	Fayetteville	FYVLNCXA	April 22, 2005
NV	North 5	LSVGNVXU	June 1, 2007
SC	Greenwood	GNWDSCXC	June 1, 2007
VA	Charlottesville	CHVLVAXA	June 1, 2006

All other CenturyLink Wire Centers are currently considered Tier 3 Wire Centers for UNE Dedicated Transport.

TABLE ONE

KEY CODES			9/15/2009
MRC	NRC		
		Message Provisioning, per message	\$0.000684
		Data Transmission, per message	\$0.00000
		Media Charge - per CD (Price reflects shipping via regular U.S. Mail)	\$18.00
		Operator Assistance / Directory Assistance Branding	ICB
	I0007	Trip Charge	\$18.11
	I0008	Manual Service Order NRC	\$16.99
	I0009	Manual Service Order - Listing Only	\$16.99
	I0010	Manual Service Order - Listing Change Only	\$16.99
	I0011	Electronic Service Order (IRES)	\$9.40
	I0012	Electronic Service Order - Listing Only	\$9.40
	I0013	Electronic Service Order - Listing Change Only	\$9.40
	I0014	2-Wire Loop Cooperative Testing	\$38.16
	I0015	4-Wire Loop Cooperative Testing	\$46.88
	I0016	Trouble Isolation Charge	\$74.10
		LNP Coordinated Conversion - Lines 1 -10	\$66.42
		LNP Coordinated Conversion - Each additional line	\$4.59
		LNP Non-Coordinated Conversion - 10 Digit Trigger/Simple Ports	\$0.00
		Local and ISP-bound traffic:	
		End Office - per MOU	*Bill and Keep N/A
		Tandem Switching - per MOU	*Bill and Keep N/A
		Shared Transport - per MOU	*Bill and Keep N/A
		End Office - per MOU	**\$0.004291 N/A
		Tandem Switching - per MOU	**\$0.001864 N/A
		Shared Transport - per MOU	**\$0.000133 N/A

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		** The foregoing rates are subject to CenturyLink's right to opt-into the FCC ISP Remand Order in accordance w/ the ICA terms		
		VNXX Traffic	Tariff rates apply	
		Transit Service Charge - per MOU	\$0.005000	N/A
		Local Number Portability query (LNP)	Per interstate tariff	Per interstate tariff
		Toll Free Code query (TFC) - Simple	Per interstate tariff	Per interstate tariff
		Toll Free Code query (TFC) - Complex Additive	Per interstate tariff	Per interstate tariff
		Line Information Database query (LIDB)	Per interstate tariff	Per interstate tariff
		Line Information Database query transport (LIDB)	Per interstate tariff	Per interstate tariff
		Directory - Premium & Privacy Listings	Refer to Applicable Retail Tariff	
10001		SIG Database Extract Report, per CDROM (price reflects shipping regular U.S. Mail)	\$18.00	

TABLE TWO [INTENTIONALLY OMITTED.]

ATTACHMENT 1 -- GENERAL CLEC DISASTER RECOVERY PROCEDURE

1. PURPOSE

- 1.1. In the unlikely event of a disaster occurring that affects CenturyLink's long-term ability to deliver traffic to a Competitive Local Exchange Carrier (CLEC); general procedures have been developed to hasten the recovery process. Since each location is different and could be affected by an assortment of potential problems, a detailed recovery plan is impractical. However, in the process of reviewing recovery activities for specific locations, some basic procedures emerge that appear to be common in most cases.
- 1.2. These general procedures should apply to any disaster that affects the delivery of traffic for an extended time period. Each CLEC will be given the same parity consideration during an outage and service will be restored as quickly as possible.
- 1.3. This document will cover the basic recovery procedures that would apply to every CLEC.

2. IDENTIFYING THE PROBLEM

- 2.1. During the early stages of problem detection, the NOC will be able to tell which CLECs are affected by the catastrophe. Further analysis and/or first hand observation will determine if the disaster has affected CLEC equipment only; CenturyLink equipment only or a combination. The equipment that is affected will largely determine the initial restoration activity.
- 2.2. Once the nature of the disaster is determined and after verifying the cause of the problem, the NOC will initiate reroutes and/or transfers that are jointly agreed upon by the affected CLECs' Network Management Center and the CenturyLink NOC. The type and percentage of controls used will depend upon available network capacity. Controls necessary to stabilize the situation will be invoked and the NOC will attempt to re-establish as much traffic as possible.
- 2.3. The service centers will also be impacted by a disaster situation, and separate measures for their recovery are included as well.

3. SITE CONTROL

- 3.1. In the total loss of building use scenario, what likely exists will be a smoking pile of rubble. This rubble will contain many components, which could be dangerous. It could also contain any personnel on the premises at the time of the disaster. For these reasons, the local fire marshal with the assistance of the police will control the site until the building is no longer a threat to surrounding properties and the companies have secured the site from the general public.
- 3.2. During this time, the majority owner of the building should be arranging for a demolition contractor to mobilize to the site with the primary objective of reaching the cable entrance facility for a damage assessment. The results of this assessment would then dictate immediate plans for restoration, both short term and permanent.
- 3.3. In a less catastrophic event, i.e., the building is still standing and the cable entrance facility is usable, the situation is more complex. Local authorities will initially control the site until the threat to adjacent property has diminished. Once the site is returned to the control of the companies, the following events should occur.
- 3.4. An initial assessment of the main building infrastructure systems (mechanical, electrical, fire and life safety, elevators, and others) will establish building needs. Once these needs are determined, the majority owner should lead the building restoration efforts. There may be situations where the site will not be totally restored within the confines of the building. The companies must individually determine their needs and jointly assess the cost of permanent restoration to determine the overall plan of action.

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- 3.5. Multiple restoration trailers from each company will result in the need for designated space and installation order. This layout and control is required to maximize the amount of restoration equipment that can be placed at the site, and the priority of placements.
- 3.6. Care must be taken in this planning to insure other restoration efforts have logistical access to the building. Major components of telephone and building equipment will need to be removed and replaced. A priority for this equipment must also be jointly established to facilitate overall site restoration. (Example: If the AC switchgear has sustained damage, this would be of the highest priority in order to regain power, lighting, and HVAC throughout the building.)
- 3.7. If the site will not accommodate the required restoration equipment, the companies would then need to quickly arrange with local authorities for street closures, rights of way and other possible options available.

4. ENVIRONMENTAL CONCERNS

- 4.1. In the worse case scenario, many environmental concerns must be addressed. Along with the police and fire marshal, the state environmental protection department will be on site to monitor the situation.
- 4.2. Items to be concerned with in a large central office building could include:
 - 4.2.1. Emergency engine fuel supply. Damage to standby equipment and the fuel handling equipment could have created "spill" conditions that have to be handled within state and federal regulations.
 - 4.2.2. Asbestos containing materials that may be spread throughout the wreckage. Asbestos could be in many components of building, electrical, mechanical, outside plant distribution, and telephone systems.
 - 4.2.3. Lead and acid. These materials could be present in potentially large quantities depending upon the extent of damage to the power room.
 - 4.2.4. Mercury and other regulated compounds resident in telephone equipment.
 - 4.2.5. Other compounds produced by the fire or heat.
- 4.3. Once a total loss event occurs at a large site, local authorities will control immediate clean up (water placed on the wreckage by the fire department) and site access.
- 4.4. At some point, the companies will become involved with local authorities in the overall planning associated with site clean up and restoration. Depending on the clean up approach taken, delays in the restoration of several hours to several days may occur.
- 4.5. In a less severe disaster, items above are more defined and can be addressed individually depending on the damage.
- 4.6. In each case, the majority owner should coordinate building and environmental restoration as well as maintain proper planning and site control.

5. EMERGENCY RESTORATION PLAN FOR CSO ORGANIZATION

- 5.1. Introduction. This plan provides a basic organizational structure and defines areas of responsibility for a wide range of disasters. It is intended to allow and encourage maximum organizational flexibility in responding to all potential disasters. The organization outlined here includes only those people who normally would support the Service Center operations.
- 5.2. General Information.

- 5.2.1. As soon as it is determined that an emergency situation exists, the Service Center Manager will hold a meeting with the Local Assessment Team and make plans for placing the Disaster Recovery Plan into effect.
- 5.2.2. The assessment team's areas of responsibilities will be determined and assigned by the Service Center Manager.
- 5.2.3. As soon as practical, the Service Center Manager will use all means available for alerting the personnel who will be needed to make the assessment, keeping in mind that the assessment should be completed as soon as possible after an emergency occurrence.
- 5.2.4. After personnel report, the Service Center Manager, or his designated representative, will provide the necessary information to begin the damage assessments.
- 5.2.5. It is most important that the Service Center Manager ensure that the assessment team is properly instructed and keeps in mind CenturyLink's safety practices and abides by them while securing center assessment information.

6. EMERGENCY RESTORATION

- 6.1. In the event an emergency situation develops, or is in the process of developing, the Service Center Manager will hold a meeting with the Local Assessment team to place the Disaster Recovery Plan into operation.
- 6.2. Local Service Center Assessment Team
 - Service Center Manager
 - Manager-Buildings/Grounds
 - Security Manager
 - Information Services Manager
 - Manager Safety /Risk/Loss
 - Public Relations Manager
- 6.3. Agenda for Meeting. The Local Assessment Team should review the following subjects and take action as necessary to expedite the restoration of service.
 - Departments affected
 - AC power failures
 - LAN Connectivity
 - Communication System Assessment
 - Working Conditions (weather, delays, etc.)
 - Work force requirements (forces on the job, in transit, etc.)
 - Extra Forces needed
 - Contractors needed
 - Restoration schedules – temporary/permanent

- Equipment requirements
- General review of responsibilities
- Secure from Decision Support work order number

7. **EMERGENCY RESTORATION PRIORITY**

The priority for restoration will be established at the time of the emergency or disaster, as conditions dictate. The following are considerations for restoration in order of priority:

- Assignment
- Remote Entry
- CLEC

8. **WORK DISTRIBUTION RECOMMENDATION**

Scottsbluff, Nebraska - All work can be routed to Jefferson City, Missouri.

Jefferson City, Missouri - All work can be routed to Carlisle.

Carlisle, Pennsylvania - All work can be routed to Jefferson City, Missouri

Fayetteville, North Carolina -

Remote Entry for Companies "O" & "C" to Winter Garden.

Remote Entry for Company "S" to Carlisle.

Assignment for Company "C" to Las Vegas

Assignment for Company "S" to Ft. Myers

Assignment for Company "O" to Jefferson City

CLEC to Ft. Myers

Las Vegas, Nevada

Remote Entry to Winter Garden and Carlisle

Assignment to Fayetteville, Ft. Myers, and Jefferson City

CLEC to Fayetteville

Winter Garden, Florida

Remote entry to Jefferson City, Carlisle, and Fayetteville

Ft. Myers, Florida

Assignment to Las Vegas, Jefferson City, Carlisle, and Fayetteville

CLEC to Las Vegas and Fayetteville

Note: The techs will call directly to the 800 number of the receiving center. This will also help with work distribution.

9. **EMERGENCY RESTORATION PLAN FOR NETWORK ORGANIZATION CENTER**

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- 9.1. The Disaster Recovery Management Team is comprised of internal and external personnel responsible for maintaining and executing the plan. The Plan addresses both short and long term disaster but is flexible enough to resolve less severe disruptions. The nature of the disruption typically indicates the specific resources needed for recovery. Therefore, the resources utilized by the Recovery Team are directly related to the extent of the damage caused by the event.
- 9.2. The primary responsibilities of the Disaster Recovery Management Team are to:
- 9.2.1. Accomplish rapid and efficient recovery of the network and application systems at the primary and alternate site locations.
 - 9.2.2. Manage recovery and non-recovery activities to protect vital NOC functions until normal operations are resumed.
 - 9.2.3. Conduct streamlined reporting of recovery progress from the recovery team level upward to Executive Management and downward to affected personnel.
- 9.3. The Disaster Recovery Management Team consists of:
- 9.3.1. NOC Director

The NOC Director manages the recovery and restoration effort, reporting recovery and progress and problems to Executive Management. All individual groups within the NOC function under this supervision throughout the recovery and restoration. Managers of the groups report recovery status directly to the NOC Director.

In a non-disaster mode the Director assumes the role in ensuring that the Plan is properly documented, maintained and tested in order to ensure that a state of readiness always exists sufficient to respond to any level of disaster. Functional management groups operating under this direction are:

 - Technical Assistance
 - Special Services
 - Scheduling and Administration
 - Surveillance
 - Corporate Communications (Public Relations)
 - 9.3.2. Manager of Special Services
 - 9.3.3. Manager of Technical Assistance
 - 9.3.4. Manager of Surveillance
 - 9.3.5. Manager of Scheduling & Administration

All leadership positions on the Recovery Team are required to have an alternate person to assume their position in the case they are not available at the time of the disaster and subsequent recovery.

10. RECOVERY PROCEDURES

The nature and severity of any disaster will influence the recovery procedures. One crucial factor in determining how CenturyLink will proceed with restoration is whether or not CenturyLink's equipment is incapacitated. Regardless of whose equipment is out of service, CenturyLink will move as quickly as possible to aid with service recovery; however, the approach that will be taken may differ depending upon

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the location of the problem.

10.1. CLEC OUTAGE

For a problem limited to one CLEC (or a building with multiple CLECs). CenturyLink has several options available for restoring service quickly. For those CLECs that have agreements with other CLECs, CenturyLink can immediately start directing traffic to a provisional CLEC for completion. This alternative is dependent upon CenturyLink having concurrence from the affected CLECs.

Whether or not the affected CLECs have requested a traffic transfer to another CLEC will not impact CenturyLink's resolve to re-establish traffic to the original destination as quickly as possible.

10.2. CENTURYLINK OUTAGE

Because CenturyLink's equipment has varying degrees of impact on the service provided to the CLECs, restoring service from damaged CenturyLink equipment is different. The outage will probably impact a number of Carriers simultaneously.

A disaster involving any of CenturyLink's equipment locations could impact the CLECs, some more than others. A disaster at a Central Office (CO) would only impact the delivery of traffic to and from that Center (SWC). Traffic from the entire area to those Carriers served from that switch would also be impacted. If the switch functions as an Access tandem or there is a tandem in the building, traffic from every CO to every CLEC could be interrupted. A disaster that destroys a facility hub could disrupt various traffic flows, even though the switching equipment may be unaffected.

The NOC would be the first group to observe a problem involving CenturyLink's equipment. Shortly after a disaster, the NOC will begin applying controls and finding reroutes for the completion of as much traffic as possible. These reroutes may involve delivering traffic to alternate Carriers upon receiving approval from affected carriers and notification of the CLECs involved. In some cases, changes in translations will be required.

10.2.1. Loss of a Central Office

When CenturyLink loses a Central Office, the NOC will:

- Place specialists and emergency equipment on notice.
- Inventory the damage to determine what equipment and/or functions are lost,
- Move containerized emergency equipment and facility equipment to the stricken area, if necessary.
- Begin reconnecting service for Hospitals, Police and other emergency agency customers of CLECs and CenturyLink in a nondiscriminatory manner in accordance with SNEP-TSP guidelines, and
- Begin restoring service to CLECs and other customers

10.2.2. Loss of a Central Office with Serving Wire Center Functions

The loss of a Central Office that also serves as a Serving Wire Center (SWC) will be restored as described in section 5.2.1.

10.2.3. Loss of a Central Office with Tandem Functions

When CenturyLink loses a Central Office building that serves as an Access Tandem and
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as a SWC, the NOC will:

- Place specialists and emergency equipment on notice;
- Inventory the damage to determine what equipment and/or functions are lost.
- Move containerized emergency equipment and facility equipment to the stricken area, if necessary.
- Begin reconnecting service for Hospitals, Police and other emergency agency customers of CLECs and an CenturyLink in a nondiscriminatory manner in accordance with NSEP-TSP guidelines, and
- Redirect as much traffic as possible to the alternate access tandem (if available) for delivery to those CLECs utilizing a different location as a SWC.
- Begin aggregating traffic to a location near the damaged building. From this location, begin re-establishing trunk groups to the CLECs for the delivery of traffic normally found on the direct trunk groups. (This aggregation point may be the alternate access tandem location or another CO on a primary facility route.)
- Begin restoring service to CLECs and other customers.

10.2.4. Loss of a Facility Hub

In the event that CenturyLink loses a facility hub, the recovery process is much the same as above. The recovery effort will include:

- Placing specialists and emergency equipment on notice;
- Inventorying the damage to determine what equipment and/or functions are lost;
- Moving containerized emergency equipment to the stricken area, if necessary;
- Reconnecting service for Hospitals, Police and other emergency agency customers of CLECs and CenturyLink in a nondiscriminatory manner in accordance with NSEP-TSP guidelines; and
- Restoring service to CLECs and other customers. If necessary, CenturyLink will aggregate the traffic at another location and build temporary facilities. This alternative would be viable for a location that is destroyed and building repairs are required.

10.3. COMBINED OUTAGE (CLEC AND CENTURYLINK EQUIPMENT)

In some instances, a disaster may impact CenturyLink's equipment as well as the CLECs'. This situation will be handled in much the same way as described in section 5.2.3. Since CenturyLink and the CLECs will be utilizing temporary equipment, close coordination will be required.

10.4. ALTERNATIVE BUILDING

In preparation for an extended outage, each Service Center Manager to identify with Land & Buildings an alternate company location that could be converted to a temporary service center. This space would not be occupied or furnished in advance but would be equipped with LAN and telephone connections. Alternate space will accommodate:

- Work stations

- Computers
- Telephones
- LAN Connections

11. T1 IDENTIFICATION PROCEDURES

During the restoration of service after a disaster, CenturyLink may be forced to aggregate traffic for delivery to a CLEC. During this process T1 traffic may be consolidated onto DS3s and may become unidentifiable to the Carrier. Because resources will be limited, CenturyLink may be forced to “package” this traffic entirely differently than normally received by the CLECs. Therefore, a method for identifying the T1 traffic on the DS3s and providing the information to the Carriers is required.

12. ACRONYMS

CO	Central Office (CenturyLink)
DS3	Facility that carries 28 T1s (672 circuits)
CLEC	Competitive Local Exchange Carrier
NOC	Network Operations Center
SWC	Serving Wire Center (CenturyLink switch)
T1	Facility that carries 24 circuits