

All Local Voice Services provided by **tw telecom** are intended for retail end user purposes only. **tw telecom** does not support any Customer's resale of local services to another end user that is not specifically contracted with **tw telecom**. Unless otherwise agreed upon in writing by **tw telecom**, Customers must abide by the following requirements when purchasing any local services:

- A) Customer must use **tw telecom** owned telephone numbers or numbers that are officially ported into **tw telecom** in connection with the Services.
- B) **tw telecom** does not support individual names and/or locations for each telephone number used in connection with the Services for Emergency 911 purposes. Customer must utilize a PS/ALI (Private Switch/Automatic Line Identifier) software to support each individual location for each ANI (Automatic Number Identification) transmitted by **tw telecom** to the applicable Emergency 911 PSAP (Public Safety Answering Position). TWTC does not provide PS/ALI software.
- C) **tw telecom** does not support CARE record (Carrier Access Record) information for each of Customer's end users and Customer must choose a single primary interexchange carrier for Customer and all of its end users. i.e., The Customer and all of its end users must utilize the same interexchange carrier.
- D) **tw telecom** does not support the populating of the individual end user's caller name for Caller ID purposes. Only one Caller Name will be supported for each Billing Telephone Number provided to the Customer for the services purchased.
- E) **tw telecom** does not support individual directory listings for each of the Customer's end users. Customers may only purchase directory listings that are representative of their own business name.
- F) **tw telecom** will bill only Customer for both Customer's and its end users use of the Services. Usage may be detailed by Billing Telephone Number (BTN), but **tw telecom** will not bill Customer's end users for the Services and **tw telecom** does not provide any billing media to assist Customer in billing its end users.
- G) **tw telecom** does not offer GR303 protocol in connection with the Services.
- H) **tw telecom** will accept trouble reports only from Customer or a Customer provided contact. Customer's end users contacting **tw telecom** will be referred back to Customer for trouble ticket management.
- I) Customer agrees that all Services purchased hereunder will be subject to taxes, fees, surcharges and assessments based on Customer's use of the Services as an end user.