



Allstream
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October 9, 2019

Via Electronic Mail and Overnight Delivery

North Dakota Public Service Commission
Attn: Executive Secretary
600 E. Boulevard, Dept. 408
Bismarck, ND 58505-0480

Re: Revisions to North Dakota P.S.C. Tariff No. 3 of Electric Lightwave, LLC dba Allstream (f/k/a Integra Telecom of North Dakota, Inc.); Advice Letter No. 22

Dear Executive Secretary:

Enclosed for filing with the North Dakota Public Service Commission is an original plus seven (7) copies of this transmittal letter and revised tariff sheets for the North Dakota P.S.C. Tariff No. 3 of Electric Lightwave, LLC dba Allstream (f/k/a Integra Telecom of North Dakota, Inc.)¹ An electronic copy of this transmittal letter and the tariff sheets has also been filed with the Commission via electronic mail. The proposed revisions are listed below. The Company respectfully requests an effective date of November 1, 2019. The following revised tariff sheets are enclosed:

- 1st Revised Title Sheet – Updated name; deleted obsolete language
- 12th Revised Sheet No. 1 – Revised Check Sheet
- 1st Revised Sheet No. 51 – Updates to contact and other information
- 5th Revised Sheet No. 64 – Increased monthly recurring charge for On-Network Basic Business Lines
- Updated throughout to reflect the name “Electric Lightwave, LLC dba Allstream”

This rate increase will only impact out-of-contract (i.e., month-to-month) customers, and increases to 1-Yr, 2-Yr, and 3-Yr term rates will only impact new customers. Impacted customers will be provided 30 days’ notice in the October billing cycle:

NOTICE OF PRICE INCREASE – COLORADO, NORTH DAKOTA, UTAH

According to our records your initial contract term has completed. If applicable, effective with the November billing cycle you will see a price increase of \$2/line on Basic Business Lines.

Thank you for your assistance in this matter. Please contact me with any questions.

Sincerely,

/s/ Donna Heaston

Donna Heaston
Corporate Attorney
Phone: 763-745-8466
Fax: 763-745-8459
Email: donna.heaston@allstream.com

¹ See In the Matter of the Joint Application of Electric Lightwave, LLC, and Integra Telecom of North Dakota, Inc. for Approval to Complete a *Pro Forma* Internal Consolidation, as submitted to the PSC on October 27, 2017.

REGULATIONS AND SCHEDULES

of

Essential Telecommunications Services
Applying to End-User Communications Services
within the
State of North Dakota

Provided by:

ELECTRIC LIGHTWAVE, LLC DBA ALLSTREAM

(T)

(D)

(D)

This tariff contains the descriptions, regulations and rates applicable to the furnishing of essential telecommunications services provided by Electric Lightwave, LLC dba Allstream (“Company”) within the State of North Dakota. This tariff is on file with the North Dakota Public Service Commission (“Commission”).

(T)

(D)

(D)

Issued: October 9, 2019

Effective Date: November 1, 2019

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Corporate Attorney
Allstream

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CHECK SHEET

The Title Sheet and Sheets Title through 80 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s).

Sheet No.	Revision	Sheet No.	Revision	Sheet No.	Revision
Title	1 st Revised*				
1	12 th Revised*	31	Original	61	Original
2	Original	32	Original	62	Original
3	Original	33	Original	63	5 th Revised
4	Original	34	Original	63.1	1 st Revised
5	Original	35	1 st Revised	64	5 th Revised*
6	1 st Revised	36	Original	65	Original
7	Original	37	Original	66	Original
8	Original	38	Original	67	Original
9	Original	39	Original	68	Original
10	Original	40	Original	69	2 nd Revised
11	Original	41	Original	70	2 nd Revised
12	Original	42	Original	71	Original
13	Original	43	Original	72	Original
14	1 st Revised	44	Original	73	Original
15	Original	45	Original	74	Original
16	Original	46	Original	75	Original
17	Original	47	Original	76	Original
18	Original	48	Original	77	Original
19	Original	49	Original	78	Original
20	Original	50	Original	79	Original
21	Original	51	1 st Revised*	80	Original
22	Original	52	Original	81	Original
23	Original	53	Original	82	Original
24	Original	54	Original	83	Original
25	Original	55	Original		
26	Original	56	Original		
27	Original	57	Original		
28	Original	58	Original		
29	Original	59	Original		
30	Original	60	Original		

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SECTION 2 - RULES AND REGULATIONS, Continued

2.13. PAYMENTS AND BILLING, Continued

2.13.6. Customer Complaints and Billing Disputes

A. Customer Complaints

1. A Customer or prospective customer may initiate a complaint with the Company on any relevant matter via our Customer Service email at UScustomerservice@allstream.com or by calling 1-866-468-3472. (T)
2. The Customer may at any point during resolution of the complaint seek review by a supervisor or manager. (T)

B. Billing Disputes

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

SECTION 3 – LOCAL EXCHANGE SERVICE, Continued**3.3. ESSENTIAL SERVICE RATES AND CHARGES, Continued**

3.3.2. Local Exchange Service Line Charges

A. Basic Local Exchange Line Charges

1. On Allstream's Network

Class of Service	Monthly Rates	Service Connection Charge	
Business Line Mo-to-Mo	\$42.99	\$45.00	(I)
Business Line 1-Year Term	\$34.99	\$45.00	(I)
Business Line 2-Year Term	\$31.99	\$45.00	(I)
Business Line 3-Year Term	\$30.99	\$45.00	(I)
Extended Area Service (EAS); per line	\$1.84		

2. Off Allstream's Network

Class of Service	Monthly Rates	Service Connection Charge	
Resale Business Line – Mo-to-Mo	\$51.99	\$45.00	
Resale Business Line – 1-Year Term	\$51.99	\$45.00	
Resale Business Line – 2-Year Term	\$41.99	\$45.00	
Resale Business Line – 3-Year Term	\$41.99	\$45.00	
Extended Area Service (EAS); per line	Please see Qwest Corporation Exchange and Network Services Price Schedule No. 1, Section 5.1.2. Extended Area Service		

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