

## **Terms and Conditions of Service**

### **1. APPLICATION OF TERMS AND CONDITIONS OF SERVICE**

- 1.1 These Terms and Conditions of Service (“Terms and Conditions”) apply to specialized switching services furnished by PAUL BUNYAN RURAL TELEPHONE COOPERATIVE, hereinafter referred to as the “Company”, with its principal address 1831 Anne St. NW, Suite 100, Bemidji, MN 56601, for the provision of Interstate Telecommunications Service for communications initiated from locations between and among domestic points in the United States and territories, and for the provision of International Telecommunications Service to international points specified herein. This service is furnished subject to the availability of facilities and subject to transmission, atmospheric and like conditions by wire, cable, radio and/or a combination thereof. By accepting Company’s Service, you (the “Customer”) agree to the terms and conditions set forth herein.
- 1.2 From time to time, the Company shall offer special promotional offerings allowing special discounts or modifications of its regular service offerings to its Customers. Such offerings may be limited to certain dates, times, and locations.
- 1.3 The most current version of these Terms and Conditions can be found on Company web site at *www.paulbunyan.net*. Any Changes to Terms and Conditions become effective on the Effective Date noted on the Company web site. By continuing to accept Company’s Service after the Effective Date, Customer agrees to the Terms and Conditions as modified.
- 1.4 When services and facilities are provided in part by the Company and in part by other companies, these Terms and Conditions apply to that portion of the service or facilities that it supplies.
- 1.5 Service/trademarks of the Company are indicated by “™”, registered service/trademark are indicated by “®”, and copyrights are indicated by “©”. In addition, the Company logo is a registered servicemark of the Company.

## 2. **DEFINITIONS**

The following definitions apply for certain terms used generally throughout these Terms and Conditions:

Access Code: A sequence of numbers that, when dialed, connect the caller to the provider of operator services associated with that sequence.

Access Line: A communication channel which is used for access to a Company service point.

Access Line Group: An access line or a number of access lines from a single Customer or authorized user location which have the same termination characteristics and which are arranged in a hunting sequence.

Additional Increments: The rate element used to bill for the chargeable time when a call continues beyond the initial minute.

Application for Service: A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

Authorization Code: A multi-digit code which enables a Customer to access Company's network and enables the Company to identify the use of proper billing.

Authorized User: A person, firm, corporation, or other legal entity that is authorized by the Customer to be connected to the service of the Customer. An Authorized user(s) must be named in the application for service.

**DEFINITIONS** (Cont'd)

**Billed Party:** The person or entity responsible for payment of the Company's service as follows:

For an Operator Assisted Call:

- a. in case of a Calling Card or Credit Card call, the holder of the calling card or credit card used by the Consumer;
- b. in case of a Collect or Third Party call, the one responsible for the local telephone service at the telephone number that agrees to accept charges for the call; and
- c. in the case of a Room Charge call, the Customer.

For a Direct Dial Call:

Direct dial calls are billed to the originating live number, or the party assigned the Company's authorization code used to complete the call.

**Billing Period:** The interval between Customer invoice to Customer invoice that shall consist of approximately 30 days.

**Calling Card Call:** A call for which charges are billed, not to the originating telephone number, but to a telephone calling card issued by a local exchange or long distance telephone company for this purpose.

**Cancellation of Order:** A Customer initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

**Collect Call:** A billing arrangement that bills the charge for a long distance call to the called station's telephone number. The person agreeing to accept the call, whether or not they are a presubscribed customer of the Company shall be responsible for all charges related to the call. Regardless of whether the person is a Customer of the Company or the individual receiving such a collect call, he or she shall be subject to the provisions of these Terms and Conditions that are applicable to the call accepted.

2. **DEFINITIONS** (Cont'd)

**Commission:** The Federal Communications Commission.

**Company:** PAUL BUNYAN RURAL TELEPHONE COOPERATIVE

**Connecting Carrier:** A telecommunications company, which may be either an interexchange or a local exchange carrier, that supplies the Company with facilities to originate or terminate the Company's long distance services.

**Consumer:** The term consumer means a person initiating any telephone call using operator services.

**Customer:** The Customer is the person, firm, corporation or other legal entity which: orders, cancels or amends service; is responsible for the payment of charges; and is responsible for compliance with all Terms and Conditions including any fraudulent use, misuse, or abuse of the Customer's Service or Customer provided equipment by third parties, the Customer's employees, or the public. This includes payment for calls or services that originate at the Customer's number(s), are accepted at the Customer's number(s) (e.g. collect calls), are billed to the Customer number(s) via third number billing, the use of a calling or travel card, or the use of an assigned special billing number or authorization code to the Customer.

**Customer Dialed Calling Card Call:** A Calling Card Call that does not require intervention by an attended operator position to complete.

**Customer-Provided Facilities:** All facilities, including those obtained from other communications common carriers, provided by the Customer and/or authorized user, other than those provided by the Company.

**Designated Service Date:** Denotes the Customer specified installation date requested at the time the order for service is initiated. If the Company finds it cannot provide service by that date, the designated service date becomes that date specified by the Company on which the installation of service can be performed.

**Disconnection:** The disconnection of a circuit, dedicated access line or port connection being used for existing service.

**Domestic Interstate Message Telecommunications Service:** The furnishing of direct dial and operator assisted domestic interstate switched network services to the Customer for the completion of long distance voice and dial up low speed data transmissions over voice grade channel between and among points within the United States.

**End User:** An individual or entity designated by the consumer to be responsible for the payment of calls placed using the Company's services.

**Excessive Call Attempt:** An attempt to make a call over the Company's network using an invalid authorization code during a measured 15 minute period within which 10 or more incomplete call attempts are made from the same access line, and where those attempts do not complete because an invalid authorization code(s) was used.

2. **DEFINITIONS** (Cont'd)

FCC: Federal Communications Commission.

Holiday: One of the following Federally recognized Holidays: Independence Day, Memorial Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day.

Message: Represents an interexchange toll call for which appropriate charges shall be assessed.

Inbound Service: Denotes a service where the subscriber has a toll-free number, such as an 800, 888, or 8XX prefix whereby the caller does not incur a toll charge.

International Message Telecommunications Service: The furnishing of station-to-station direct dial International switched network services for the completion of long distance transmissions over voice grade channels to other countries as specified herein.

Local Access Transport Area (LATA): A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Time: The time observed, standard or daylight savings, at the rate center associated with the originating point of the call.

Measured Charge: A charge assessed on a per minute basis in calculating a portion of the charges due for a completed Operator Assisted, Direct Dial Call, Credit Card or Third Party Call.

Measured Service: The provision of interstate long distance measured time communications telephone service to Customers who access the Company's service at its switching and call processing equipment by means of access facilities obtained from a local exchange carrier. The Company is responsible for arranging for the access line.

Message Toll Service: The term "Message Toll Service" ("MTS") is an interstate long distance service that utilizes switched access facilities to both originate and terminate a call.

Mileage Rate Band: Mileage interval used to establish rates for the Company services.

Minimum Average Time Requirements (MATR): A generic term indicating a specified period of time, used in the determination of usage charges, which represents the minimum average duration of calls completed during a billing period.

Normal Business Hours: Normal business hours are represented by the period between 7:30 a.m. to 6:00 p.m., Monday through Saturday, excluding holidays.

Operator Assisted Call: An interstate telephone connection completed through the use of Operator Services.

## 2. **DEFINITIONS** (Cont'd)

**Operator Service Charge**: A non-measured (fixed) surcharge that is added to a measured charge in calculating the total charges due for a completed Operator Assisted Call.

**Operator Services**: Any telecommunications service that includes, as a component, any automated or live assistance afforded to a consumer to arrange for the billing and/or completion, of a telephone call that are specified by the user through a method other than:

- \* Automatic Completion with billing to the telephone from which the call originated;
- \* Completion through an access code or a proprietary account number used by the consumer, with billing to an account previously established with the carrier by the consumer; or
- \* Completion in association with directory assistance services

**Other Communications Common Carrier**: A government regulated entity offering communications services to the public.

**Point of Presence**: Locations where the Company maintains through its own facilities or through arrangements with other carriers an operations center for purposes of providing long distance service.

**Premises**: All buildings occupied by the Customer and/or his authorized user on a contiguous property (except railroad right of way, etc.) not intersected by a public road.

**Presubscribed Provider of Operator Services**: The Provider of Operator Services to which the Consumer is connected when the Consumer places a call using a Provider of Operator Services without dialing an access code.

**Responsible Organization (Resp. Org.)**: The carrier entity that has responsibility for the management of 800 numbers in the Service Management System (SMS) including maintaining Customer records in the SMS system. Also, the entity which accesses the SMS to: a) search for and reserve 800 numbers; b) create and maintain 800 number Customer records, including call processing records; and c) provide a single point of contact for trouble reporting. The SMS recognizes one Resp. Org. for each 800 number.

**Service**: Service means any or all service(s) provided pursuant to these Terms and Conditions.

**Service Control Point (SCP)**: The real-time data base system in the service network that contains instructions on how Customers wish their calls to be routed, terminated or otherwise processed.

**Service Points**: Those cities from which the Company makes its services available to its customers.

**Special Promotional Offering**: Special discounts or modifications of the Company's regular service offerings which may, from time to time, be offered to its Customers for a particular service. Such offerings may be limited to certain dates, times, and locations.

2. **DEFINITIONS** (Cont'd)

Special Services: Denotes service provided and performed by the Company involving special engineering, design, programming, development or production activities to provide services requested by a Customer to meet special needs not otherwise provided under these Terms and Conditions.

Station: Any location from which a message can be originated or received.

Station-to-Station Call: A call placed to a telephone number, with the understanding that the caller will speak to any person who answers the called number.

Subscriber: A person or other entity that selects a telecommunications company to be the Presubscribed Provider of Long Distance Services for one or more locations within that person or entity's control.

Telecommunications: The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or any other form of intelligence over dedicated or switched facilities.

Third Party Call: A call for which charges are billed, not to the originating telephone number, but to a third party telephone number which is neither the originating nor the terminating telephone number.

3. **GENERAL RULES AND REGULATIONS**

3.1 **UNDERTAKING OF THE COMPANY**

3.1.1 **General**

3.1.1.1 The services furnished herein are for the transmission and reception of voice, data and other types of communications. Services provided pursuant to these Terms and Conditions may be utilized only for the transmission of communications by Customers consistent with the terms of these Terms and Conditions, and the rules and regulations of the Federal Communications Commission.

- (a) The Company undertakes to provide switched Interstate and international Message Telecommunications Service (MTS) in accordance with the terms and conditions specified herein.
- (b) The Company shall provide Interstate and International Message Toll Service as an integral part of the Company's MTS service offerings.

3.1.1.2 Subject to unavoidable network interruptions, the Company shall endeavor to provide services and facilities 24 hours a day, 7 days a week.

3.1.2 **Availability**

3.1.2.1 Service is offered subject to the availability of the necessary facilities and/or equipment of the Company and/or the local exchange carrier serving the customer. The Company reserves the right to provide services to and from locations where the necessary facilities and/or equipment are available.

3.1.2.2 The Company reserves the right to suspend service or delay service installation until sufficient network facilities are available to meet the anticipated traffic demand, or terminate a service request with a full refund of any charges billed to the Customer if satisfactory arrangements cannot be concluded within what the Company determines to be a reasonable amount of time.

3.2 **USE OF SERVICE**

3.2.1 Service is furnished for use by the customer and may be used only by others as specifically provided elsewhere in these terms and conditions.

3.2.2 Services furnished by the Company may not be used for any unlawful purpose. The Company may refuse to furnish service to an applicant or may disconnect the service of a customer when:

- a) A government law enforcement agency, acting within its jurisdiction, advises the Company that such service is being used or will be used unlawfully or for an unlawful purpose, or

3. **GENERAL RULES AND REGULATIONS**

3.2 **USE OF SERVICE (Cont'd)**

- b) The Company has other information which reasonably causes it to believe that such service is being used or will be used for an unlawful purpose.
- c) Service shall not be used to make any oral or written comment, request, suggestion or proposal, or to transmit any nonverbal material which is obscene, lewd, lascivious, filthy or indecent.
- d) Service shall not be used to impersonate another person with fraudulent or malicious intent.
- e) Service shall not be used to call another person so frequently or at such times of the day or in any other manner so as to annoy, abuse, threaten or harass such other person.
- f) Service shall not be used to transmit a message, to locate a person, or to otherwise give or obtain information without payment of the charges applicable to such use. No device shall be used by a customer with the service or facilities of the Company for the purpose of avoiding payment of the applicable charge.
- g) Service shall not be used in any manner which interferes with another person in the use of their service, prevents another person from using their service, or otherwise impairs the quality of service to other customers.
- h) If a customer's use of service interferes unreasonably with the service of other customers, they will be required to take service in sufficient quantity or of a different class or grade.
- i) The resale of service is not permitted unless the customer is in compliance and certified under Section 214 of the Communications Act, and as may be excepted in these terms and conditions.
- j) Service shall not be located in such a manner as to enable other than authorized users to use the service.

3.2.3 Use of the services herein in a manner that could interfere with the services provided to other Customers, harm the facilities of the Company or others is prohibited.

3. **GENERAL RULES AND REGULATIONS**

3.2 **USE OF SERVICE (Cont'd)**

- 3.2.4 In the event that the Company determines, based upon its sole judgment, that there is fraudulent use of either the services furnished by the Company or the Company's network, the Company will without liability to the Customer discontinue service and/or seek legal recourse to recover from the Customer all costs involved in enforcement of this provision.
- 3.2.4.1 Service may be discontinued by the Company, without notice to the Customer, by blocking traffic to or from certain cities, or NXX exchanges, or by blocking calls using certain Customer authorization codes, such as calling card codes, which the Company deems, in its sole judgment, is necessary to take such action to prevent unlawful use of its services. The Company will restore service as soon as it can be provided without undue risk.
- 3.2.4.2 Without incurring any liability, the Company may discontinue the furnishing of service(s) to a Customer immediately and without notice if the Company deems, in its sole judgment, that such action is necessary to prevent or protect against fraud or to otherwise protect its personnel, agents, facilities or services.
- 3.2.5 The Company may, but is not required to, advise the Customer of abnormal calling patterns or other possible unauthorized use of facilities or calling cards assigned to the Customer. Additionally, the Company may, but is not required to, block calls on authorization codes which the Company believes to be unauthorized or fraudulent.
- 3.2.6 If a Customer utilizes a dedicated access line between the Customer's premises and the Company's service office for the origination or termination of calls, the Customer is responsible for payment of all charges for usage over that access line, including any usage which may be fraudulent or unauthorized.
- 3.2.7 The use and restoration of service shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules.
- 3.2.8 With the use of the Company authorization codes, the Customer agrees to pay the Company all charges incurred as a result of any delegation of authority whether authorized or unauthorized resulting in the use of its Company authorization codes.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.3 **OBLIGATIONS OF THE COMPANY**

3.3.1 Liability

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the furnishing of service and not caused by negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. No other liability shall in any case attach to the Company. The above described remedies in favor of the customer are exclusive and in no event shall the Company, its contractors and agents be liable or responsible to the customer or any other person or entity with respect to any other liability, loss or damage, arising out of, caused or alleged to be caused, directly or indirectly, by the Company, including but not limited to any death, bodily injury, an interruption of service, loss of business or profits or any indirect, special, or consequential damages.

The customer indemnifies and saves the Company harmless (including costs and reasonable attorney's fees) against the following:

3.3.1.1 Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.

3.3.1.2 Any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus, and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company, or its employees.

3.3.1.3 Any accident, injury, or death occasioned by its equipment or facilities when such is not due to negligence of the Company.

3.3.1.4 Claims for libel, slander, or infringement of copyright arising directly or indirectly from the material transmitted or recorded over its facilities; claims or infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus, systems and their associated wiring of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

3.3.1.5 Liability for failure to provide service.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.3 **OBLIGATIONS OF THE COMPANY** (Cont'd)

3.3.1 Liability (Cont'd)

3.3.1.6 The customer indemnifies and saves the Company harmless against any accident, injury or death caused through the use of telephone apparatus which fail to meet dielectric requirements as established by the Company when such apparatus is provided by the customer. The Company has the right of refusing to, or ceasing to, render telephone service to a customer if at any time any of the telephones, appliances, lines or apparatus on the customer's premises shall be considered unsafe by Company personnel, or if the use of the service shall be prohibited by or forbidden under any law, ordinance or regulation.

3.3.1.7 The Company reserves the right to immediately suspend or cancel without advance written notice and without any liability whatsoever, the provision of any service(s) to any Customer if the Company determines in its sole discretion that the Customer is using the service(s) to make or permit any telephone facility under such Customer's control to be used for any purpose or activity, including, but not limited to, any obscene, indecent or harassing purpose or activity, prohibited by Section 223 of the Communications Act of 1934, as amended, and Inbound calls placed with the intent of gaining access to a Customer's outbound calling services without authorization from the Customer.

3.3.1.8 The Company is not liable for any damages, including toll usage charges, the Customer may incur as a result of the unauthorized use of its telephone facilities. This unauthorized use of the Customer's facilities includes, but is not limited to, the placement of calls from the Customer-provided equipment which are transmitted or carried on the Company network or the network over which its traffic is carried. The Company's customer service agents may work with Customers to recommend possible solutions to reduce unauthorized use of their facilities. However, the Company does not warrant or guarantee that its recommendations will prevent all unauthorized use, and the Customer is responsible for controlling access to, and use of, its own telephone facilities.

3.4 **OBLIGATIONS OF THE CUSTOMER**

3.4.1 The Customer shall be responsible for damages to the Company's facilities or that of its network providers caused by the act or omission of the Customer, its authorized users, officers, directors, employees, agents, contractors, licensees or invitees or any person or entity who gains access to the service of the customer through the negligence of the customer.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.4 **OBLIGATIONS OF THE CUSTOMER** (Cont'd)

- 3.4.2 The Customer shall provide access to the Customer's or authorized user's premises by the Company personnel for inspection, repair and/or removal of any facilities or equipment of the Company on an unrestricted basis, 24 hours a day, 7 days a week. Customers may not rearrange, disconnect, remove or otherwise tamper with any facilities owned by the Company, except with the Company's written consent.
- 3.4.3 The Customer will guarantee the performance by his authorized user(s) of all provisions of and obligations under these Terms and Conditions. The Customer will be liable for the acts or omissions of its authorized user(s) relative to the compliance with the provision of these Terms and Conditions.
- 3.4.4 The Customer may not assign or transfer to a third party, whether by operation of law or otherwise, the right to use the services provided under these Terms and Conditions, provided however, that where there is not interruption of use or relocation of the services, such assignment or transfer may be made to the following:
- a. Another Customer of the Company, provided that the assignee or transferee assumes all accrued and unpaid obligations of the transferring Customer including, but not limited to, all indebtedness for such services, and the unexpired portion of the minimum period and the termination liability applicable to such services if any; or
  - b. A court-appointed receiver, trustee or other person acting pursuant to the laws of bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided that the assignee or transferee assumes all accrued and unpaid obligations of the transferring Customer including, but not limited to, all indebtedness for such services, and the unexpired portion of the minimum period and the termination liability applicable to such services, if any.

If the Customer wishes to assign or transfer the right to use services provided under these Terms and Conditions, written consent of the Company is required prior to such assignment or transfer which consent may be granted or withheld in the sole discretion of the Company. All regulations and conditions contained in these Terms and Conditions shall apply to such assignee or transferee.

The assignment or transfer of services does not relieve or discharge the assignor or transferor from remaining jointly and severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.4 **OBLIGATIONS OF THE CUSTOMER** (Cont'd)

3.4.5 The Customer of the Company's 1+, 0+ (sent paid), credit card, and/or Inbound Service is responsible for payment for all calls placed:

- (a) via the Customer's local telephone service number(s);
- (b) via dedicated access lines to the Company facilities and/or network;
- (c) via the Customer's Inbound Service number(s) either intentionally or mistakenly placed;
- (d) originated at the Customer's number(s);
- (e) accepted at the Customer's number(s) (e.g. collect calls); and
- (f) billed to the Customer's number(s) via third number billing.

This responsibility is not changed by virtue of any use, misuse, or abuse of the Customer's service, Customer provided systems, equipment, facilities, services interconnected to the Customer's local telephone service, 0+ (sent paid), dedicated lines or 800 Service; who's use, misuse or abuse may be occasioned by third parties, including, without limitation, the Customer's employees and members of the public.

3.4.6 The Customer must obtain an adequate number of access lines for service to handle its expected demand in order to prevent interference or impairment of the service or any other service provided by the Company. The Company will have the right to determine such adequacy giving due consideration to (1) the total call volume; (2) average call duration; (3) time-of-day characteristics; and (4) peak calling period.

The Company, without incurring any liability, may disconnect or refuse to furnish Service to any Customer that fails to obtain an adequate number of lines. In the case of disconnections, the Customer will be notified in writing in advance of the termination of service.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.4 **OBLIGATIONS OF THE CUSTOMER** (Cont'd)

3.4.7 Any mistakes, accidents, omissions, interruptions, delays, errors or defects in transmission or service which are caused or contributed to, directly or indirectly, by an act or omission of the Customer, by others, through the use of Customer-provided facilities or equipment, or through the use of facilities or equipment furnished by any other person using the Customer's facilities shall not result in the imposition of any liability upon the Company. The Customer shall pay to the Company any reasonable costs, expenses, damages, fees or penalties incurred by the Company as a result thereof, including the costs of any local exchange company labor and materials. The Company shall be indemnified, defended and held harmless by the Customer against any and all claims, demands, causes of action and liability relating to services provide pursuant to this agreement, including payment to the Company associated with reasonable attorney's fees.

3.5 **PAYMENT REGULATIONS**

3.5.1 Service shall be provided and billed for on a monthly basis. Service shall continue to be provided until 30 days after the Company's receipt of a written request from the Customer for the disconnection of service, unless other restrictions apply. Payment is to be made to the address designated on the invoice or such other location as the Company may direct in writing from time to time. In addition to the charges for the Company's services, the Customer shall pay any applicable federal, state or local use, excise, sales or privileges taxes resulting from the services furnished by the Company. Such taxes shall not be counted toward the attainment of any volume or revenue commitment and will not be discounted.

3.5.2 The Customer is responsible for payment of all charges for service(s) furnished by the Company. This includes payment for calls or services (a) originated at the Customer's number(s) whether authorized or not; (b) accepted at the Customer's number(s) (e.g. Inbound Service and collect calls); (c) billed to the Customer's number via third number billing, a calling card, a company-assigned authorization code, travel card number, or other special billing number; and/or (d) incurred at the specific request of the Customer.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.5 **PAYMENT REGULATIONS** (Cont'd)

- 3.5.3 A Customer is responsible for payment for all calls placed to or via the Customer's telephone number(s). This responsibility is not changed by virtue of any use, misuse, or abuse of the Customer's service or Customer provided systems, equipment, facilities or services interconnected to the Customer's Inbound Service, whose use, misuse or abuse may be occasioned by third parties, including, without limitation, the Customer's employees and members of the public who dial the Customer's Inbound number by mistake.
- 3.5.4 If notice of a dispute with respect to a charge is not received, in writing, within 10 days after an invoice is rendered, such invoice shall be deemed to be correct and binding upon the Customer. In instances of a dispute, the Customer is required to pay the undisputed portion of the bill in its entirety. Accounts not paid within 10 days from the due date stated on the bill will be considered delinquent. Delinquent payments may result in the imposition of a late fee that shall be imposed at the rate of 1.5% of the unpaid balance per month or the maximum allowable rate under applicable state law. When contracting with a local exchange company to be the billing entity, the tariffs of that company apply.
- 3.5.5 If a Customer accumulates more than \$1,000 of undisputed delinquent charges, the Company's Resp Org reserves the right not to honor that Customer's request for a Resp Org change and the Company reserves the right not to honor that Customer's request for a carrier change until such undisputed charges are paid in full.
- 3.5.6 The Company may require applicants or Customers to provide information pertaining to their financial ability to pay for service.
- 3.5.6.1 Applicants or Customers whose credit worthiness is not acceptable to the Company, or is not a matter of general knowledge, may be denied service or may be required to make, at any time, a deposit in an amount equaling up to two months, actual or estimated, charges for the services provided. The Company will provide a written explanation to customers who are required to provide a deposit. After 12 consecutive months of prompt payment, the Company will refund the deposit to the customer, either by direct payment or as a credit on the customer's bill.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.5 **PAYMENT REGULATIONS** (Cont'd)

- 3.5.6.2 In the case of a cash deposit in excess of \$20.00, interest will be paid for the period during which the deposit is held by the Company at the rate of 6% per year. If the Company, in its sole discretion, determines that the Customer is not capable of satisfying its payment obligations, services may be canceled by the Company upon written notice.
- 3.5.6.3 At the Company's option, such deposit may be refunded or credited to the Customer at, or any time prior to, termination of service. The Customer may elect to apply the deposit to future invoices or receive a payment of the deposit amount. However, if any balance is outstanding on the Customer's account at the time of cancellation, the Company reserves the right to apply the Customer's deposit and accumulated interest against the Customer's unpaid balance and refund the remaining balance to the Customer within 45 days.
- 3.5.7 In the event the Company incurs fees or expenses, including attorney's fees, court costs, costs of investigation and related expenses in collecting, or attempting to collect, any charges owed to the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.
- 3.5.8 In the event that a check or draft tendered by a Customer is returned, a fee of \$20.00 will apply. The fee will be assessed when a check or instrument issued by a Customer is returned without payment for any reason whatsoever.
- 3.5.9 All stated charges in these Terms and Conditions are computed by the Company exclusive of any federal, state, or local use, excise, gross receipts, sales, or privilege taxes, duties, fees, or similar liabilities (other than general income or property taxes) whether charged to or against the Company or its Customer. Such taxes, fees, etc. shall be paid by the Customer in addition to the charges stated in these Terms and Conditions. All such taxes, duties and fees shall each be shown as a separate line item on the Customer's monthly invoice.
- 3.5.10 In cases involving toll fraud, the Company may backbill for one and one-half (1 1/2) years from the point when such fraud was detected and/or quantified.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.6 **CREDIT ALLOWANCES**

3.6.1 Interruption of Service

3.6.1.1 No credit will be allowed for relinquishing facilities in order to perform routine maintenance.

3.6.1.2 Credit for failure of service or equipment will be allowed only when such failure is caused by or occurs in facilities or equipment provided by the Company. As used in these Terms and Conditions, all equipment, facilities and/or services for which the Company renders a bill for payment are considered provided by the Company whether or not the equipment, facilities and/or services are owned and operated by the Company unless otherwise provided by the terms of these Terms and Conditions.

3.6.1.3 No credit will be allowed for failures of service or equipment due to Customer user-provided facilities or any act or omission of the Customer, its authorized user(s), officers, directors, employees, agents, contractors, licensees or invitees or any person or entity who gains access to the service of the customer through the negligence of the customer.

3.6.1.4 Credit allowance time for failure of service or equipment starts when the Customer notifies the Company of the failure or when the Company has actual knowledge of the failure, and ceases when the service has been restored and an attempt has been made to notify the Customer.

3.6.1.5 The Customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain whether the failure is caused by Customer-provided equipment.

3.6.1.6 Only those portions of the service or equipment operation materially interfered with will be credited.

3.6.2 Outage Credit

3.6.2.1 No credit shall be given for an interruption of less than 24 hours.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.6 **CREDIT ALLOWANCES**

3.6.2 Outage Credit (Cont'd)

3.6.2.2 The Customer shall be credited for an interruption of 24 hours or more at the rate of 1/30th of the monthly charge for the facilities affected for each period of 24 hours or major fraction thereof that the interruption continues. Such a credit shall only be applied to services priced by the Company on a monthly flat rated basis.

3.6.2.3 Where a minimum usage charge is applicable and the Customer fails to meet a usage minimum, credit for the outage shall be applied against that minimum equal to 1/30th of the monthly minimum charges associated with the portion of service disabled for each period of 24 hours or major fraction thereof that the interruption continues. Such a credit shall only be applied to services priced by the Company on a monthly flat rated basis.

3.7 **Reserved for Future Use**

3.8 **CANCELLATION OF SERVICE**

3.8.1 For any of the following reasons, the Company may discontinue service upon at least 5 days' notice or cancel an application for all services without incurring any liability. Separate accounts for the same Customer are also subject to this provision.

3.8.1.1 In the event that a Customer's bill remains unpaid after more than ten (10) days following rendition of the bill.

3.8.1.2 In the event of a violation of any regulation governing the service under these Terms and Conditions, when necessitated by conditions beyond the Company's control, a violation of any law, rule, or regulation of any government authority having jurisdiction over the service.

3.8.1.3 Where the Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction.

3.8.1.4 For failure to meet the Company's deposit and credit requirements.

3.8.1.5 For failure to provide the Company reasonable access to its equipment and property.

3.8.1.6 For failure of the customer to furnish such service, equipment, and/or rights of way necessary to serve said customer as specified by the Company as a condition of obtaining service.

3.8.1.7 For the Customer's breach of contract for service.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.8 **CANCELLATION OF SERVICE** (Cont'd)

- 3.8.2 The Company, by written notice to the Customer, may, without incurring any liability, cancel or suspend the provision of service or equipment for non-payment of any sum due to the Company from the Customer, whether pursuant to service offered under these Terms and Conditions or otherwise, or as a result of actions of a government agency which forces discontinuance of the provision of service or equipment, or for violation or threatened violation of any of the terms or conditions of these Terms and Conditions by the Customer or authorized user, or if the Customer becomes insolvent or bankrupt, or makes a general assignment for the benefit of creditors or as otherwise permitted by these Terms and Conditions. Cancellation will be effective on the date specified on the notice.
- 3.8.3 Service may be canceled by the Customer only on not less than 30 days written notice to the Company. In the event the Company is unable to disconnect the Customer's access line by the requested cancellation date, the customer will be responsible for any usage over the line.
- 3.8.4 The discontinuance of service by the Company pursuant to this Section does not relieve the Customer of any obligations to pay the Company for charges due and owed for service(s) furnished up to the time of discontinuance.
- 3.8.5 The remedies set forth herein shall not be exclusive and the Company shall at all times be entitled to all rights available to it under either law or equity.
- 3.8.6 Except as otherwise provided in these Terms and Conditions or as specified in writing by the party entitled to receive service, notices may be given orally or in writing to the person(s) whose name(s) and business address(es) appear on the executed service order.
- 3.8.7 Where the Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day after the service was discontinued. This credit will be issued to the Customer or applied against the balance remaining on the Customer's account.
- 3.8.8 The Company may discontinue service to a customer without notice under the following conditions:
- 1) In the event of tampering with the Company's equipment.
  - 2) In the event of a condition determined to be hazardous to the customer or to others.
  - 3) In the event of a customer's use of equipment in such a manner as to adversely affect the Company's equipment or service to other customers.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.8 **CANCELLATION OF SERVICE** (Cont'd)

3.8.9 The Customer shall pay a cancellation charge for services that require special facilities dedicated to its use when the Customer cancels the order before service begins or prior to the expiration of the service term or if service is canceled for nonpayment or failure to make a requested deposit. The charge will be equal to the non-recoverable portion of expenditures or liabilities incurred expressly for the Customer and the sum of the monthly recurring or minimum usage amount remaining through the end of the term. The Customer is liable for any charges assessed by the interconnecting telephone company providing the dedicated local access line.

3.9 **DETERMINATION AND RENDERING OF CHARGES**

3.9.1 For the purpose of billing, service will be deemed to be started on the day the service and its associated equipment, if any, is installed. Where billing is based upon Customer usage, Customers will be billed for all usage commencing on the date usage begins.

3.9.2 Subject to the Company's right to cancel or suspend services as otherwise provided in these Terms and Conditions, the minimum service period is 30 days. Termination by Customer is effective 30 days after receipt by the Company of a written notice of cancellation. Termination by the Company is effective 30 days after delivery of written notice or as otherwise set forth in these Terms and Conditions.

3.9.3 In situations where a Special Service is requested, the minimum service period and charges will be determined on a case-by-case basis.

3.9.4 All monthly recurring charges are billed one month in advance. Initial and final month's billing, when the service period is less than a month, will be prorated at 1/30th of the month's recurring charge for each day the service was rendered or equipment was provided.

3.9.5 Usage charges are billed monthly for the preceding billing period. For periods less than the monthly billing period, minimum usage charges are prorated at 1/30th of the monthly minimum amount for each day the service was rendered.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.9 **DETERMINATION AND RENDERING OF CHARGES** (Cont'd)

- 3.9.6 The duration of a call is rated in intervals of the billing increments described for each service provided in these Terms and Conditions. If the final interval of a call is less than the applicable billing increment, it will be rounded up to a full increment for purposes of billing.
- 3.9.7 Computed usage charges or credits for each call are rounded to the nearest cent when possible.
- 3.9.8 The applicable usage rates for the billing of a distance sensitive call will depend on the distance in airline mileage between the originating and terminating points of the call. For the purpose of determining the airline mileage of a call, the Company will utilize the vertical ("V") and horizontal ("H") coordinates of the rate centers of the originating and terminating points of the call. For purposes of billing, the Company references "V" and "H" coordinates provided by Bell Communications Research. Calls originated by dialing a local exchange number or a 950-type number using an authorization code, the originating point will be the rate center in which the switched access facilities are located. For calls originated via equal access connections, WATS access lines or dedicated access lines, the originating point will be the rate center in which the Customer is located. The terminating point will be determined by the rate center of the called number.

The formula to determine airline miles is as follows:

$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.10 **TIMING OF CALLS**

3.10.1 Billable time for service is the duration of time between the called station answering and the called or calling station disconnecting, provided duration may be rounded in accordance with specific descriptions in these Terms and Conditions.

3.11 **SPECIAL SERVICES**

For the purpose of these Terms and Conditions, a Special Service is deemed to be any service requested by the Customer for which there is no prescribed rate in these Terms and Conditions. Special Services charges will be developed on an individual case basis and set forth in a separate agreement.

3.11.1 Special Service charges will be based on the estimated cost of furnishing such services including the cost of operating and maintaining such a service, the cost of equipment and materials used in providing such a service, the cost of installation including engineering, labor supervision, transportation, and the cost of any other specific item associated with the particular Special Service request.

3. **GENERAL RULES AND REGULATIONS** (Cont'd)

3.11 **SPECIAL SERVICES** (Cont'd)

- 3.11.1.1 If at the request of the Customer, the Company obtains facilities not normally used to provide service to its customer, the cost incurred will be billed as a Special Service.
- 3.11.1.2 If at the request of the Customer, the Company provides technical assistance not normally required to provide service, the costs involved will be billed as a Special Service.
- 3.11.1.3 Where special signaling, conditioning, equipment, or other features are required to make Customer-provided equipment compatible with the Company service, the cost of providing these features will be billed as a Special Service.

3.12 **FRACTIONAL CHARGES**

- 3.12.1 Charges for a fractional part of a month are calculated by counting the number of days remaining in the billing period after service is furnished. Divide that number of days figure by thirty days (billing period). The result is then multiplied by the applicable monthly service charge to arrive at the appropriate fractional monthly service charge.
- 3.12.2 For each call the minimum charge shall be the applicable charge for an initial thirty (30) seconds with use in excess of the initial increment being billed in six (6) second increments, with the fractional billing increments, if any, of each call rounded up to the next highest six (6) second increment. Service offerings elsewhere in these Terms and Conditions may be subject to a different billing policy if so stated with that individual offering.
- 3.12.3 All per call charges of fractional cents shall be rounded to the next full cent unless otherwise stated in the specific product description (Section 4).

4. **SERVICE DESCRIPTIONS**

4.1 **MESSAGE TELECOMMUNICATIONS SERVICE**

4.1.1 The following MTS service plans allow Customers to originate interstate calls in areas with Equal Access capabilities served by the Company by presubscribing to one of its MTS long distance calling service plans. All MTS service plans include calling from U.S. Mainland to Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa, and the Northern Marianas (Saipan, Tinian and Rota). Any services originating from a payphone will have a payphone surcharge applied.

Calls are billed in six (6) second increments after an initial minimum billable period of thirty (30) seconds.

Refer to Section 6, Service Charges (6.1.1.1).

4. **SERVICE DESCRIPTIONS** (Cont'd)

4.3 **CALLING CARD SERVICE**

- 4.3.1 Description - Calling Card Service is a one-way, dial in or out multipoint service. Calling Card Customers may originate calls from, and terminate calls to every city within the U.S. Mainland to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Subscribers who originate calls can access the Company's Calling Card Platform by dialing a toll free 8XX access number. The Company's calling card plan offers Customers a flat rated calling plan which is non-distance nor time of day sensitive for all their direct dialed long distance calling. Usage is billed in six (6) second increments after an initial one (1) minute increments minimum billing increment and rounded up to full increment. A per call surcharge will be charged to the Customer. Any services originating from a payphone may have a payphone surcharge applied.
- 4.3.2 A Customer may subscribe to Calling Card Service without subscribing to other Company services.
- 4.3.3 Usage Charges - The charges for Calling Card Service will be the usage rates appearing in the Section 6.3.1.

4. **SERVICE DESCRIPTIONS** (Cont'd)

4.4 **Inbound Services**

4.4.1 Inbound Services

.1 Description - Inbound Service available to the Company customers only. This service enables the Customer to receive Inbound service calls. The residential Customer will be assigned an Inbound telephone number to receive calls that are paid for by the Customer rather than the calling party.

.2 Usage Charges - Usage Charges are determined by the minutes of use. A minimum monthly charge will be charged for customers who select this plan.

4.4.2 Basic Plan

.1 Description – Basic Plan is an inbound service available to the Company customers only. This service enables the Customer to receive Inbound service calls. The residential Customer will be assigned an Inbound telephone number to receive calls that are paid for by the Customer rather than the calling party.

.2 Usage Charges - Usage Charges are determined by the minutes of use. No minimum monthly charge is charged for customers who select this plan.

4. **SERVICE DESCRIPTIONS** (Cont'd)

4.5 **OTHER SERVICE ARRANGEMENTS**

4.5.1 **USAGE SAVINGS**

4.5.1.1 **Description** - Customers Usage Savings is defined as a Customer's billed usage and service charges for a monthly billing period for the combined total of domestic and international Dial Station calls, Inbound Service (but not the Basic Inbound Service Plan), domestic and international Card Calls (which are billed to the Customer's Main Billed Account), domestic and international Operator Handled Calls, (which are billed to the Customer's Main Billed Account). Eligible Customer Usage is defined as Real Savings including any interstate calling. The discount set forth in Section 6.5.1 will be applied to the Eligible Customer Usage during each monthly billing period in which the Real Savings is within the specified range.

4.5.1.2 Usage from conference calls, 900 Services, Basic Inbound Service Plan, calls to Directory Assistance, calls billed to a Local Exchange Company calling card, Company Card Calls which are not billed to the Customer's Main Billed Account, mobile, marine, or cellular services, Company Domestic Optional Calling Plans, any of the Customer Network Services, and any of the Company Commercial Affiliation Programs do not qualify for either Real Savings or Eligible Customer Usage. In addition, monthly recurring charges, nonrecurring charges and taxes are also excluded.

4.5.1.3 To receive the Discount offered, Customers must subscribe by completing and returning an enrollment form provided by the Company, by calling an 800 number designated or by enrolling during a marketing contact by the Company. In addition, Customers must be presubscribed to the Company as their primary interexchange carrier, for both interLATA and intraLATA traffic.

4. **SERVICE DESCRIPTIONS** (Cont'd)

4.5 **OTHER SERVICE ARRANGEMENTS**

4.5.2 **UNLIMITED CALLING PLAN**

4.5.2.1 **Description** – The PBLD Unlimited Calling Plan allows Local Residential Customers to complete interstate and/or intrastate direct dialed voice calls for a flat-rated monthly fee. The monthly fee, which will be billed in advance, provides unlimited direct dialed interstate and/or intrastate long distance minutes per month, per local residential line. Call detail is provided. The Plan is available in all exchanges to local residential customers only. Coverage area includes Alaska and Hawaii.

4.5.2.2 The PBLD Unlimited Calling Plan may not be used in conjunction with the following: auto dialers, long distance Internet access, call center applications including, but not limited to, auto dialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PBX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. The Company may monitor Customer's usage to ensure that Customer's use of the PBLD Unlimited Calling Plan is consistent with the applicable restrictions. If the Company determines Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan, will be retroactively billed for applicable charges and moved to a usage sensitive plan of Customer's choice.

4.5.2.3 **Usage Charges**

Subscribers to any of the "Connection" Bundled-Service Plans receive a reduced rate. Refer to Section 6, Service Charges (6.5.2).

4. **SERVICE DESCRIPTIONS** (Cont'd)

4.6 **SUPPLEMENTAL SERVICES**

4.6.1 Directory Assistance

4.6.1.1 Long Distance Directory Assistance is available to Customers of Company's switched services. The charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number. Up to two requests may be made on each Directory Assistance call.

4.6.1.2 A credit allowance for a Directory Assistance call will be provided if the Customer experiences poor transmission quality, receives an incorrect telephone number, or inadvertently misdials the intended Directory Assistance number.

4.6.1.3 The applicability of usage volume discounts toward directory assistance charges is addressed within each individual service section.

4.6.1.4 Usage Charges

Refer to Section 6.6.1.1 Usage Charges

4.6.1.5 Handicapped Exemption - Handicapped customers who qualify for exemptions from Directory Assistance charges due to visual or other physical disabilities will be required to submit a written letter of verification to the Company. Each Directory Assistance billed call will appear on the subsequent month's bill as a credit.

4.6.2 **Call Completion**

Call Completion is available to Directory Assistance customers, at their request. This service automatically dials the number for the customer that was requested in the Directory Assistance. Refer to Section 6, Service Charges (6.6.2.1) for the Usage Charges.

4.7 **PROMOTIONAL OFFERINGS**

4.7.1 Certain promotional offerings may be provided from time to time via these Terms and Conditions. These promotional offerings may only apply to certain services, and may be limited to certain dates, times, and locations.

5. **RATES FOR INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE**

5.1 Types of Offerings

International Message Telecommunications Service is available as additional service at the rates listed in 7.1.

(a) Determination of Duration

- (i) Chargeable time begins when the connection is established between the calling station and the desired telephone, attendant board, or private branch exchange console.
- (ii) Chargeable time ends when the connection is terminated.
- (iii) Chargeable time does not include the time lost because of faults or defects in the service.

(b) Determination of Time of Day

- (i) Rates are not time of day sensitive and apply 24 hours a day.

(c) Calculation of Billable Time for IMTS Service

- (i) Calls are billed in one (1) minute increments, rounded up to the next whole one (1) minute increment and billed at the rates listed in Section 7.1.

6. **SERVICE CHARGES**

6.1 **Basic MTS**

6.1.1.1 Usage Charges

a. Per Minute Rate

\$0.14

6.2 **RESERVED FOR FUTURE**

6. **SERVICE CHARGES** (Cont'd)

6.3 **CALLING CARD SERVICE CHARGES**

6.3.1 Calling Card Usage Charges

a. Per Minute Rates

\$0.25

b. Billing Increments - Usage is billed in six (6) second increments after an initial one (1) minute increments minimum billing increment and rounded up to full increment.

6. **SERVICE CHARGES** (Cont'd)

6.4 **INBOUND SERVICES**

6.4.1 Inbound Service

- a. Per Minute Rates

\$0.14

- b. Billing Increments - Calls are billed in six (6) second increments after an initial minimum billable period of thirty (30) seconds.

- c. Monthly Minimum Charge:

\$10.00

6.4.2 Basic Inbound Service Plan

- a. Per Minute Rates

\$0.24

- b. Billing Increments - Calls are billed in six (6) second increments after an initial minimum billable period of thirty (30) seconds.

- c. Monthly Minimum Charge:

\$5.00 \*\*

\*\* Waived for any customer who also uses the company for basic MTS service.

6. **SERVICE CHARGES** (Cont'd)

6.5 **OTHER SERVICE ARRANGEMENTS**

6.5.1 **USAGE SAVINGS**

6.5.1.1 **Usage Charges**

The Company will provide a Discount in accordance with the following schedule to Basic Customers who enroll:

<u>Combined Monthly Usage</u>	<u>Discount Level for Eligible Customer Usage</u>	<u>Per Minute Rate</u>
\$00.00 - 24.99	0%	\$0.14
25.00 - 49.99	14.3%	\$0.12
50.00 - 99.99	21.4%	\$0.11
100.00 - 249.99	28.6%	\$0.10
\$250.00 and up	35.7%	\$0.09

6.5.2 **Unlimited Calling Plan**

6.5.2.1 **Usage Charges**

- a. Monthly Plan Fee: \$34.95 per month
- b. Monthly Plan Fee for subscribers of any of the "Connection" Bundled-Service Plans:  
\$29.95 per month

6. **SERVICE CHARGES** (Cont'd)

6.6 **SUPPLEMENTAL SERVICES**

6.6.1 Directory Assistance

6.6.1.1 Usage Charges

Per call charges for Directory Assistance will be \$0.95 per call.

6.6.2 Call Completion

6.6.2.1 Usage Charges

Charges for Call Completion will be \$0.25 per minute.

**7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE**

7.1 Rates for IMTS Service

<b>Country Code</b>	<b>Digits</b>	<b>Destination Name</b>	<b>Rate Per Minute</b>
93		Afghanistan	\$1.10
355		Albania	\$0.23
213		Algeria	\$0.27
213	7, 90-94	Algeria (Cellular - Orascom)	\$0.27
213	5	Algeria (Cellular - Wataniya)	\$0.20
213	6, 98-99	Algeria (Cellular)	\$0.37
		American Samoa	Note (1)
376		Andorra	\$0.12
376	3-4, 6	Andorra (Cellular)	\$0.15
244		Angola	\$0.28
244	91	Angola (Cellular)	\$0.28
1	264	Anguilla	\$0.39
672		Antarctica	\$0.24
1	268	Antigua/Barbuda	\$0.37
54		Argentina	\$0.16
54	9	Argentina (Cellular)	\$0.15
54	11	Argentina - Buenos Aires	\$0.14
374		Armenia	\$0.30
374	7, 9	Armenia (Cellular)	\$0.30
297		Aruba	\$0.25
247		Ascension Island	\$0.74
61		Australia	\$0.14
61	1, 4-5	Australia (Cellular)	\$0.29
43		Austria	\$0.14
43	660, 678, 688	Austria (Cellular - 3G)	\$0.47
43	664, 680	Austria (Cellular - A1)	\$0.23
43	681, 699	Austria (Cellular - Connect)	\$0.29
43	676	Austria (Cellular - Max)	\$0.28
43	650	Austria (Cellular - Teling)	\$0.27
43	644, 661, 663, 665-669	Austria (Cellular)	\$0.54
994		Azerbaijan	\$0.30
1	242	Bahamas	\$0.19
973		Bahrain	\$0.32
973	36, 39, 9	Bahrain (Cellular)	\$0.67
973	900	Bahrain (NGN)	\$7.01
880		Bangladesh	\$0.56
880	1	Bangladesh (Cellular)	\$0.56
880	2	Bangladesh - Dhaka	\$0.51
1246		Barbados	\$0.31
375		Belarus	\$0.36
375	25, 29	Belarus (Cellular)	\$0.38
32		Belgium	\$0.14
32	47	Belgium (Cellular - Belgacom)	\$0.51
32	48	Belgium (Cellular - KPN)	\$0.51
32	49	Belgium (Cellular - Mobistar)	\$0.51
501		Belize	\$0.51

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.1 Rates for IMTS Service

<u>Country Code</u>	<u>Digits</u>	<u>Destination Name</u>	<u>Rate Per Minute</u>
229		Benin	\$0.37
1	441	Bermuda	\$0.15
975		Bhutan	\$0.35
591		Bolivia	\$0.39
		Bolivia (Cochabamba, LaPax, & Santa Cruz)	Note (1)
591	7	Bolivia (Cellular)	\$0.46
387		Bosnia-Herzegovina	\$0.27
387	6, 90	Bosnia-Herzegovina (Cellular)	\$0.34
267		Botswana	\$0.23
55		Brazil	\$0.20
	107-109, 117-119, 127-129, 137-139, 147-149, 157-159, 167-169, 177-179, 187-189, 197-199, 207-209, 217-219, 227-229, 237-239, 247-249, 257-259, 267-269, 277-279, 287-289, 297-299, 307-309, 317-319, 327-329, 337-339, 347-349, 357-359, 367-369, 377-379, 387-389, 397-399, 407-409, 417-419, 427-429, 437-439, 447-449, 457-459, 467-469, 477-479, 487-489, 497-499, 507-509, 517-519, 527-529, 537-539, 547-549, 557-559, 567-569, 577-579, 587-589, 597-599, 607-609, 617-619, 627-629, 637-639, 647-649, 657-659, 667-669, 677-679, 687-689, 697-699, 707-709, 717-719, 727-729, 737-739, 747-749, 757-759, 767-769, 777-779, 787-789, 797-799, 807-809, 817-819, 827-829, 837-839, 847-849, 857-859, 867-869, 877-879, 887-889, 897-899, 917-919, 927-929, 937-939, 947-949, 957-959, 967-969, 977-979,		
55	987-989, 997-999	Brazil (Cellular)	\$0.25
55	21	Brazil - Rio De Janeiro	\$0.09
55	11	Brazil - Sao Paulo	\$0.08
1	284	British Virgin Islands	\$0.26
673		Brunei	\$0.24
673	2, 8	Brunei (Cellular)	\$0.26
359		Bulgaria	\$0.16
359	87-89	Bulgaria (Cellular)	\$0.31
226		Burkina Faso	\$0.45
257		Burundi	\$0.30

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.1 Rates for IMTS Service

<b>Country Code</b>	<b>Digits</b>	<b>Destination Name</b>	<b>Rate Per Minute</b>
855		Cambodia	\$0.71
855	1, 91-92	Cambodia (Cellular)	\$1.27
237		Cameroon	\$0.40
237	4-7, 9	Cameroon (Cellular)	\$0.42
		Canada	\$0.14
238		Cape Verde Islands	\$0.48
1	345	Cayman Islands	\$0.21
236		Central African Republic	\$0.49
235		Chad Republic	\$0.58
56		Chile	\$0.14
56	8-9	Chile (Cellular)	\$0.47
86		China	\$0.14
86	13, 153, 159	China (Cellular)	\$0.15
86	10	China - Beijing	\$0.14
86	591	China - Fuzhou	\$0.14
86	20	China - Guangzhou	\$0.14
		Christmas Islands	Note (1)
		Cocos Islands	Note (1)
57		Colombia	\$0.17
57	3	Colombia (Cellular)	\$0.17
57	12-17	Colombia - Bogota	\$0.14
57	23-26, 288-289	Colombia - Cali	\$0.14
269		Comoros	\$0.40
242		Congo Republic	\$0.42
682		Cook Islands	\$0.94
506		Costa Rica	\$0.17
506	283-284, 3, 712, 8	Costa Rica (Cellular)	\$0.19
385		Croatia	\$0.26
385	9	Croatia (Cellular)	\$0.30
53		Cuba	\$1.14
357		Cyprus	\$0.19
357	1219, 123, 70, 91-99	Cyprus (Cellular)	\$0.23
420		Czech Republic	\$0.14
420	6-7, 93, 96	Czech Republic (Cellular)	\$0.21
243		Democratic Republic of Congo	\$0.31
243	7-9	Democratic Republic of Congo (Cellular)	\$0.41
45		Denmark	\$0.14
45	2, 30-31, 40-41, 50-51, 60-61	Denmark (Cellular)	\$0.33
246		Diego Garcia	\$0.46
253		Djibouti Republic	\$0.56
253	80-85	Djibouti Republic (Cellular)	\$0.58
1	767	Dominica	\$0.37
1	809	Dominican Republic	\$0.16
593		Ecuador	\$0.27
593	9	Ecuador (Cellular)	\$0.40
593	2-3, 6	Ecuador - Quito	\$0.27
20		Egypt	\$0.43
20	10-12, 16, 18	Egypt (Cellular)	\$0.50
20	2	Egypt - Cairo	\$0.48
503		El Salvador	\$0.23
503	7	El Salvador (Cellular)	\$0.27
240		Equatorial Guinea Republic	\$0.50

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.1 Rates for IMTS Service

<b>Country Code</b>	<b>Digits</b>	<b>Destination Name</b>	<b>Rate Per Minute</b>	
291		Eritrea	\$0.78	
372		Estonia	\$0.14	
372	5	Estonia (Cellular)	\$0.18	
251		Ethiopia	\$0.75	
500		Falkland Islands	\$0.69	
298		Faroe Islands	\$0.21	
679		Fiji Islands	\$0.55	
358		Finland	\$0.14	
358	4, 50	Finland (Cellular)	\$0.23	
33		France	\$0.14	
33	6	France (Cellular)	\$0.51	
33	1	France - Paris	\$0.14	
596		French Antilles/Martinique	\$0.30	
596		French Antilles/Martinique Mobile	Note (1)	
594		French Guiana	\$0.27	
		French Guiana (Cellular)	Note (1)	
689		French Polynesia	\$0.45	
241		Gabon Republic	\$0.29	
220		Gambia	\$0.40	
995		Georgia	\$0.23	
		Georgia Mobile	Note (1)	
49		Germany	\$0.14	
49	15-17	Germany (Cellular)	\$0.35	
49	18-19, 700-701, 800, 900	Germany (NGN)	\$0.73	
49	40	Germany - Hamburg	\$0.14	
49	89	Germany - Munich	\$0.14	
233		Ghana	\$0.30	
233	20, 24, 27-28	Ghana (Cellular)	\$0.31	
350		Gibraltar	\$0.15	
350	54, 56-58	Gibraltar (Cellular)	\$0.15	
30		Greece	\$0.15	
30	69	Greece (Cellular)	\$0.18	
30	21	Greece - Athens	\$0.14	
299		Greenland	\$0.36	
1	473	Grenada	\$0.43	
590		Guadeloupe	\$0.24	
590	690	Guadeloupe (Cellular)	\$0.50	
502		Guatemala	\$0.32	
		2229, 2268-2269, 2277, 2279, 2326-2329, 2377, 2379, 2410- 2415, 242, 2450, 2459, 2470, 5, 6620-6621, 6628, 6648, 6659-6660, 6677, 6679, 7723, 7728, 7740-7744, 7759, 7779, 7820, 7828, 7859, 7879, 7920, 7929, 7959, 7968-7969, 7979	Guatemala (Cellular)	\$0.33

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.1 Rates for IMTS Service

<u>Country Code</u>	<u>Digits</u>	<u>Destination Name</u>	<u>Rate Per Minute</u>
224		Guinea	\$0.30
245		Guinea Bissau	\$0.67
592		Guyana	\$0.79
	1, 20-21, 220-222, 224, 228-229, 23-29, 48, 54, 56-59, 6,		
592	888	Guyana (Cellular)	\$0.79
509		Haiti	\$0.38
509	4	Haiti (Cellular - Comcel)	\$0.36
509	6-7	Haiti (Cellular - Digicel)	\$0.36
509	5	Haiti (Cellular - Haitel)	\$0.39
509	3, 851	Haiti (Cellular)	\$0.50
504		Honduras	\$0.56
504	3, 98-99	Honduras (Cellular)	\$0.63
852		Hong Kong	\$0.14
852	6, 9	Hong Kong (Cellular)	\$0.14
36		Hungary	\$0.16
36	20, 30, 60, 70	Hungary (Cellular)	\$0.23
354		Iceland	\$0.14
354	3, 6, 7585, 8	Iceland (Cellular)	\$0.19
91		India	\$0.68
91	92-94, 97-99	India (Cellular)	\$0.72
91	80	India - Bangalore	\$0.60
91	22	India - Bombay	\$0.53
62		Indonesia	\$0.22
62	8	Indonesia (Cellular)	\$0.25
62	21	Indonesia - Jakarta	\$0.14
871		Inmarsat(AOR)	\$9.81
873		Inmarsat(IOR)	\$9.81
872		Inmarsat(POR)	\$9.81
870		Inmarsat(SNAC)	\$9.81
874		Inmarsat(WAT)	\$9.81
98		Iran	\$0.53
98	9	Iran (Cellular)	\$0.78
964		Iraq	\$1.28
353		Ireland	\$0.14
353	76, 8	Ireland (Cellular)	\$0.37
353	1	Ireland - Dublin	\$0.14
881	6	Iridium-6	\$3.27
881	7	Iridium-7	\$9.50
972		Israel	\$0.14
972	5-6	Israel (Cellular)	\$0.29
39		Italy	\$0.14
39	03, 3	Italy (Cellular)	\$0.42
39	06, 6	Italy - Rome	\$0.14
225		Ivory Coast	\$0.46
1876		Jamaica	\$0.34
		Jamaica (Cellular)	Note (1)

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.1 Rates for IMTS Service

Country Code	Digits	Destination Name	Rate Per Minute
81		Japan	\$0.14
81	70, 80, 90	Japan (Cellular)	\$0.43
81	98	Japan - Okinawa	\$0.14
81	6	Japan - Osaka	\$0.14
81	3	Japan - Tokyo	\$0.14
81	6117	Japan Osaka (Military)	\$0.14
81	3117	Japan Tokyo (Military)	\$0.14
962		Jordan	\$0.35
962	7	Jordan (Cellular)	\$0.45
254		Kenya	\$0.43
686		Kiribati	\$0.64
965		Kuwait	\$0.19
996		Kyrgyzstan	\$0.46
856		Laos	\$0.53
371		Latvia	\$0.29
371	2, 8501-8502	Latvia (Cellular)	\$0.29
961		Lebanon	\$0.25
961	3, 70-71	Lebanon (Cellular)	\$0.41
266		Lesotho	\$0.24
231		Liberia	\$0.41
218		Libya	\$0.28
218	91-92	Libya (Cellular)	\$0.41
423		Liechtenstein	\$0.16
423	5-7	Liechtenstein (Cellular)	\$1.08
370		Lithuania	\$0.27
370	6	Lithuania (Cellular)	\$0.31
352		Luxembourg	\$0.14
352	021, 028, 0291, 061, 068, 091, 098, 21, 28, 291, 6, 98	Luxembourg (Cellular)	\$0.14
853		Macau	\$0.30
853	6	Macau (Cellular)	\$0.30
389		Macedonia	\$0.32
389	7	Macedonia (Cellular)	\$0.36
261		Madagascar	\$0.49
261	30-33	Madagascar (Cellular)	\$0.74
265		Malawi	\$0.19
60		Malaysia	\$0.14
60	1	Malaysia (Cellular)	\$0.14
60	3	Malaysia - Kuala Lumpur	\$0.14
960		Maldives Republic	\$0.55
223		Mali Republic	\$0.56
356		Malta Republic	\$0.20
692		Marshall Islands	\$0.58
222		Mauritania	\$0.67
230		Mauritius	\$0.46
		Mayotte Island	Note (1)

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.1 Rates for IMTS Service

Country Code	Digits	Destination Name	Rate Per Minute
52		Mexico	\$0.26
691		Micronesia	\$0.85
373		Moldova	\$0.22
377		Monaco	\$0.14
377	4, 6	Monaco (Cellular)	\$0.14
976		Mongolia	\$0.41
382		Montenegro	\$0.20
382	6	Montenegro (Cellular)	\$0.40
1	664	Montserrat	\$0.57
212		Morocco	\$0.37
212	10-18, 6-7, 92	Morocco (Cellular)	\$0.68
258		Mozambique	\$0.35
95		Myanmar/Burma	\$0.62
264		Namibia	\$0.22
674		Nauru	\$0.73
977		Nepal	\$0.42
31		Netherlands	\$0.14
31	6	Netherlands (Cellular)	\$0.59
599		Netherlands Antilles	\$0.27
	2, 318, 414, 416, 51, 520-524, 526-527, 55-57, 580-581, 586, 59, 6, 70, 78-79, 8, 95-96	Netherlands Antilles (Cellular)	\$0.27
599		Netherlands Antilles (Cellular)	\$0.27
687		New Caledonia	\$0.37
64		New Zealand	\$0.14
64	2	New Zealand (Cellular)	\$0.29
505		Nicaragua	\$0.38
505	40-42, 45-46, 6-8	Nicaragua (Cellular)	\$0.43
227		Niger Republic	\$0.36
234		Nigeria	\$0.45
234	470, 774-775, 80, 90	Nigeria (Cellular)	\$0.55
683		Niue Island	\$3.48
672		Norfolk Island	Note (1)
850		North Korea	\$1.00
47		Norway	\$0.14
47	4, 59, 9	Norway (Cellular)	\$0.53
968		Oman	\$0.48
92		Pakistan	\$0.63
92	3	Pakistan (Cellular)	\$0.64
680		Palau Republic	\$0.35
		Palestine	Note (1)
		Palestine (Cellular)	Note (1)
507		Panama	\$0.29
507	5-6	Panama (Cellular)	\$0.36
675		Papua New Guinea	\$1.32
595		Paraguay	\$0.38
		Paraguay (Cellular)	
51		Peru	\$0.24
	19, 419, 429, 439, 449, 519, 529, 539, 549, 569, 619, 629, 639, 649, 659, 669, 679, 729, 739, 749, 769, 829, 839, 849	Peru (Cellular)	\$0.40

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.1 Rates for IMTS Service

<u>Country Code</u>	<u>Digits</u>	<u>Destination Name</u>	<u>Rate Per Minute</u>
63		Philippines	\$0.25
63	9	Philippines (Cellular)	\$0.33
63	2	Philippines - Manila	\$0.25
48		Poland	\$0.14
48	50-51, 60, 64, 66, 69, 721-722, 78-79, 88, 90	Poland (Cellular)	\$0.17
351		Portugal	\$0.14
351	169, 189, 609, 639, 659, 669, 9	Portugal (Cellular)	\$0.25
974		Qatar	\$0.52
974	2, 5, 65-66	Qatar (Cellular)	\$0.52
262		Reunion Island	\$0.28
262	269	Reunion Island - Mayotte Island	\$0.63
262	639	Reunion Island - Mayotte Island (Cellular)	\$0.63
40		Romania	\$0.28
40	7	Romania (Cellular)	\$0.28
7		Russia	\$0.22
7	301-309, 31-33	Russia - Kazakhstan	\$0.22
250		Rwanda	\$0.38
378		San Marino	\$0.14
239		Sao Tome	\$2.35
966		Saudi Arabia	\$0.39
966	135, 5	Saudi Arabia (Cellular)	\$0.45
221		Senegal	\$0.50
221	20-23, 3-6	Senegal (Cellular)	\$0.58
381		Serbia	\$0.30
248		Seychelles Island	\$0.51
232		Sierra Leone	\$0.56
65		Singapore	\$0.14
65	8-9	Singapore (Cellular)	\$0.14
421		Slovakia	\$0.22
		Slovakia (Cellular)	Note (1)
386		Slovenia	\$0.19
386	20-21, 30-31, 40-41, 49-51, 60-61, 70-71, 880, 889	Slovenia (Cellular)	\$0.26
677		Solomon Islands	\$0.83
252		Somalia	\$0.57
27		South Africa	\$0.14
27	72-74, 76, 78-79, 81-86	South Africa (Cellular)	\$0.24
27	11	South Africa - Johannesburg	\$0.19
82		South Korea	\$0.14
82	1	South Korea (Cellular)	\$0.17
34		Spain	\$0.14
34	6	Spain (Cellular)	\$0.47
34	91	Spain - Madrid	\$0.14
94		Sri Lanka	\$0.34
94	7	Sri Lanka (Cellular)	\$0.37
290		ST. Helena	\$0.71
1869		ST. Kitts/Nevis	\$0.34
1758		ST. Lucia	\$0.33
508		ST. Pierre & Miquelon	\$0.18
1784		ST. Vincent-Grenadines	\$0.43

Note 1 - Rates not currently available, please call customer service with questions.

## **7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE**

### **7.1 Rates for IMTS Service**

<b>Country Code</b>	<b>Digits</b>	<b>Destination Name</b>	<b>Rate Per Minute</b>
249		Sudan	\$0.41
597		Suriname	\$0.54
597	85-89	Suriname (Cellular)	\$0.70
268		Swaziland	\$0.23
46		Sweden	\$0.14
	10, 124, 126-127, 129, 252, 376, 450, 458, 518-519, 592-		
46	593, 595-596, 673-676, 7	Sweden (Cellular)	\$0.47
41		Switzerland	\$0.14
41	74, 76-79, 860	Switzerland (Cellular)	\$0.52
963		Syria	\$0.62
886		Taiwan	\$0.14
886	60, 70, 9	Taiwan (Cellular)	\$0.22
886	2	Taiwan - Taipei	\$0.14
992		Tajikistan	\$0.37
255		Tanzania	\$0.43
255	7-8	Tanzania (Cellular)	\$0.44
66		Thailand	\$0.29
	1, 30, 40-41, 46-51, 58-59, 6,		
66	70-72, 78-79, 8-9	Thailand (Cellular)	\$0.29
66	2	Thailand - Bangkok	\$0.14
228		Togo Republic	\$0.54
676		Tonga Islands	\$0.84
1	868	Trinidad & Tobago	\$0.30
216		Tunisia	\$0.34
90		Turkey	\$0.31
90	5	Turkey (Cellular)	\$0.33
993		Turkmenistan	\$0.35
1	649	Turks & Caicos Islands	\$0.39
688		Tuvalu	\$0.54
256		Uganda	\$0.29
380		Ukraine	\$0.21
380	39, 50, 63, 66-68, 9	Ukraine (Cellular)	\$0.21
971		United Arab Emirates	\$0.25
971	50, 55	United Arab Emirates (Cellular)	\$0.25
44		United Kingdom	\$0.14
44	7	United Kingdom (Cellular)	\$0.37
44	84	United Kingdom - LCFA	\$0.29
44	87	United Kingdom - NCFA	\$0.29
598		Uruguay	\$0.31
998		Uzbekistan	\$0.31
678		Vanuatu Republic	\$3.55
379		Vatican City	\$0.15
58		Venezuela	\$0.30
58	412, 414-415, 417-418, 42	Venezuela (Cellular)	\$0.34
58	212	Venezuela - Caracas	\$0.34

Note 1 - Rates not currently available, please call customer service with questions.

**7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE**

**7.1 Rates for IMTS Service**

<b>Country Code</b>	<b>Digits</b>	<b>Destination Name</b>	<b>Rate Per Minute</b>
84		Vietnam	\$0.82
681		Wallis/ Fatuna Island	\$0.94
685		Western Samoa	\$0.62
685	7	Western Samoa (Cellular)	\$0.65
967		Yemen, Republic of	\$0.81
		Yemen (Cellular)	Note (1)
260		Zambia	\$0.30
263		Zimbabwe	\$0.17
263	11, 23	Zimbabwe (Cellular)	\$0.17

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

Country Code	Digits	Destination Name	Rate Per Minute
93		Afghanistan	\$1.10
355		Albania	\$0.23
213		Algeria	\$0.27
213	7, 90-94	Algeria (Cellular - Orascom)	\$0.27
213	5	Algeria (Cellular - Wataniya)	\$0.20
213	6, 98-99	Algeria (Cellular)	\$0.37
		American Samoa	Note (1)
376		Andorra	\$0.12
376	3-4, 6	Andorra (Cellular)	\$0.15
244		Angola	\$0.28
244	91	Angola (Cellular)	\$0.28
1	264	Anguilla	\$0.39
672		Antarctica	\$0.24
1	268	Antigua/Barbuda	\$0.37
54		Argentina	\$0.16
54	9	Argentina (Cellular)	\$0.15
54	11	Argentina - Buenos Aires	\$0.14
374		Armenia	\$0.30
374	7, 9	Armenia (Cellular)	\$0.30
297		Aruba	\$0.25
247		Ascension Island	\$0.74
61		Australia	\$0.14
61	1, 4-5	Australia (Cellular)	\$0.29
43		Austria	\$0.14
43	660, 678, 688	Austria (Cellular - 3G)	\$0.47
43	664, 680	Austria (Cellular - A1)	\$0.23
43	681, 699	Austria (Cellular - Connect)	\$0.29
43	676	Austria (Cellular - Max)	\$0.28
43	650	Austria (Cellular - Teling)	\$0.27
43	644, 661, 663, 665-669	Austria (Cellular)	\$0.54
994		Azerbaijan	\$0.30
1	242	Bahamas	\$0.19
973		Bahrain	\$0.32
973	36, 39, 9	Bahrain (Cellular)	\$0.67
973	900	Bahrain (NGN)	\$7.01
880		Bangladesh	\$0.56
880	1	Bangladesh (Cellular)	\$0.56
880	2	Bangladesh - Dhaka	\$0.51
1246		Barbados	\$0.31
375		Belarus	\$0.36
375	25, 29	Belarus (Cellular)	\$0.38
32		Belgium	\$0.14
32	47	Belgium (Cellular - Belgacom)	\$0.51
32	48	Belgium (Cellular - KPN)	\$0.51
32	49	Belgium (Cellular - Mobistar)	\$0.51
501		Belize	\$0.51

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

<u>Country Code</u>	<u>Digits</u>	<u>Destination Name</u>	<u>Rate Per Minute</u>
229		Benin	\$0.37
1	441	Bermuda	\$0.15
975		Bhutan	\$0.35
591		Bolivia	\$0.39
		Bolivia (Cochabamba, LaPax, & Santa Cruz)	Note (1)
591	7	Bolivia (Cellular)	\$0.46
387		Bosnia-Herzegovina	\$0.27
387	6, 90	Bosnia-Herzegovina (Cellular)	\$0.34
267		Botswana	\$0.23
55		Brazil	\$0.20
	107-109, 117-119, 127-129, 137-139, 147-149, 157-159, 167-169, 177-179, 187-189, 197-199, 207-209, 217-219, 227-229, 237-239, 247-249, 257-259, 267-269, 277-279, 287-289, 297-299, 307-309, 317-319, 327-329, 337-339, 347-349, 357-359, 367-369, 377-379, 387-389, 397-399, 407-409, 417-419, 427-429, 437-439, 447-449, 457-459, 467-469, 477-479, 487-489, 497-499, 507-509, 517-519, 527-529, 537-539, 547-549, 557-559, 567-569, 577-579, 587-589, 597-599, 607-609, 617-619, 627-629, 637-639, 647-649, 657-659, 667-669, 677-679, 687-689, 697-699, 707-709, 717-719, 727-729, 737-739, 747-749, 757-759, 767-769, 777-779, 787-789, 797-799, 807-809, 817-819, 827-829, 837-839, 847-849, 857-859, 867-869, 877-879, 887-889, 897-899, 917-919, 927-929, 937-939, 947-949, 957-959, 967-969, 977-979,		
55	987-989, 997-999	Brazil (Cellular)	\$0.25
55	21	Brazil - Rio De Janeiro	\$0.09
55	11	Brazil - Sao Paulo	\$0.08
1	284	British Virgin Islands	\$0.26
673		Brunei	\$0.24
673	2, 8	Brunei (Cellular)	\$0.26
359		Bulgaria	\$0.16
359	87-89	Bulgaria (Cellular)	\$0.31
226		Burkina Faso	\$0.45
257		Burundi	\$0.30

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

Country Code	Digits	Destination Name	Rate Per Minute
855		Cambodia	\$0.71
855	1, 91-92	Cambodia (Cellular)	\$1.27
237		Cameroon	\$0.40
237	4-7, 9	Cameroon (Cellular)	\$0.42
		Canada	\$0.14
238		Cape Verde Islands	\$0.48
1	345	Cayman Islands	\$0.21
236		Central African Republic	\$0.49
235		Chad Republic	\$0.58
56		Chile	\$0.14
56	8-9	Chile (Cellular)	\$0.47
86		China	\$0.14
86	13, 153, 159	China (Cellular)	\$0.15
86	10	China - Beijing	\$0.14
86	591	China - Fuzhou	\$0.14
86	20	China - Guangzhou	\$0.14
		Christmas Islands	Note (1)
		Cocos Islands	Note (1)
57		Colombia	\$0.17
57	3	Colombia (Cellular)	\$0.17
57	12-17	Colombia - Bogota	\$0.14
57	23-26, 288-289	Colombia - Cali	\$0.14
269		Comoros	\$0.40
242		Congo Republic	\$0.42
682		Cook Islands	\$0.94
506		Costa Rica	\$0.17
506	283-284, 3, 712, 8	Costa Rica (Cellular)	\$0.19
385		Croatia	\$0.26
385	9	Croatia (Cellular)	\$0.30
53		Cuba	\$1.14
357		Cyprus	\$0.19
357	1219, 123, 70, 91-99	Cyprus (Cellular)	\$0.23
420		Czech Republic	\$0.14
420	6-7, 93, 96	Czech Republic (Cellular)	\$0.21
243		Democratic Republic of Congo	\$0.31
243	7-9	Democratic Republic of Congo (Cellular)	\$0.41
45		Denmark	\$0.14
45	2, 30-31, 40-41, 50-51, 60-61	Denmark (Cellular)	\$0.33
246		Diego Garcia	\$0.46
253		Djibouti Republic	\$0.56
253	80-85	Djibouti Republic (Cellular)	\$0.58
1	767	Dominica	\$0.37
1	809	Dominican Republic	\$0.16
593		Ecuador	\$0.27
593	9	Ecuador (Cellular)	\$0.40
593	2-3, 6	Ecuador - Quito	\$0.27
20		Egypt	\$0.43
20	10-12, 16, 18	Egypt (Cellular)	\$0.50
20	2	Egypt - Cairo	\$0.48
503		El Salvador	\$0.23
503	7	El Salvador (Cellular)	\$0.27
240		Equatorial Guinea Republic	\$0.50

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

Country Code	Digits	Destination Name	Rate Per Minute	
291		Eritrea	\$0.78	
372		Estonia	\$0.14	
372	5	Estonia (Cellular)	\$0.18	
251		Ethiopia	\$0.75	
500		Falkland Islands	\$0.69	
298		Faroe Islands	\$0.21	
679		Fiji Islands	\$0.55	
358		Finland	\$0.14	
358	4, 50	Finland (Cellular)	\$0.23	
33		France	\$0.14	
33	6	France (Cellular)	\$0.51	
33	1	France - Paris	\$0.14	
596		French Antilles/Martinique	\$0.30	
596		French Antilles/Martinique Mobile	Note (1)	
594		French Guiana	\$0.27	
		French Guiana (Cellular)	Note (1)	
689		French Polynesia	\$0.45	
241		Gabon Republic	\$0.29	
220		Gambia	\$0.40	
995		Georgia	\$0.23	
		Georgia Mobile	Note (1)	
49		Germany	\$0.14	
49	15-17	Germany (Cellular)	\$0.35	
49	18-19, 700-701, 800, 900	Germany (NGN)	\$0.73	
49	40	Germany - Hamburg	\$0.14	
49	89	Germany - Munich	\$0.14	
233		Ghana	\$0.30	
233	20, 24, 27-28	Ghana (Cellular)	\$0.31	
350		Gibraltar	\$0.15	
350	54, 56-58	Gibraltar (Cellular)	\$0.15	
30		Greece	\$0.15	
30	69	Greece (Cellular)	\$0.18	
30	21	Greece - Athens	\$0.14	
299		Greenland	\$0.36	
1	473	Grenada	\$0.43	
590		Guadeloupe	\$0.24	
590	690	Guadeloupe (Cellular)	\$0.50	
502		Guatemala	\$0.32	
		2229, 2268-2269, 2277, 2279, 2326-2329, 2377, 2379, 2410- 2415, 242, 2450, 2459, 2470, 5, 6620-6621, 6628, 6648, 6659-6660, 6677, 6679, 7723, 7728, 7740-7744, 7759, 7779, 7820, 7828, 7859, 7879, 7920, 502 7929, 7959, 7968-7969, 7979	Guatemala (Cellular)	\$0.33

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

<u>Country Code</u>	<u>Digits</u>	<u>Destination Name</u>	<u>Rate Per Minute</u>
224		Guinea	\$0.30
245		Guinea Bissau	\$0.67
592		Guyana	\$0.79
	1, 20-21, 220-222, 224, 228-229, 23-29, 48, 54, 56-59, 6,		
592	888	Guyana (Cellular)	\$0.79
509		Haiti	\$0.38
509	4	Haiti (Cellular - Comcel)	\$0.36
509	6-7	Haiti (Cellular - Digicel)	\$0.36
509	5	Haiti (Cellular - Haitel)	\$0.39
509	3, 851	Haiti (Cellular)	\$0.50
504		Honduras	\$0.56
504	3, 98-99	Honduras (Cellular)	\$0.63
852		Hong Kong	\$0.14
852	6, 9	Hong Kong (Cellular)	\$0.14
36		Hungary	\$0.16
36	20, 30, 60, 70	Hungary (Cellular)	\$0.23
354		Iceland	\$0.14
354	3, 6, 7585, 8	Iceland (Cellular)	\$0.19
91		India	\$0.68
91	92-94, 97-99	India (Cellular)	\$0.72
91	80	India - Bangalore	\$0.60
91	22	India - Bombay	\$0.53
62		Indonesia	\$0.22
62	8	Indonesia (Cellular)	\$0.25
62	21	Indonesia - Jakarta	\$0.14
871		Inmarsat(AOR)	\$9.81
873		Inmarsat(IOR)	\$9.81
872		Inmarsat(POR)	\$9.81
870		Inmarsat(SNAC)	\$9.81
874		Inmarsat(WAT)	\$9.81
98		Iran	\$0.53
98	9	Iran (Cellular)	\$0.78
964		Iraq	\$1.28
353		Ireland	\$0.14
353	76, 8	Ireland (Cellular)	\$0.37
353	1	Ireland - Dublin	\$0.14
881	6	Iridium-6	\$3.27
881	7	Iridium-7	\$9.50
972		Israel	\$0.14
972	5-6	Israel (Cellular)	\$0.29
39		Italy	\$0.14
39	03, 3	Italy (Cellular)	\$0.42
39	06, 6	Italy - Rome	\$0.14
225		Ivory Coast	\$0.46
1876		Jamaica	\$0.34
		Jamaica (Cellular)	Note (1)

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

Country Code	Digits	Destination Name	Rate Per Minute
81		Japan	\$0.14
81	70, 80, 90	Japan (Cellular)	\$0.43
81	98	Japan - Okinawa	\$0.14
81	6	Japan - Osaka	\$0.14
81	3	Japan - Tokyo	\$0.14
81	6117	Japan Osaka (Military)	\$0.14
81	3117	Japan Tokyo (Military)	\$0.14
962		Jordan	\$0.35
962	7	Jordan (Cellular)	\$0.45
254		Kenya	\$0.43
686		Kiribati	\$0.64
965		Kuwait	\$0.19
996		Kyrgyzstan	\$0.46
856		Laos	\$0.53
371		Latvia	\$0.29
371	2, 8501-8502	Latvia (Cellular)	\$0.29
961		Lebanon	\$0.25
961	3, 70-71	Lebanon (Cellular)	\$0.41
266		Lesotho	\$0.24
231		Liberia	\$0.41
218		Libya	\$0.28
218	91-92	Libya (Cellular)	\$0.41
423		Liechtenstein	\$0.16
423	5-7	Liechtenstein (Cellular)	\$1.08
370		Lithuania	\$0.27
370	6	Lithuania (Cellular)	\$0.31
352		Luxembourg	\$0.14
352	021, 028, 0291, 061, 068, 091, 098, 21, 28, 291, 6, 98	Luxembourg (Cellular)	\$0.14
853		Macau	\$0.30
853	6	Macau (Cellular)	\$0.30
389		Macedonia	\$0.32
389	7	Macedonia (Cellular)	\$0.36
261		Madagascar	\$0.49
261	30-33	Madagascar (Cellular)	\$0.74
265		Malawi	\$0.19
60		Malaysia	\$0.14
60	1	Malaysia (Cellular)	\$0.14
60	3	Malaysia - Kuala Lumpur	\$0.14
960		Maldives Republic	\$0.55
223		Mali Republic	\$0.56
356		Malta Republic	\$0.20
692		Marshall Islands	\$0.58
222		Mauritania	\$0.67
230		Mauritius	\$0.46
		Mayotte Island	Note (1)

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

Country Code	Digits	Destination Name	Rate Per Minute
52		Mexico	\$0.26
691		Micronesia	\$0.85
373		Moldova	\$0.22
377		Monaco	\$0.14
377	4, 6	Monaco (Cellular)	\$0.14
976		Mongolia	\$0.41
382		Montenegro	\$0.20
382	6	Montenegro (Cellular)	\$0.40
1	664	Montserrat	\$0.57
212		Morocco	\$0.37
212	10-18, 6-7, 92	Morocco (Cellular)	\$0.68
258		Mozambique	\$0.35
95		Myanmar/Burma	\$0.62
264		Namibia	\$0.22
674		Nauru	\$0.73
977		Nepal	\$0.42
31		Netherlands	\$0.14
31	6	Netherlands (Cellular)	\$0.59
599		Netherlands Antilles	\$0.27
599	2, 318, 414, 416, 51, 520-524, 526-527, 55-57, 580-581, 586, 59, 6, 70, 78-79, 8, 95-96	Netherlands Antilles (Cellular)	\$0.27
687		New Caledonia	\$0.37
64		New Zealand	\$0.14
64	2	New Zealand (Cellular)	\$0.29
505		Nicaragua	\$0.38
505	40-42, 45-46, 6-8	Nicaragua (Cellular)	\$0.43
227		Niger Republic	\$0.36
234		Nigeria	\$0.45
234	470, 774-775, 80, 90	Nigeria (Cellular)	\$0.55
683		Niue Island	\$3.48
672		Norfolk Island	Note (1)
850		North Korea	\$1.00
47		Norway	\$0.14
47	4, 59, 9	Norway (Cellular)	\$0.53
968		Oman	\$0.48
92		Pakistan	\$0.63
92	3	Pakistan (Cellular)	\$0.64
680		Palau Republic	\$0.35
		Palestine	Note (1)
		Palestine (Cellular)	Note (1)
507		Panama	\$0.29
507	5-6	Panama (Cellular)	\$0.36
675		Papua New Guinea	\$1.32
595		Paraguay	\$0.38
		Paraguay (Cellular)	
51		Peru	\$0.24
51	19, 419, 429, 439, 449, 519, 529, 539, 549, 569, 619, 629, 639, 649, 659, 669, 679, 729, 739, 749, 769, 829, 839, 849	Peru (Cellular)	\$0.40

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

Country Code	Digits	Destination Name	Rate Per Minute
63		Philippines	\$0.25
63	9	Philippines (Cellular)	\$0.33
63	2	Philippines - Manila	\$0.25
48		Poland	\$0.14
48	50-51, 60, 64, 66, 69, 721-722, 78-79, 88, 90	Poland (Cellular)	\$0.17
351		Portugal	\$0.14
351	169, 189, 609, 639, 659, 669, 9	Portugal (Cellular)	\$0.25
974		Qatar	\$0.52
974	2, 5, 65-66	Qatar (Cellular)	\$0.52
262		Reunion Island	\$0.28
262	269	Reunion Island - Mayotte Island	\$0.63
262	639	Reunion Island - Mayotte Island (Cellular)	\$0.63
40		Romania	\$0.28
40	7	Romania (Cellular)	\$0.28
7		Russia	\$0.22
7	301-309, 31-33	Russia - Kazakhstan	\$0.22
250		Rwanda	\$0.38
378		San Marino	\$0.14
239		Sao Tome	\$2.35
966		Saudi Arabia	\$0.39
966	135, 5	Saudi Arabia (Cellular)	\$0.45
221		Senegal	\$0.50
221	20-23, 3-6	Senegal (Cellular)	\$0.58
381		Serbia	\$0.30
248		Seychelles Island	\$0.51
232		Sierra Leone	\$0.56
65		Singapore	\$0.14
65	8-9	Singapore (Cellular)	\$0.14
421		Slovakia	\$0.22
386		Slovakia (Cellular)	Note (1)
386	20-21, 30-31, 40-41, 49-51, 60-61, 70-71, 880, 889	Slovenia	\$0.19
386		Slovenia (Cellular)	\$0.26
677		Solomon Islands	\$0.83
252		Somalia	\$0.57
27		South Africa	\$0.14
27	72-74, 76, 78-79, 81-86	South Africa (Cellular)	\$0.24
27	11	South Africa - Johannesburg	\$0.19
82		South Korea	\$0.14
82	1	South Korea (Cellular)	\$0.17
34		Spain	\$0.14
34	6	Spain (Cellular)	\$0.47
34	91	Spain - Madrid	\$0.14
94		Sri Lanka	\$0.34
94	7	Sri Lanka (Cellular)	\$0.37
290		ST. Helena	\$0.71
1869		ST. Kitts/Nevis	\$0.34
1758		ST. Lucia	\$0.33
508		ST. Pierre & Miquelon	\$0.18
1784		ST. Vincent-Grenadines	\$0.43

Note 1 - Rates not currently available, please call customer service with questions.

## 7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

### 7.2 Rates for Calling Card Calls to International Points

<u>Country Code</u>	<u>Digits</u>	<u>Destination Name</u>	<u>Rate Per Minute</u>
249		Sudan	\$0.41
597		Suriname	\$0.54
597	85-89	Suriname (Cellular)	\$0.70
268		Swaziland	\$0.23
46		Sweden	\$0.14
	10, 124, 126-127, 129, 252, 376, 450, 458, 518-519, 592-		
46	593, 595-596, 673-676, 7	Sweden (Cellular)	\$0.47
41		Switzerland	\$0.14
41	74, 76-79, 860	Switzerland (Cellular)	\$0.52
963		Syria	\$0.62
886		Taiwan	\$0.14
886	60, 70, 9	Taiwan (Cellular)	\$0.22
886	2	Taiwan - Taipei	\$0.14
992		Tajikistan	\$0.37
255		Tanzania	\$0.43
255	7-8	Tanzania (Cellular)	\$0.44
66		Thailand	\$0.29
	1, 30, 40-41, 46-51, 58-59, 6,		
66	70-72, 78-79, 8-9	Thailand (Cellular)	\$0.29
66	2	Thailand - Bangkok	\$0.14
228		Togo Republic	\$0.54
676		Tonga Islands	\$0.84
1	868	Trinidad & Tobago	\$0.30
216		Tunisia	\$0.34
90		Turkey	\$0.31
90	5	Turkey (Cellular)	\$0.33
993		Turkmenistan	\$0.35
1	649	Turks & Caicos Islands	\$0.39
688		Tuvalu	\$0.54
256		Uganda	\$0.29
380		Ukraine	\$0.21
380	39, 50, 63, 66-68, 9	Ukraine (Cellular)	\$0.21
971		United Arab Emirates	\$0.25
971	50, 55	United Arab Emirates (Cellular)	\$0.25
44		United Kingdom	\$0.14
44	7	United Kingdom (Cellular)	\$0.37
44	84	United Kingdom - LCFA	\$0.29
44	87	United Kingdom - NCFA	\$0.29
598		Uruguay	\$0.31
998		Uzbekistan	\$0.31
678		Vanuatu Republic	\$3.55
379		Vatican City	\$0.15
58		Venezuela	\$0.30
58	412, 414-415, 417-418, 42	Venezuela (Cellular)	\$0.34
58	212	Venezuela - Caracas	\$0.34

Note 1 - Rates not currently available, please call customer service with questions.

**7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE**

**7.2 Rates for Calling Card Calls to International Points**

<b>Country Code</b>	<b>Digits</b>	<b>Destination Name</b>	<b>Rate Per Minute</b>
84		Vietnam	\$0.82
681		Wallis/ Fatuna Island	\$0.94
685		Western Samoa	\$0.62
685	7	Western Samoa (Cellular)	\$0.65
967		Yemen, Republic of	\$0.81
		Yemen (Cellular)	Note (1)
260		Zambia	\$0.30
263		Zimbabwe	\$0.17
263	11, 23	Zimbabwe (Cellular)	\$0.17

Note 1 - Rates not currently available, please call customer service with questions.

7. **INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE**

7.3 **(RESERVED FOR FUTURE USE)**

**7. INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE**

7.4 Ancillary Charges

a. Standard Calling Card Services

	<u>Cost</u>	<u>Increment</u>
Manual Completion Surcharge	\$0.70	Per Call
International Calls (allows calls from rotary dial phones)	\$0.70	Per Call
Dialing Instructions (only applies if call is completed)	\$0.70	Per Call
Customer Service Transfer (only applies if call is completed)	\$0.00	Per Call
Speed Dialing	N/C	N/C
Directory Assistance (Domestic and Canadian)	\$1.00	Per Call

b. Enhanced Calling Card Features / Rates (not available with “basic service”)

	<u>Cost</u>	<u>Increment</u>
Audiotext	\$0.33	Per Minute
Voice Mail (applies when leaving and reviewing messages)		
Individual, Group or Guest	\$0.33	Per Minute
Optional Direct in 800 Num (not eligible for volume discounts)	\$0.93	Per Month
Conference Calling	\$0.33	Per Minute
Operator Assistance Surcharge	\$1.33	Per Caller
Voice Message Delivery (recording of message up to 3 minutes)	\$0.33	Per Minute
Delivered Message	\$0.33	Per Minute

## 8. MISCELLANEOUS PROVISIONS

- 8.1 Notice. Written notice to Customer is sent to Customer's last known address in Company's invoicing records. Notice shall be deemed given 3 days after postmarked.
- 8.2 Waiver of Trial by Jury. Customer and Company waive their respective rights to a trial by jury of any and all claims or causes of action (including counterclaims) related to or arising out of these Terms and Conditions brought by either party against the other. Any claim or cause of action will be tried by a court trial without a jury. The waiver applies to these Terms and Conditions as amended or modified.
- 8.3 Choice of Law; Jurisdiction. These Terms and Conditions are covered by and construed under the laws of the State of Minnesota without regard to choice of law principles.
- 8.4 Waiver of Class Actions. All claims between Customer and Company related to these Terms and Conditions will be litigated individually and Customer may not consolidate or seek class treatment for any claim, unless previously agreed to in writing by Customer and Company. This waiver applies to these Terms and Conditions as amended or modified, and survives termination of service under these Terms and Conditions.
- 8.5 Severability. If any part of these Terms and Conditions is held invalid or unenforceable, the rest of these Terms and Conditions shall remain in full force and effect unless Company's obligations hereunder are materially impaired.
- 8.6 Waiver. If either Customer or Company does not enforce any right or remedy available under these Terms and Conditions, that failure is not a waiver of the right or remedy for any other breach or failure by the other party. Company's waiver of any requirement in any one instance is not a general waiver of that requirement and does not amend these Terms and Conditions.
- 8.7 Headings. Section headings are for descriptive purposes only and are not used to interpret these Terms and Conditions.
- 8.8 Entire Terms and Conditions. These Terms and Conditions (including any referenced documents and attachments) make up the entire terms and conditions between Customer and Company and replace all prior written or spoken terms and conditions, representations, promises or understandings betw