

**THIS TARIFF REPLACES THE TARIFF NO. 1 OF ACCESSLINE COMMUNICATIONS CORPORATION,
CURRENTLY ON FILE WITH THE COMMISSION**

TITLE SHEET

HAWAII TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by AccessLine Communications Corporation d/b/a Voice Telco Services (“AccessLine”) with principal offices at 3310 146th Place, SE, Bellevue, Washington 98007. This tariff applies for services furnished within the State of Hawaii. This tariff is on file with the Hawaii Public Utilities Commission, and copies may be inspected, during normal business hours, at the company’s principal place of business.

IN THE EVENT OF A CONFLICT BETWEEN THIS TARIFF AND STATE LAW, STATE LAW SHALL PREVAIL.

ISSUE DATE: November 26, 2014
ISSUED BY:

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EFFECTIVE DATE: December 8, 2014

**CONCURRING, CONNECTING OR
OTHER PARTICIPATING CARRIERS**

1. Concurring Carriers- None
2. Connecting Carriers- None
3. Other Participating Carriers - None

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EFFECTIVE DATE: December 8, 2014

CHECK SHEET

The Sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>
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TARIFF FORMAT

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A
- 2.1.1.A.1
- 2.1.1.A.1.a)
- 2.1.1.A.1.(a).I
- 2.1.1.A.1.(a).I (i)
- 2.1.1.A.1.(a).I.(i).(1)

D Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross-reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on Commission file.

ISSUE DATE: November 26, 2014
ISSUED BY:

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) to signify change in regulation
- (D) to signify a deletion
- (I) to signify a rate increase
- (L) to signify material relocated in the tariff
- (N) to signify a new rate or regulation
- (R) to signify a rate reduction
- (T) to signify a change in text, but no change in rate or regulation

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

AccessLine - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Company's location or switching center.

Account - Either a Customer's physical location or individual Service represented by a unique account number within the Billing Hierarchy. Multiple Services each with a unique account number may be part of one physical location.

Application for Service - The AccessLine order process that includes technical, billing and other descriptive information provided by the Customer that allows AccessLine to provide requested communications Services for the Customer and Customer's Authorized Users. Upon acceptance by AccessLine, the Application for Service becomes a binding contract between the Customer and AccessLine for the provision and acceptance of Services.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Billing Hierarchy - Allows Customers to combine multiple accounts and Services into a single billing structure. Business Customers can choose whether to have all Services invoiced together, invoiced separately, or in any combination thereof. In addition, the Business Customer may specify where the invoices are to be sent and who is to receive them.

Business Hours - The phrase "business hours" means the time after 5:00 A.M. PST and before 6:00 P.M. PST, Monday through Friday excluding holidays.

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Business Office - The phrase “business office” means the primary location where the business operations of AccessLine are performed and where a copy of AccessLine’s tariff is made available for public inspection. The address of the business office is 3310 146th Place, SE, Bellevue, WA 98007.

Commission - Used throughout this tariff to mean the Hawaii Public Utilities Commission.

Company or AccessLine - Used throughout this tariff to mean AccessLine Communications Corporation, d/b/a Voice Telco Services, a Delaware Corporation.

Competitive Local Exchange Carrier (“CLEC”) or Alternative Local Exchange Carrier (“ALEC”) - means any entity or person providing local exchange services in competition with an ILEC or LEC.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company or purchases a Company Prepaid Calling Card and/or originates prepaid calls using such cards, and is responsible for the payment of charges and for compliance with the Company’s tariff regulations.

Day - The term “day” means 6:00 A.M. to, but not including, 5:00 P.M. local time at the originating city, Monday through Friday, excluding Company specific holidays.

Dedicated Access -The Customer gains entry to the Company’s services by a direct path from the Customer’s location to the Company’s point of presence.

Delinquent or Delinquency - An account for which payment has not been made in full on or before the last day for timely payment.

Digital Transmission - Information transmitted in the form of digitally encoded signals.

Facility (or Facilities) - Any item or items of communications plant or equipment used to provide or connect to AccessLine Services.

HAR - Used throughout this tariff to mean Hawaii Administrative Rules.

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Holiday - The term "holiday" means 6:00 A.M. to, but not including, 11:00 P.M. local time at the originating city on all Company-specific holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Holiday- New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rates shall go into effect.

Incomplete Call - Any call where voice transmission between the calling party and the called station is not established (i.e., busy, no answer, etc.).

Interexchange Carrier (IXC) - A common carrier that provides long distance domestic and international communication services to the public.

Location - A physical premise to or from which AccessLine provides Service.

Non-Business Hours - The phrase "non-business hours" means the time period after 6:00 P.M. and before 5:00 A.M., Monday through Friday, all day Saturday, Sunday, and on holidays.

NPA - An area code, otherwise called numbering plan area.

NXX - The designation for the first three digits of a local telephone number where N represents 2-9 and X represents 0-9.

Regular Billing - A standard bill sent in the normal monthly AccessLine billing cycle. This billing consists of one Bill for each account assigned to the Customer with explanatory detail showing the derivation of the charges.

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Resp.Org - Responsible Organization or entity identified by a Toll-Free service Customer that manages and administers records in the toll free number database and management system.

Services - AccessLine's regulated common carrier communications services provided under this Tariff.

Switch - The term "switch" denotes an electronic device that is used to provide circuit sharing, routing, and control. Timely Payment - A payment on a Customer's account made on or before the due date.

Switched Access - The Customer gains entry to the Company's services by a transmission line that is switched through the local exchange carrier to reach the Company's point of presence.

Telecom Unit - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of Hawaii.

Telecommunications - The transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

Underlying Carrier - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

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SECTION 2- RULES AND REGULATIONS

21 Undertaking of the Company

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications services provided by the Company for telecommunications between points within the State of Hawaii. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company, which fully identifies the Customer, the services requested and other information requested by the Company. The Company reserves the right to examine the credit record and check the references of all applicants and Customers. The Company may examine the credit profile/record of any applicant prior to accepting the service order. The service application shall not in itself obligate the Company to provide services. The Company will comply with all applicable provisions of the Fair Credit Reporting Act.

The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement.

2.1.1 The services provided by the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.

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- 2.1.2 The rates and regulations contained in this tariff apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of the Company.
- 2.1.3 The Company reserves the right to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control, including, without limitation: lack of satellite or other transmission medium capacity; or when the use of service becomes or is in violation of the law or the provisions of this tariff, subject to the limitations set forth in HAR Sections 6-80-106 and 6-80-103.

22 **Use of Services**

- 2.2.1 The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 The Company's services are available for use 24 hours per day, 7 days per week.

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- 2.2.5 The Company does not transmit messages, but the services may be used for that purpose.
- 2.2.6 The Company's services may be denied for nonpayment of charges, which are not in dispute, or for other violations of this tariff subject to the provisions of HAR Section 6-80-106.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 Customer shall notify the Company immediately of any unauthorized use of services.

2.3 **Liability of the Company (In the event of a conflict with State law, State law shall prevail.**

- 2.3.1 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted. **In the event of a conflict with State law, State law shall prevail.**
- 2.3.2 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company. **In the event of a conflict with State law, State law shall prevail.**

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- 2.3.3 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the long distance call for the period during which the call was affected. **In the event of a conflict with State law, State law shall prevail.**
- 2.3.4 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service. **In the event of a conflict with State law, State law shall prevail.**
- 2.3.5 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express, implied, or statutory, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Nothing in this tariff shall limit the Company's liability for negligence. **In the event of a conflict with State law, State law shall prevail.**

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2.4 **Responsibilities of the Customer**

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities, which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 2.4.3 If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.
- 2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of the Company's equipment to be maintained within the range normally provided for the operation of microcomputers.

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- 2.4.6 The Customer shall ensure that the equipment and/or system is properly interfaced with the Company's facilities or services, that the signals emitted into the Company's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, the Company will permit such equipment to be connected with its channels without the use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to Company equipment, personnel or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service.
- 2.4.7 The Customer must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.
- 2.4.8 The Customer must pay for the loss through theft of any Company equipment installed at Customer's premises.
- 2.4.9 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

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2.5 **Application for Service**

- 2.5.1 Applicants wishing to obtain service must initiate a service order which may include the Customer's authorization for AccessLine to instruct other carriers and vendors and the appropriate LEC to provide certain services on the Customer's behalf. AccessLine will obtain the proper authorization from the Customer where necessary, pursuant to Commission regulations. Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
- 2.5.2 An Application for Service may be changed by Customer upon written notice to AccessLine, subject to acceptance and confirmation by AccessLine, provided that a charge shall apply to any change when the request is received by AccessLine after notification by AccessLine of the acceptance and confirmation. Such charge shall be the sum of the charges and costs for access facilities and other services and features and the lesser of (i) the monthly recurring rate for each service component that has been canceled as a result of the change times the appropriate minimum service period, plus the applicable installation or non-recurring charges, and (ii) the costs incurred by AccessLine in accommodating each change. The costs incurred by AccessLine will include the direct and indirect cost of facilities specifically provided or used, the costs of installation, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

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2.5.3 Where the Customer or applicant cancels an Application for Service prior to the start of installation of service, lease of network elements, or prior to the start of special construction, no charge applies. Where installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by AccessLine shall apply, but in no case shall such charge exceed the charge for the minimum period of the service ordered, including applicable installation charges, if any. The costs incurred by AccessLine will include the direct and indirect costs of facilities specifically leased, provided or used; the cost of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

2.6 **Cancellation or Interruption of Services**

2.6.1 Subject to Hawaii Administrative Rules Section 6-80-106, without incurring liability, upon five (5) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the Customer, and an attempt to reach Customer by telephone, the Company may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:

2.6.1.A For nonpayment of any undisputed sum due the Company for more than thirty (30) days after issuance of the bill for the amount due,

2.6.1.B For violation of any of the provisions of this tariff,

2.6.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over the Company's services, or

2.6.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.

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- 2.6.1.E Pursuant to HAR Section 6-80-114(14), a customer's basic residential service may not be disconnected due to the non-payment of any telecommunications service offered by a third-party.
- 2.6.2 Without incurring liability, the Company may interrupt the provision of services, for a period not to exceed one hour, in order to perform tests and inspections to assure compliance with tariff regulations.
- 2.6.3 Service may be discontinued by the Company without notice to the Customer, by blocking traffic to certain countries, cities or NXX exchanges, or by blocking calls using certain Customer authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.
- 2.6.4 The Customer may terminate service upon thirty (30) days written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage until the Customer notifies its local exchange carrier and changes its long distance carrier. Until the Customer so notifies its local exchange carrier, it shall continue to be responsible for payment of any long distance usage it generates.

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2.7 **Credit Allowance**

- 2.7.1 Credit may be given for disputed calls, on a per call basis.
- 2.7.2 Credit shall not be issued for unavailability of long distance services.
- 2.7.3 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.3 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer within his control, or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's facilities.

An adjustment or refund shall be made:

- 2.7.3.A Automatically, if the service interruption lasts for more than forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount; and
- 2.7.3.B Upon subscriber oral or written request, if the service interruption lasts twenty-four (24) to forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount.
- 2.7.4 If such mistake, omission, interruption, delay, error, or defect in transmission, or failure or defect in facilities occurs and results in a customer remaining out of service for more than 24 hours, then one (1) of the following adjustments shall be made to the customer's bill in the next billing period in which it is practical to do so:
 - 2.7.4.A If the duration of the outage is less than five (5) days, the appropriate credit shall be the prorated amount of the customer's monthly service rate.

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- 2.7.4.B If the duration of the outage is five (5) days or longer, the appropriate credit is the prorated amount of the customer's monthly service rate for the first four (4) days of the outage, plus an additional \$5.00 per day for the fifth day and each subsequent day of the outage, up to the amount of the customer's monthly service rate.
- 2.7.5 No credit is allowed in the event that service must be interrupted in order to provide routine service quality or related investigations.
- 2.7.6 Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company or in the event that the Company is entitled to a credit for the failure of the facilities of the Company's Underlying Carrier used to furnish service.
- 2.7.7 Credit for interruption shall commence after the Customer notifies the Company of the interruption or when the Company becomes aware thereof, and ceases when service has been restored.
- 2.7.8 For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.7.9 No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.10 The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" - outage time in hours

"B" - monthly charge for affected activity

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2.7.11 If service is interrupted by a natural or other disaster beyond the control of Company, the Company shall make adjustments and refunds to its affected customers if service is not restored within 48 hours.

2.8 **Restoration of Service**

The use and restoration of services shall be in accordance with the priority systems specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

2.9 **Deposit**

The Company does not require deposits.

2.10 **Payment and Billing**

2.10.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon receipt. A late fee will be assessed upon unpaid amounts 30 days after rendition of bills.

2.10.2 The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, subscribed exchange lines, and direct connect facilities is the responsibility of the Customer. A credit will be made available if the Customer can demonstrate illegal or unauthorized use of service beyond Customer's reasonable control. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.

2.10.3 All disputed bills are subject to HAR Section 6-80-102.

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2.11 **Customer Complaints and/or Billing Disputes**

All Customer complaints are subject to Hawaii Administrative Rules Section 6-80-107. Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

3310 146th Place SE
Bellevue, Washington 98007
(877) 716-2540

All billing disputes are subject to Hawaii Administrative Rules Section 6-80-102. Any objection to billed charges should be reported promptly to the Company. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled. All Customer complaints and inquiries regarding service or billing are subject to the jurisdiction of the Commission, which may be contacted at the following address and telephone number:

Hawaii Public Utilities Commission
465 South King Street, Room 103
Honolulu, HI 96813
808-586-2020

The Company will provide basic information concerning its telecommunications to Customers in accordance with HAR Section 6-80-114.

If a Customer accumulates more than One Dollar of undisputed delinquent Company 800 Service charges, the Company Resp. Org. reserves the right not to honor that Customer's request for a Resp. Org. change until such undisputed charges are paid in full.

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2.12 **Collection Costs**

In the event Company is required to initiate legal proceedings to enforce any judgment obtained against a Customer, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company to enforce such judgment.

2.13 **Taxes**

All federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipt taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein.

2.14 **Late Charge**

A late fee of 1.0% monthly or the amount otherwise authorized by law, whichever is lower, will be charged on any past due balances.

2.15 **Returned Check Charge**

A fee as set forth in Section 4.2 of this tariff will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

2.16 **Reconnection Charge**

A reconnection fee of \$25.00 per occurrence will be charged when service is reestablished for Customers, which have been disconnected due to non-payment. Payment of the reconnection fee and any other outstanding amounts will be due in full prior to reconnection of service.

2.17 **Customer Billing Inquiries**

Any customer who has a question regarding his/her telephone bill may contact AccessLine toll free at (877) 357- 0750, or at 3310 146th Place SE, Bellevue, WA 98007.

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2.18 **Level of Service**

A Customer can expect end to end network availability of not less than 99% at all times for all services.

2.19 **Billing Entity Conditions**

When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. The Company's name and toll-free telephone number will appear on the Customer's bill.

ISSUE DATE: November 26, 2014

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SECTION 3 - DESCRIPTION OF SERVICE

3.1 **General**

Services offerings that include unlimited Usage are limited to use for standard business voice applications. This includes service offerings providing for unlimited local Usage, unlimited intraLATA Usage and/or unlimited interLATA Usage. No non-standard business use of any form is permitted for such unlimited service offerings. Incidental calling for dial-up internet access, for data and fax type applications and for other similar restricted uses reflected in this tariff is permitted up to a maximum of 1200 minutes within any thirty-day period; any such Usage beyond this threshold shall be presumed to be non-standard business in nature. If, at any time, the Company determines that the Customer's Usage is non-standard business or is not consistent with use for business voice applications, the Company may immediately take actions to enforce adherence to this tariff and to the Company's Statement of Terms and Conditions of Service that are applicable to interLATA and international long distance. Such actions may include the transition to a higher tier within the customer's existing service plan.

The Company will notify the Customer in writing when the previous month's Usage exceeds that normally associated with standard business voice applications. Such written notice will inform the Customer that a higher tier rate will apply if, after two additional months, the Usage remains above Usage thresholds established in the existing service plan. Customers whose excessive Usage levels resulted in a higher rate will, upon request, qualify for the lower-tier rate(s) after three consecutive months of Usage below Usage thresholds established in the existing service plan.

ISSUE DATE: November 26, 2014

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EFFECTIVE DATE: December 8, 2014

3.2 **Charges Based on Duration of Use**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 3.2.1 Calls are measured in duration increments identified for each service. All calls which are fractions of a measurement increment are rounded up to the next whole unit
- 3.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 3.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- 3.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 3.2.5 All times refer to local times.
- 3.2.6 Rates are not distance sensitive. As such, unless otherwise indicated, mileage bands are not applicable to the services offered.
- 3.2.7 Unless otherwise indicated, rates do not vary depending upon day or the time of day (Day, Evening, and Night/Weekend).
- 3.2.8 Each call is rated and billed in whole cents. Any rated call with a fraction of a will be rounded up to the nearest whole cent.

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3.3 **Product Descriptions**

3.3.1 **Directory Assistance**

Access to long distance directory assistance is obtained by dialing 1 + (area code) + 555-1212 for all listings. A charge will be applicable for each number requested, whether or not the number is listed or published.

3.3.2 **Emergency Call Handling Procedures**

Emergency "911" calls are not routed , but are completed through the local network at no charge.

3.3.3 **Promotional Offerings**

The Company may, from time to time, make promotional offerings to enhance the marketing of its services. These offerings may be limited to certain dates, times and locations. The Company will notify the Commission of such offerings as required by Commission rules and regulations, per section 5.

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3.3.4 SmartConference – Conference Calling

SmartConference offers Reserved Conferencing that is configured by the user for up to 100 callers via an easy-to-use web screen.

Other features:

Call in Number

Toll Free Access

Conference Scheduling

Start Date-The ability to set the date, up to 1 year in advance, on which the conference will take place.

Start Time-The ability to set the time the conference call will begin.

Duration-The ability to set how long the conference will last.

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Scheduled Conference Size

Maximum Size-One Hundred (100) Callers.

Speaking Participants-The maximum number of speaking participants is 25. The other 75 can list to the Conference Call.

Early Arrival

Green Room w/Hold Music-A feature, which allows guests who call in early to wait and listen to hold music until the host joins.

Green Room w/Open Conferencing-A feature, which allows guests who call in early to talk with each other until the host joins.

Host/Guest Codes

Multiple Host/Guest Codes-The ability to create different combinations of host and guest codes for multiple conference calls.

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Host Controls

Continue Until Scheduled End-The ability, once the host disconnects, to continue the conference call until it is scheduled to end.

Continue for 5 Minutes-The ability to allow the conference call to continue for 5 minutes after the host disconnects.

Return Guest to Green Room-The ability, once the host disconnects, to automatically return the guests to the green room until the host reconnects.

End Conference Call-The ability to end the conference call when the host disconnects.

Conference ID

Conference ID-The ability to specifically create a name for a reserved or reoccurring conference via the web.

Conference Recording

Conference Recording-The ability to specifically record the entirety of the conference, store

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3.3.5 Smart800-Switched Toll Free

Smart800 provides users with a toll free number, which may be directed to the DID number of their choice.

PIN Access-The ability, from any touch-tone phone, to access the user menu by entering a PIN.

Destination Routing

Weekly Schedule-The ability to set automatic routing of incoming calls based on time of day or day of week.

Remote Call Forwarding-The ability to override the existing routing schedule and forward calls “on-the-fly” from any touch-tone phone.

Personal Features

Change PIN-The ability, from any touch-tone phone, to change the personal identification number.

Weekly Schedule-The ability, from any touch-tone phone, to turn on or off the weekly schedule.

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3.3.6 Add-On Number Service

Add-On number allows either Smart800 or SmartConference customer to have more than one toll free number associated with their account. Each Add-On Number routes to the associated service number and has no additional features.

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SECTION 4 - RATES AND CHARGES

The following rates and charges are applicable to Business Customers.

4.1 **Directory Assistance**

\$1.25

4.2 **Returned Check Charge**

\$25.00

4.3 **Smart800**

This service is provided under product line names of Smart Services, Individual Services, and Biz Services. Service names and pricing vary by product line, sales channel, and offer bundle. These services are charged on a per number basis. Usage fees, ancillary services, and surcharges that may apply to each are shown in separate sections.

Service names are: Smart800, Toll Free, 800

Monthly Recurring Charges

Retail Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$ 9.80	200	\$ 0.049
Value	\$ 17.50	500	\$ 0.035
Pro Plan	\$ 125.00	5,000	\$ 0.025
Value Plus	\$ 58.00	2,000	\$ 0.029
Costco Exec Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$ 9.90	300	\$ 0.033
Value	\$ 16.00	500	\$ 0.032
Pro	\$ 29.00	1,000	\$ 0.029
Corporate-1	\$ 120.00	5,000	\$ 0.024
Corporate-2	\$ 190.00	10,000	\$ 0.019

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4.3 **Smart800 (Cont.)**

Costco Gold/Biz Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$ 10.50	300	\$ 0.035
Value	\$ 17.00	500	\$ 0.034
Pro	\$ 30.00	1,000	\$ 0.030
Corporate-1	\$ 125.00	5,000	\$ 0.025
Corporate-2	\$ 200.00	10,000	\$ 0.020
Office Depot Smart800	Monthly Recurring Charge	Included Monthly Minutes	Addtl Minutes
Economy	\$ 9.80	200	\$ 0.049
Value	\$ 17.50	500	\$ 0.035
Pro Plan	\$ 31.00	1,000	\$ 0.031

4.4 **SmartConference**

This service is provided under Product Line names of Smart Services, Individual Services, and Biz Services. Service names and pricing vary by product line, sales channel, and offer bundle.

These services are charged on a per number basis. Usage fees, ancillary services, and surcharges that may apply to each are shown in separate sections.

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Service names are: SmartConference, Conference, Conferencing, Conf

Monthly Recurring Charges

Retail SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$ 28.00	500	475	\$ 0.059
Power	\$ 65.00	500	1,667	\$ 0.039
Pro	\$ 125.00	500	5,000	\$ 0.025

Costco Exec SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$ 16.00	-	500	\$ 0.032
Power	\$ 29.00	-	1,000	\$ 0.029
Power Plus	\$ 120.00	-	5,000	\$ 0.024
Pro	\$ 190.00	-	10,000	\$ 0.019

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4.4 **SmartConference (Cont.)**

Costco Exec SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$ 16.00	-	500	\$ 0.032
Power	\$ 29.00	-	1,000	\$ 0.029
Power Plus	\$ 120.00	-	5,000	\$ 0.024
Pro	\$ 190.00	-	10,000	\$ 0.019
Costco Gold/Biz SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Convenience	\$ 17.00	-	500	\$ 0.034
Power	\$ 30.00	-	1,000	\$ 0.030
Power Plus	\$ 125.00	-	5,000	\$ 0.025
Pro	\$ 200.00	-	10,000	\$ 0.020
Office Depot SmartConference	Monthly Recurring Charge	Included One-time Minutes	Included Monthly Minutes	Addtl Minutes
Introductory	\$ 19.25	500	550	\$ 0.035
Power	\$ 23.00	500	500	\$ 0.046
Power Plus	\$ 31.00	500	1,000	\$ 0.031
Pro	\$ 125.00	500	5,000	\$ 0.025

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4.5 **Add-On Number**

This service is provided under product line names of Smart Services, Individual Services, and Biz Services. Service names and pricing vary by product line, sales channel, and offer bundle. These services are charged on a per number basis. Usage fees, ancillary services, and surcharges that may apply to each are shown in separate sections.

Service names are: Add-on number and Virtual TF

Monthly Recurring Charges

Description	Rate	Rating
Add-on Number monthly plan charge	\$4.49	per number

Non- Recurring Charges

Description	Rate	Rating
Add-on Number activation charge	\$9.99	per number

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4.6 **Ancillary Service Charges**

These optional services may be added and are charged on a per number, per occurrence basis.

Per Occurrence Fees

Description	Rate	Rating
Special Features		
Directory Assistance	\$1.250	per call
Recorded Conference Playback	\$0.053	per min
PayPhone charge	\$0.650	per call

Non-Recurring Charges

Description	Rate	Rating
Resporg/TF Number Port Charge	\$10.00	per number
Vanity activation charge	\$20.00	per number

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4.7 **Surcharges**

These fees are added for regulatory and industry standards compliance.

Monthly Recurring Charges

Description	Rate	Rating
Regulatory Compliance Fee (800)	\$0.95	per number
Regulatory Compliance Fee (CONF)	\$1.48	per number
Interexchange Carrier Charge	\$0.95	per number

4.8 **Payphone Dial Around Surcharge**

A dial around surcharge of \$.650 per call will be added to any completed INTRAstate toll access code and subscriber toll-free 800/888 type calls placed from a public or semi- public payphone.

4.9 **Universal Service Fund Assessment & Presubscribed Interexchange Carrier Charge**

The Customer will be assessed a monthly Universal Service Fund Contribution charge on all telecommunications services, which in no event shall be less than the prevailing contribution percentage rate charged the Company on intrastate traffic by the Universal Service Administrative Company (or any successor) or any state agency or its administrator. A Presubscribed Interexchange Carrier Charge ("PICC") applies on a monthly basis to all Customer monthly bills at the prevailing rate.

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SECTION 5 - PROMOTIONS AND DISCOUNTS

5.1. General

The Company, from time to time, may make promotional offerings of its services, which may include waiving or reducing the applicable charges for the promoted service. Promotions will be filed as separate tariff sheets under this Section 5.

All promotions will be limited in duration, and will identify a definite, reasonable time period during which the promotion will be in effect. A promotion may also be limited as to the locations where the offerings are made. A promotion may also, if so designated, provide for its conclusion upon the occurrence of a promotion-related event that is reasonable certain to occur, although the timing may not be certain.

Promotions will be implemented with at least one day's notice prior to the effective date of each promotion.

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