

Specialized Common Carrier Service

Rates, Terms and Conditions

of

WAVECOM SOLUTIONS CORPORATION

This RTC document includes the rates, charges, terms and conditions of service for the provision of interstate communications service by Wavecom Solutions Corporation between certain locations in the United States. This RTC document also includes promotional offerings that apply to the domestic offerings of Wavecom Solutions. This RTC documents the Company's standard business practices and offerings.

CHECK SHEET

The pages of this RTC, as listed below, are effective as of the date shown. Revised sheets contain all changes from the original RTC that are in effect as of the date indicated.

PAGE	REVISION		PAGE	REVISION	
1	Original		32	Original	
2	1 st Revised	*	33	Original	
3	Original		34	Original	
4	Original		35	Original	
5	Original		36	Original	
6	Original		37	Original	
7	Original		38	Original	
8	Original		39	Original	
9	Original		40	Original	
10	Original		41	Original	
11	Original		42	Original	
12	Original		43	Original	
13	Original		44	Original	
14	Original		45	Original	
15	Original		46	Original	
16	Original		47	Original	
17	Original		48	Original	
18	Original		49	Original	
19	Original		50	Original	
20	Original		51	Original	
21	Original		52	Original	
22	Original		53	Original	
23	Original		54	Original	
24	Original		55	Original	
25	Original		56	Original	
26	Original		57	Original	
27	Original		58	Original	*
28	Original				
29	Original				
30	Original				

**Indicates RTC pages included with this update.*

OTHER CARRIERS

None

CONCURRING CARRIERS

None

CONNECTING CARRIERS

Hawaiian Telcom Services Company, Inc.

OTHER PARTICIPATING CARRIERS

None

EXPLANATION OF SYMBOLS AND ABBREVIATIONS

SYMBOLS

- (C) - To signify a changed regulation.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in rate or charge.
- (M) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or change.
- (S) - To signify a reissued matter.
- (T) - To signify a change in text but no change in rate or regulation.
- (Z) - To signify a correction.

ABBREVIATIONS

- ISDN - Integrated Services Digital Network
- LEC - Local Exchange Company
- LDMTS - Long Distance Message Telecommunications Service
- PBX - Private Branch Exchange
- RTC - Rates, Terms and Conditions of the Company which are posted pursuant to Federal laws and regulations.

TABLE OF CONTENTS

Check Sheet	2
Other Carriers	3
Concurring Carriers	3
Other Participating Carriers	3
Explanation of Symbols and Abbreviations	4
Table of Contents	5
Section 1 - Definitions	6
Section 2 - Terms and Conditions	9
Section 3 - Description of Service and Rates	32
Section 4 - Miscellaneous Services	47
Section 5 – Promotional Offerings	58

SECTION 1 - DEFINITIONS

The following definitions are applicable to this RTC:

Access Line - A local channel for voice, data, or video communications which connects the Customer location to a location of the Company or its underlying carrier or service provider.

Account - The Customer who has agreed, orally or in writing, to honor the terms of service established by the Company. An Account may have more than one service or telephone number and/or telephone numbers billed to the same Customer address. An Account may include multiple locations for the same Customer.

Account Code - A numerical code, assigned to the Customer, to enable the Company to complete calls as authorized by the Customer. Multiple Account Codes may be assigned to the Customer.

Aggregator - Any person or other legal entity that may be a Customer and, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for interstate telephone calls using a provider of operator services.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer upon access to the Company's system to identify the caller and validate the caller's authorization to use the services provided and to identify the Customer for billing purposes. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code. An example of an Authorization Code is a travel card account number and personal identification number.

Business Customer - For the purpose of this RTC, a Business Customer is a Customer of the Company whose primary use of the Company's service is for business purposes. A Business Customer is also a Customer who accesses the Company's service using an access line that has been assigned a business class of service by the local service provider.

Calling Card Call - A Calling Card Call is an operator assisted or automated call placed by a Customer where the call charges are billed to a local telephone company issued authorization code rather than to the originating or terminating telephone number.

Casual Calling - A service provided over facilities owned by the Company or an affiliate of the Company whereby the Customer accesses the Company's service by dialing an access code assigned to the Company prior to placing the call, such as 101XXX+1+area code +destination number.

Collect Call - A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

Commission - The Federal Communications Commission.

Company – Wavecom Solutions Corporation, (f/k/a Pacific Lightnet, Inc. dba Wavecom Solutions) unless stated otherwise.

SECTION 1 - DEFINITIONS, (Cont'd.)

Consumer - A person who is not a Customer initiating any interstate telephone calls using operator services.

Customer - Any person, firm, partnership, corporation or other entity which subscribes to or uses service under the terms and conditions of this RTC. The Customer is responsible for the payment of charges for service offered by the Company which are subscribed to or used by the Customer. The Customer is also responsible for payment of charges for a third person's use of service to which the Customer subscribes.

Equal Access - The ability of the Company to serve Customers on a presubscribed basis rather than through the use of dial access codes such as 101XXXX.

Initial and Additional Period - The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

LATA - Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 82-0192.

Local Exchange Service – the transmission of public two-way switched communications furnished within a local exchange area

Long Distance Message Telecommunications Service (LDMTS) - Long distance telecommunications service offered pursuant to this RTC.

LEC - Local Exchange Company

Mainland - the lower contiguous 48 states and the District of Columbia.

MOU– Minutes of Use

MRC – Monthly recurring charge.

NRC – Nonrecurring Charge.

Operator Station Call - A service whereby the Customer places a non-Person to Person call with the assistance of an operator (live or automated.)

PBX - Private Branch Exchange

SECTION 1 - DEFINITIONS, (Cont'd.)

Person-to-Person Call - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached.

Premises - The physical space designated by the Customer for the termination of the Company's service.

Presubscription - An arrangement whereby a Customer may select and designate the Company as the carrier he or she wishes to access, without an access code, for completing intraLATA and/or interLATA toll calls.

Residential Customer - For the purpose of this RTC, a Residential Customer is a Customer of the Company whose primary use of the Company's service is for personal use in a house, apartment or other residential dwelling. A Residential Customer is also a Customer who accesses the Company's service using an access line that has not been assigned a business class of service by the local service provider.

Sub-Minute Rating - Consists of an initial period rated at the appropriate initial period rate. Each increment thereafter is rated at the appropriate additional period rate, which is less than one full minute.

Switched Access - A method for reaching the Company through the local service provider's switched network whereby the Customer uses local exchange lines.

Switched Inbound Call - Refers to calls that are terminated via the Company's LEC-provided local exchange access line.

Switched Outbound Call - Refers to calls in Feature Group D exchange whereby the Customer's local telephone lines are presubscribed by the Local Exchange Company to the Company's outbound services such that "1+10-digit number" calls are automatically routed to the Company's network. Calls to stations within the Company's LATA may be placed by dialing "10+NXX" or "101XXXX" plus 1+10-digit number.

Terminal Equipment - Telecommunications devices, apparatus and associated wiring on the Premises of the Customer.

Third Party Billing - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

United States - The forty-eight contiguous states, the District of Columbia, Alaska, Hawaii, Guam, Puerto Rico, American Samoa, the Northern Mariana Islands and the US Virgin Islands.

SECTION 2 - TERMS AND CONDITIONS**2.1 Undertaking of the Company and Locations of Service**

The Company's service is furnished to Customers for domestic interstate interexchange communications originating and terminating within certain areas of the United States under the terms of this RTC. The Company's service is available twenty-four hours per day, seven days per week, except as otherwise provided in the Company's RTCs.

The Company arranges for installation, operation, and maintenance of the service provided in this RTC for the Customer in accordance with the terms and conditions set forth in this RTC. The Company may, when authorized by the Customer, act as the Customer's agent for ordering access connection facilities provided by other carriers or entities (such as the local exchange company), to allow connection of a Customer's location to the Company's service. The Customer shall be responsible for all charges due for such service arrangement.

Unless otherwise stated in this RTC, interstate interexchange service is only provided with intrastate-interexchange service other than intrastate intraLATA MTS. Unless otherwise stated in this RTC, interstate interexchange service and intrastate interexchange service, other than intrastate intraLATA MTS, are not offered separately. Unless otherwise stated in this RTC, interstate interexchange service plans are only available with their corresponding intrastate interexchange service plans, e.g. interstate Plan A Service is only offered with intrastate Plan A Service.

Where network facilities and billing systems permit, the Company will block casual dialing.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.2 Use of Service

- 2.2.1** Service may be used for any lawful purpose for which it is technically suited. Service may not be used for unlawful purposes.
- 2.2.2** The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company or its underlying carrier or service provider, as appropriate.
- 2.2.3** Recording of telephone conversations transmitted over service provided by the Company under this RTC is prohibited except as authorized by applicable federal, state and local laws.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.3 Limitations of Service**

- 2.3.1** Service is offered subject to the availability of the necessary facilities, equipment and/or Customer information, including, but not limited to, billing systems and information required for billing, and subject to the provisions of this RTC. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this RTC.
- 2.3.2** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control (examples of these conditions are more fully set forth elsewhere in this RTC), or when service is used in violation of provisions of this RTC or the law.
- 2.3.3** The Company does not undertake to transmit messages, but offers the use of its service when available, and, as more fully set forth elsewhere in this RTC, shall not be liable for errors in transmission or for failure to establish connections.
- 2.3.4** The Company reserves the right to refuse to process Third Party Billed calls when the billed party and/or standard validation techniques do not confirm acceptance, or based on characteristics of the originating or terminating location.
- 2.3.5** The Company reserves the right to refuse to process Travel Card and Calling Card billed calls when authorization for use of the card cannot be validated or to prevent the unlawful use of service. The Customer may be required to provide an acceptable alternate billing method or the Company may refuse to place the call.
- 2.3.6** The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment. In such circumstances, the Company's RTC will be revised accordingly.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.3 Limitations of Service, (contd.)

2.3.7 Service is offered subject to restrictions imposed upon the Company by any authority having jurisdiction over the Company's provision of service.

2.3.8 The Company may require the Customer to sign an application for service form furnished by the Company and to establish credit as provided in this RTC, as a condition precedent to the initial establishment of service. The Company's acceptance of an application or order for service by an applicant whose credit has not been duly established may be subject to the deposit, advance payment and/or refusal of service provisions described in this RTC. The Company may also require a signed authorization from the Customer for additions to or changes in existing service for such Customer. An application for service canceled by the applicant or by the Company prior to the establishment of service is subject to the provisions of this RTC concerning cancellation charges.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.4 Assignment or Transfer**

The Customer may not transfer or assign the use of service offered by the Company without the express prior written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or in the location of service. All terms and conditions contained in this RTC shall apply to all such permitted transferees or assignees, as well as all conditions of service.

2.5 Liabilities of Company

2.5.1 Except in cases of gross negligence or willful misconduct by the Company, the liability of the Company for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities or equipment shall not exceed an amount equal to the charges applicable under this RTC (calculated on a proportionate basis where appropriate) for the period during which such error, mistake, omission, interruption or delay occurs.

2.5.2 In no event shall the Company be liable for any incidental, indirect, special, or consequential damages (including, but not limited to, lost revenue or profits) of any kind whatsoever regardless of the cause or foreseeability thereof.

2.5.3 When the services or facilities of other common carriers or other service providers are used separately or in conjunction with the Company's services, facilities or equipment in establishing connection to points not reached by the Company's services, facilities or equipment, the Company shall not be liable for any act or omission of such other common carriers or other service providers, or their respective agents, servants or employees.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.5 Liabilities of Company, (cont'd.)**

- 2.5.4** The Company shall not be liable for any failure of performance hereunder if such failure is due to any cause or causes beyond the reasonable control of the Company. Such causes shall include, without limitation, acts of God, fire, explosion, vandalism, cable cut, meteorological phenomena, floods, storm or other similar occurrence, any law, order, regulation, direction, action or request of the United States government or of any other government or of any civil or military authority, national emergencies, insurrections, riots, wars, strikes, lockouts or work stoppages or other labor difficulties, supplier failures, shortages, breaches or delays, or preemption of existing service to restore service in compliance with state and federal laws.
- 2.5.5** The Company shall not be liable for interruptions, delays, errors, or defects in transmission, or for any injury whatsoever, caused by the Customer, or the Customer's agents, servants, employees, or Customers, or by services, facilities or equipment provided by the Customer or such agents, servants, employees or Customers.
- 2.5.6** The Company shall not be liable for unlawful use, or use by any unauthorized person, of its service, or for any claim arising out of a breach in the privacy or security of communications transmitted by the Company. 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 telecommunications facilities. Such unauthorized use of its telecommunications facilities includes, but is not limited to, the placement of calls through Customer-provided equipment which are transmitted or carried on the Company's network. The Customer is responsible for controlling access to, and the use of, its own telecommunications facilities.
- 2.5.7** **WITH RESPECT TO SERVICE PROVIDED BY THE COMPANY, THE COMPANY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, NOT STATED IN THIS RTC, AND IN PARTICULAR DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.6 Liabilities of the Customer

The Customer shall indemnify, defend and hold harmless the Company (including the costs of litigation and reasonable attorney's fees) against:

- (i) Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over the Company's services, facilities or equipment; and
- (ii) Claims for patent infringement arising from combining or connecting the Company's services, facilities or equipment with services, facilities, equipment, apparatus or systems of the Customer or the Customer's agents, servants, employees, or customers; and
- (iii) All other claims (including, without limitation, claims for damage to any business or property, or injury to, or death of, any person) arising out of any act or omission of the Customer, or the Customer's agents, servants, employees, or customers, in connection with any service or facilities or equipment provided by the Company.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.7 Taxes and Fees

- 2.7.1** All applicable taxes (e.g., excise taxes, sales taxes, municipal utilities taxes) are listed as a separate line item on the Customer's bill and are not included in the quoted rates and charges set forth in this RTC.
- 2.7.2** To the extent that a municipality, other political subdivision or agency of government, or the Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or agency of government.
- 2.7.3** The Company may adjust its rates and charges or impose additional rates, charges or surcharges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Federal Universal Service Fund (FUSF). Imposition, billing and collection of such rates, charges and surcharges are subject to billing and other system changes by the Company.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.7 Taxes and Fees, (Cont'd.)

2.7.3 (cont'd.)

B. For recovery of contributions paid by the Company to support the Federal Universal Service Fund (FUSF) Fee

Interstate telecommunications services provided by the Company (exclusive of taxes) are subject to an undiscountable monthly Federal Universal Service Fund (FUSF) Fee, payable by the Customer.

The FUSF Fee will be listed as a separate line item on the Customer's bill. The FUSF Fee will not be applied to services sold by the Company to a Customer for resale, for which the Customer has on file with the Company a current Universal Service Fund Contributor Certification Form, which must be updated annually. This Certification Form must meet FCC requirements for exemption. The percentage at which the FUSF Fee is assessed is subject to change to reflect the current Federal Universal Service Fund contribution factor.

Applicable to Business and Residential Customers:

[Federal Universal Service Fund \(FUSF\) Fee](#)

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.8 Terminal Equipment**

The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided in this RTC or separately agreed upon by the Customer and the Company. The Customer is responsible for all costs at his or her premises, including, but not limited to, personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with applicable rules and regulations of the Federal Communications Commission, including, but not limited to, Part 68. In addition, equipment must comply with generally accepted minimum protective criteria standards and engineering requirements of the telecommunications industry which are not barred by the Federal Communications Commission.

2.9 Installation

No installation of the Company's services at the Customer's premises is required to use the Company's service. Service is initiated by request of the Customer. The Company may refuse to provision service when the Company cannot verify that the party requesting the Company's service is authorized to request or to change service.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.10 Payment for Service**

- 2.10.1** Service is provided and billed on a monthly basis unless otherwise stated in the service description in this RTC. Bills are due and payable upon receipt. A late fee equal to that charged by the local exchange carrier serving the Customer, 1.5% per month, or the maximum amount allowed by law, whichever is lower, may apply to any unpaid and past due balance. The late fee may be charged by the Company directly or by the Company's billing services provider. The late fee begins to accrue no sooner than the 25th day after the billing due date. In the event that the Company incurs fees or expenses, including attorney's fees, collecting, or attempting to collect, any charges owed to the Company, the Company, or its billing services provider, may charge the Customer, and the Customer will pay, all such fees and expenses reasonably incurred. Collection fees on overdue charges apply in addition to all applicable late payment charges and shall begin to accrue when the Account is assigned to an outside collection agency.
- 2.10.2** The Customer is responsible for payment of all charges for service furnished to or used by the Customer, or the Customer's agents, servants, employees or Customers. The Customer is also responsible for payment of charges for all other third person use of service to which the Customer subscribes. All charges due from the Customer are payable to the Company or to the Company's authorized billing agent in immediately available U.S. dollars. Any objections to billed charges must be reported to the Company or its billing agent within six months after receipt of bill. Adjustments to the Customer's bill shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.
- 2.10.3** The security of the Customer's Authorization Codes is the responsibility of the Customer. All calls placed using such Authorization Codes shall be billed to and shall be the obligation of the Customer. The Customer is responsible for all calls placed via the Customer's Authorization Code, whether such use is as a result of the Customer's intentional or negligent disclosure of the Authorization Code or otherwise. However, the Customer shall not be responsible for charges in connection with the unauthorized use of Authorization Codes arising after the Customer notifies the Company of the loss, theft, or other breach of security of such Authorization Codes.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.10 Payment for Service, (cont'd.)

2.10.4 The Company reserves the right to assess a charge of \$25.00, or the maximum amount allowed by law, whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written.

2.10.5 The Customer shall be responsible for payment or rates and charges for all calls placed by or through Customer's equipment by any person. In particular and without limitation of the foregoing, the Customer is responsible for payment of rates and charges for any calls placed by or through the Customer's equipment via any remote access features.

2.10.6 The Company reserves the right to examine the credit record or other available external sources of credit of an applicant or Customer. The Customer whose service has been disconnected for nonpayment of bills shall be required to pay any unpaid balance due to the Company before service is restored, and a deposit may be required.

2.10.7 The Company shall make no refund of overpayment by the Customer unless the claim for such overpayment, together with proper evidence, is submitted within two years of the date of alleged overpayment. In calculating refunds, any applicable discounts shall be adjusted based upon the actual monthly usage after all credits and adjustments have been applied.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.11 Deposits**

2.11.1 Each applicant for service may be required to establish credit. Any applicant whose credit has not been duly established may be required to make a deposit at the time of application to be held as a guarantee of payment of charges. In addition, an existing Customer may be required to make a deposit or increase a deposit currently held. The Company shall pay interest on deposits pursuant to applicable rules and regulations. The Company may set toll usage limitations on applicants for service and existing Customers whose financial condition cannot be verified or is otherwise unacceptable to Company. Any toll usage limits may be increased or decreased by Company as it deems appropriate in light of changing conditions.

2.11.2 A deposit shall not exceed the estimated charges for two months service, plus installation, and shall be returned: 1) when an application for service has been canceled prior to the establishment of service; or 2) at the end of twelve (12) consecutive months of a satisfactory credit history; or 3) upon discontinuation of service. The Company shall apply the deposit against any outstanding balances due. If a credit balance exists after such application, the Company shall refund the balance to the Customer.

2.11.3 The fact that a security deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.

2.12 Advance Payments

The Company reserves the right to require an advance payment from the Customer instead of or in addition to a security deposit. The advance payment shall be in an amount equal to or less than estimated installation charges plus two months' estimated billing.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.13 Interruption of Service**

2.13.1 Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence or other wrongful act or omission of the Customer, or to the failure of services, channels, equipment and/or communications systems provided by the Customer or the Customer's agents, servants, employees, or Customers, are subject to the general liability provisions set forth in this RTC. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired by the Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by the Customer. Interruptions caused by Customer-provided, or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via dial access code.

For purposes of credit computation, every month shall be considered to have 30 days and every day 24 hours. For all Company services no credit shall be allowed for an interruption of continuous duration of less than twenty-four hours. For services billed on a usage basis, credits will be limited to, at maximum, the price of the call that was in progress at the time of the service interruption.

For services with monthly recurring charges, credit is computed by multiplying the monthly recurring rate by the ratio that the number of hours in the period of interruption bears to 720 hours (30 days times 24 hours). The credit shall be based upon the non-usage charges for the month during which the interruption occurred, excluding equipment and access line charges. Credits for services billed on a usage basis will be determined as set forth above.

2.13.3 An interruption is measured from the time the Customer notifies the Company of the interruption until the trouble is cleared. Each interruption is considered separately for the purposes of establishing credit allowance. Unless otherwise specified in this RTC, the credit for a billing period shall not exceed the monthly rate.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.14 Cancellation, Suspension and Restoration of Service**

Service continues to be provided until canceled by the Customer or until canceled by the Company as set forth below. The Company may render bills subsequent to the cancellation of service for charges incurred before cancellation. The Customer shall pay such bills in full in accordance with the payment terms of this RTC.

2.14.1 Cancellation by the Customer

The Customer may have service canceled upon written or verbal notice to the Company. The Customer shall pay the Company for service furnished until the cancellation date specified by the Customer or until the date that the written cancellation notice is received, whichever is later. Cancellation of service is subject to early termination liability obligations set forth in this RTC.

2.14.2 Refusal, Suspension or Cancellation of Service without Prior Notice

- A. Service may be suspended by the Company, without prior notice to the Customer, by blocking traffic and all services to certain cities, countries, NPA-NXX exchanges, or individual telephone numbers when the Company deems it necessary to take such action to prevent unlawful or fraudulent use of its service. The Company will restore services as soon as it can be provided without undue risk, and will upon request by the Customer, assign new numbers and account codes or authorization codes to replace ones that have been deactivated.
- B. For violation of law or this RTC: Except as provided elsewhere in this RTC, the Customer shall be subject to refusal, suspension or cancellation of service, without prior notice, for any violation of terms of this RTC, for any actual or apparent violation of any law, rule, regulation, order, decree or policy of any government authority of competent jurisdiction, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service or prohibits Customer from subscribing to, using, or paying for such service.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.14 Cancellation, Suspension and Restoration of Service, (cont'd.)

2.14.2 Refusal, Suspension or Cancellation without Prior Notice, (cont'd.)

- C. For the Company to comply with any order or request of any governmental authority having jurisdiction: The Customer shall be subject to refusal, suspension or cancellation of service, without prior notice, in order to permit the Company to comply with any order or request of any governmental authority having jurisdiction.
- D. The Company may refuse, suspend or cancel service immediately and without prior notice in the event of excessive network usage which is determined to be fraudulent or beyond the Customer's demonstrated ability to pay.
- E. Without prior notice in the event of Customer or Customer's authorized user use of equipment in such a manner as to adversely affect the Company's facilities and/or equipment or service to others.
- F. Without prior notice in the event of tampering with the facilities and/or equipment or services owned by the Company or its suppliers and used to provide service under this RTC.
- G. Without prior notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.14 Cancellation, Suspension and Restoration of Service, (cont'd.)****2.14.3 Refusal, Suspension or Cancellation of Service with Notice**

The Company may refuse, suspend, or cancel service under the following conditions provided that, unless otherwise stated in this RTC, existing Customers shall be given 15 days written notice to comply with any rule or remedy any deficiency.

- A. The Company reserves the right to refuse, suspend, or cancel service for applicants or Customers who cannot show reasonable credit-worthiness or cannot satisfy deposit requirements set forth in this RTC.
- B. For nonpayment: The Company, by written notice to the Customer and in accordance with applicable law, may refuse, suspend or cancel service without incurring any liability when there is an unpaid balance for service that is more than 30 days overdue. Cancellation of service for nonpayment is subject to early termination liability obligations set forth in this RTC.
- C. For returned checks: The Customer whose check or draft is returned unpaid for any reason, after two attempts at collection, shall be subject to refusal, suspension or cancellation of service in the same manner as provided for nonpayment of overdue charges.
- D. For lack of use: The Company, by written notice to the Customer, may refuse, suspend or cancel service in the same manner as provided for nonpayment of overdue charges if after three full billing cycles the service has not been used.
- E. For use of service for any purpose other than that described in this RTC for the application for service.
- F. For neglect or refusal to provide reasonable access to the Company or its agents, employees, or contractors for the purpose of inspection and maintenance of facilities and/or equipment owned by the Company or its suppliers and used to provide service under this RTC.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.14 Cancellation, Suspension and Restoration of Service, (cont'd.)

2.14.4 Restoration of Service

If service has been refused, suspended or canceled for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the refusal, suspension, or cancellation (if other than nonpayment) is corrected.

2.14.5 Use and Restoration in Emergencies

The use and restoration of service in emergencies shall in all cases be subject to the priority system specified in Part 64, Subpart D, of Chapter 47 of the Code of Federal Regulations.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.15 Application for Service**

The Company reserves the right to require Customers to make application(s) for service in writing using forms provided by the Company. Upon acceptance of an application for service by the Company, all applicable provisions in the Company's rates, terms and conditions and/or tariffs, as amended from time-to-time which are lawfully on file, become the agreement for service between the Company and the Customer. Requests for additional service and changes to service, upon acceptance by the Company, become a part of the agreement for service, provided that each item of additional service shall be subject to the applicable minimum term of service. Acceptance or use of service offered by the Company shall be deemed an application for such service and an agreement by the Customer to subscribe to, use, and pay for such service in accordance with the applicable rates, terms and conditions of the Company, as amended from time to time, which are lawfully on file. Any change in rates or other provisions which are lawfully made and for which required notice has been given shall be deemed to modify all agreements for service affected by such changes without further notice by Company to the Customer. Customer provision of false information, or a failure by the Customer to provide material information, in an application for service (either written or verbal) shall be deemed an attempt to avoid payment or to otherwise defraud the Company. In such circumstances, the Company may, at its option and with proper notice, revoke the application and refuse, cancel or suspend any service provided to the Customer without further liability or obligation to the Customer.

2.16 Interconnection

2.16.1 Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to technical limitations established by the Company. Service furnished by the Company is not part of a joint undertaking with such other common carriers or systems. The Company does not undertake to provide any special facilities, equipment, or services to enable the Customer to interconnect the facilities or the equipment of the Company with services or facilities of other common carriers or with private systems. The Customer is responsible for all charges billed by other carriers in connection with the use of service. Any special equipment or facilities necessary to achieve compatibility between carriers are the sole responsibility of the Customer.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.16 Interconnection, (cont'd.)**

2.16.2 Interconnection with the services or facilities of other common carriers shall be under the applicable terms and conditions of this RTC and the other common carrier's rates, terms and conditions.

2.16.3 The Customer shall ensure that the facilities or equipment provided by the Customer are properly interconnected with the services, facilities and equipment of the Company and its suppliers. If the Customer maintains or operates the interconnected services, facilities or equipment in a manner which results or may result in harm to the Company's facilities, equipment, personnel, or the quality of service, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this written notice fails to eliminate the actual or potential harm, the Company may, upon written notice, terminate the existing service of the Customer.

2.17 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company and its suppliers shall be made available to the Company for such inspection, tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.18 Local Charges and Wireless Air Time Charges

In certain instances, the Customer may be subject to local exchange company charges including, but not limited to, message unit charges or to wireless company air time charges to access the Company's network or to terminate interstate calls. The Company shall not be responsible for any such charges incurred by the Customer in gaining access to the Company's network.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**2.19 Alternative Dispute Resolution (ADR)**

2.19.1 The Company and the Customer (Parties) agree to resolve disputes arising out of services provisioned pursuant to this RTC without litigation. Accordingly, except for: a) actions seeking a temporary restraining order or an injunction related to the purpose of this RTC; b) actions to compel compliance with this dispute resolution process; or c) termination of the Services as set forth in Section 2.14, the Parties agree to follow the ADR procedure set forth herein as their sole remedy with respect to any controversy or claim arising out of or relating to this RTC or its breach. The parties agree that any such claims arising under this RTC must be pursued on an individual basis in accordance with the procedure noted below. Even if applicable law permits class actions or class arbitrations, the ADR procedure agreed to herein applies and the parties waive any rights to pursue any claim arising under this RTC on a class basis. The ADR procedures are as follows:

- A. At the written request of a Party to commence these ADR procedures, each Party will appoint a knowledgeable responsible representative to meet and negotiate in good faith to resolve any dispute arising under this RTC. The Parties intend that these negotiations be conducted by non-lawyer, business representatives. The location, format, frequency, duration and conclusion of these discussions shall be left to the discretion of the representatives. Upon agreement, the representatives may utilize other alternative dispute resolution procedures such as mediation to assist in the negotiation. Discussions and correspondence among the representatives for purposes of the negotiations shall be treated as confidential information developed for purposes of settlement, exempt from discovery and production, and shall not be admissible in the arbitration described below or in any lawsuit without the concurrence of all Parties. If such negotiations do not resolve the dispute within sixty (60) calendar days of the initial written request, the dispute shall be submitted within seven (7) calendar days to binding arbitration by a single arbitrator pursuant to the Commercial Arbitration Rules of the American Arbitration Association. A Party may demand such arbitration in accordance with the procedures set in those rules. Each party shall bear its own costs of arbitration and shall split equally fees of the arbitration and the arbitrator.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.19 Alternative Dispute Resolution (ADR), (cont'd.)

2.19.1 (cont'd.)

- B.** If arbitration is demanded, discovery shall be permitted, but each Party shall be limited to a maximum of any combination of 35 (none of which may have subparts) Interrogatories, Demands for Production of Documents or Requests for Admission. Each Party shall also be entitled to the oral deposition of one individual of another Party. Additional discovery may be permitted upon mutual agreement of the Parties. The arbitration hearing shall be commenced within ninety (90) calendar days of the demand for arbitration unless otherwise agreed to by the Parties. The arbitration shall be held in Honolulu, HI.
- C.** In all arbitrations, the arbitrator must give effect to applicable statutes of limitation and shall not be afforded any authority to award relief in excess of what this Agreement provides or to order consolidation or class arbitrations. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.

SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.20 Other Rules

- 2.20.1** The Company reserves the right to discontinue service, limit service, or to impose requirements on Customers as required to meet changing regulations, rules or standards of the Commission.
- 2.20.2** Due to billing system limitations, where noted in this RTC, certain billing differences may exist based on the specific system utilized for developing and rendering the Customer's bill.
- 2.20.3** For demonstration or promotional purposes, services offered to Residential Customers may be provided on a temporary basis over telephone lines designated with a Business class of service or installed in business locations.
- 2.20.4** Demonstration or promotional calls of up to 10 minutes may be offered to existing or prospective Customers to demonstrate new services at no charge to the Customer. Such offerings will be limited to specific locations and dates and may include originating and/or terminating restrictions.
- 2.20.5** Temporary service or service to speculative projects will be provided if consistent with the best interest of the Company.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 General

Subject to Section 2.1 of this RTC, the Company provides telecommunications services between locations within the United States. The Company's service charges are based upon call duration, time of day rate period, mileage, and/or call type.

Subject to Section 2.1 of this RTC, presubscribed service is offered from locations served with equal access end offices.

The Company's service is available twenty-four hours per day, seven days a week, except as otherwise provided in the Company's RTCs.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.2 Calculation of Distance**

Usage charges for all mileage sensitive services are based on the airline distance between the rate center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the applicable rate centers as defined by Telcordia Technologies (formerly Bellcore), in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the rate center of the originating and the destination points.

Step 2 - Obtain the difference between the "V" coordinates of each of the rate centers. Obtain the difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating rate centers of the call.

Formula:
$$\sqrt{\frac{|V_1 - V_2|^2 + |H_1 - H_2|^2}{10}}$$

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.3 Timing of Calls**

Billing for calls placed over the network is based in part on the duration of the call.

Except where otherwise specified in the individual rate schedules in this RTC, timing for all calls begins when the called party answers the call (i.e. when two way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

Except where otherwise specified in the individual rate schedules in this RTC, chargeable time for all station-to-station calls begins when connection is established between the calling party and the called party and ends when the calling party hangs up thereby releasing the network connection. If the called party hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by an operator.

Minimum call duration for billing purposes is one minute unless otherwise specified in the individual rate schedules of this RTC.

Calls are measured and billed in one minute increments on a per call basis, unless otherwise indicated in this RTC. Fractional billing increments are rounded to the full billing increment as stated in the product description.

No charges apply to incomplete calls. An incomplete call is a station call in which the called station does not answer, or a person-to-person call in which the station does not answer or the requested person is unavailable, or a collect call for which the called party refuses to accept the charges.

Usage charges are computed on a per call basis. When computation of call charges result in fractional cents, the resulting charge is rounded to the nearest penny unless otherwise specified in this RTC.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.4 Time-Of-Day Rate Periods****3.4.1 Long Distance Message Telecommunications Service and Operator Services**

The following time of day periods apply to LDMTS and Operator Services Calls.

A. Rate Application Periods - Except Hawaii

PEAK RATE PERIOD	7:00 AM to 7:00* PM Weekdays
OFF-PEAK RATE PERIOD	7:00 PM to 7:00* AM Weekdays and all day on Weekends

B. Rate Application Periods - Hawaii

PEAK RATE PERIOD	5:00 AM to 5:00* PM Weekdays
OFF-PEAK RATE PERIOD	5:00 PM to 5:00* AM Weekdays, Weekends, New Year's Day, Independence Day, Thanksgiving Day and Christmas Day.

* to, but not including

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.4 Time-Of-Day Rate Periods, (cont'd.)****3.4.2 Time-Of-Day Periods for Optional Calling Plans**

Unless otherwise specified in the product description in this RTC, the following time-of-day and day-of-week rate periods are applicable to all calls for optional calling plans.

DAY RATE PERIOD	8:00 AM to 5:00* PM Monday through Friday
EVENING RATE PERIOD	5:00 PM to 11:00* PM Sunday through Friday
NIGHT/WEEKEND RATE PERIOD	11:00 PM to 8:00* AM Sunday through Friday, all day Saturday and Sunday until 5:00* PM

* to, but not including

Calls are billed based on the rate in effect for the actual time-of-day rate period(s) during which the call occurs, unless otherwise noted in this RTC. Calls that cross rate period boundaries are billed the rate in effect in that boundary for each portion of the call, unless otherwise noted in this RTC.

3.4.3 Other Rate Periods for Optional Calling Plans

Peak:	Daytime Rate Period, per above.
Off Peak:	All other days and hours, which are not included in Daytime Rate Period above.
Flat:	Twenty-four hours per day, seven days a week.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.5 Long Distance Message Telecommunications Service****3.5.1 General Description**

Long Distance Message Telecommunications (LDMTS) Service is the basic long distance service offered to residential and business Customers for outbound direct-dialed calling, utilizing Customer-provided switched access lines that are presubscribed to the Company. LDMTS service may also be offered for casual (i.e. access code) calling where such service is provided.

Calls are billed in six (6) second increments after an initial minimum call duration of (6) six seconds. Any partial interval is rounded up to the full six-second interval.

3.5.2 Rates and Charges**Customer Dialed Direct Station-to-Station**

The Customer Dialed Direct Station-To-Station Class of Service applies when the person originating the call dials the telephone number desired without the assistance of an operator and the call is billed to the calling station. It does not include calls from public or semi-public coin telephones.

Per Minute Usage Rate	\$0.10

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)

3.5 Long Distance Message Telecommunications Service, (Contd.)

3.5.3 Other Terms and Conditions

Taxes and Fees are in addition to the stated rates.

All applicable taxes (eg. Excise taxes, sales taxes, municipal utilities taxes) are listed as a separate line item on the customer's bill and are not included in the quoted rates and charges set forth in the individual Calling Plan descriptions.

To the extent that a municipality, other political subdivision or agency of government, or the Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or agency of government.

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund (USF). Imposition, billing and collection of such rates and charges are subject to billing other system changes by the Company.

Applicable to Business and Residential Customers:

Universal Service Fund Fee (USF) (See Section 2.7.3B)

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services****3.6.1 Prepaid Calling Package****A. General Description**

Prepaid Calling Package plans are available to customers that subscribe to the Company's, Basic Business Line, Analog Trunk, Enhanced Business Services (EBS) Centrex, FasTrunk ISDN PRI, PowerFlex or PowerTrunk services who meet the criteria specified below and select one or more of the available Prepaid Calling Packages.

Except as noted elsewhere, Outbound and Inbound services carry an initial billing minimum of six (6) seconds. After the initial call minimum, calls will be rounded to the next six (6) second increment.

B. Packages

Packages provide for direct-dialing outbound calling using the Customer's exchange access lines to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with the lower 48 contiguous US states and for Intra-LATA toll calls within the State of Hawaii. Minutes of use in the package may also be applied to US domestic toll-free inbound calling minutes, if the customer subscribes to these services in addition to one of the qualifying voice services.

Packages provide for a fixed volume of minutes of use at a fixed MRC each month. If Customer's usage in a given month exceeds this set volume, excess qualified usage will be charged at the overage rate. Customers may subscribe to multiple Prepaid Calling Packages and the total sum of the minutes in the subscribed plans will be applied on a monthly basis.

Except where otherwise specified in this RTC, Prepaid Calling Packages are applied to toll calling usage at the individual account level. That is, any voice services under a single account number with qualifying usage charges may utilize long distance calling minutes from the subscribed packages.

Outbound station-to-station or inbound toll free calls originating outside of the coverage areas specified above will be billed based upon other rate plans the customer subscribes to or at standard MTS rates if no other plan is selected.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services (Contd.)****3.6.1 Prepaid Calling Package (contd.)****C. Rates and Charges**

Monthly Volume (minutes)	Monthly Recurring Charges
500	\$ 20.00
1000	\$ 40.00
1500	\$ 52.50
2000	\$ 70.00
3000	\$ 105.00
5000	\$ 162.50
7500	\$ 240.00
10000	\$ 315.00
20000+	ICB

Overage rate: \$0.05 minute

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services****3.6.2 Business Prepaid Calling Packages****A. General Description**

Business Prepaid Calling Packages are available to customers that subscribe to the Company's NGN services - NGN PowerFlex, PRI Plus or Hosted PBX service and who meet the criteria specified below and select one or more of the available Business Prepaid Calling Packages.

Except as noted elsewhere, Outbound and Inbound services carry an initial billing minimum of six (6) seconds. After the initial call minimum, calls will be rounded to the next six (6) second increment.

B. Packages

Packages provide for direct dialed station-to-station calling using the Customer's exchange access lines to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the Customer's Local Calling Area but within the lower 48 contiguous US states, Alaska and Hawaii. Minutes of use in the package may also be applied to US domestic toll-free inbound calls if the customer subscribes to these services in addition to one of the qualifying voice services. Outbound station-to-station or inbound toll free calls originating outside of the coverage areas specified above will be billed based upon other rate plans the customer subscribes to or at standard MTS rates if no other plan is selected.

Packages provide for a fixed volume of minutes of use at a fixed MRC each month. If Customer's usage in a given month exceeds this set volume, excess qualified usage will be charged at the overage rate. Customers may subscribe to multiple Prepaid Calling Packages and the total sum of the minutes in the subscribed plans will be applied on a monthly basis.

Except where otherwise specified in this RTC, Business Prepaid Calling Packages are applied to toll calling usage at the individual account level. That is, any voice services under a single account number with usage charges within the coverage area may utilize long distance calling minutes from the subscribed packages. Packages and applicable toll calling usage are not bound to specific services on an account which has multiple long-distance calling capable services.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services, (Contd.)****3.6.2 Business Prepaid Calling Packages, (contd.)****C. Rates and Charges**

Packages

Monthly Volume (minutes)	Monthly Recurring Charges
500	\$ 20.00
1000	\$ 40.00
2000	\$ 70.00
5000	\$ 162.50
7500	\$ 240.00
10000	\$ 315.00
20000+	ICB

Overage rate: \$0.05 minute

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services, (Cont'd)****3.6.3 PhoneLinx Long Distance Plan****A. General Description**

PhoneLinx Service is an inbound communications service which is available for use by customers twenty-four (24) hours a day. PhoneLinx Switched Service enables a user of an exchange access line to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the customer's Local Calling Area but within the United States.

Except as noted elsewhere, PhoneLinx Switched Service calls will be billed in six (6) second increments with a minimum initial billing period of six (6) seconds.

The service is offered in two variations depending upon the method the customer employs to gain access to the Company's network for use of the service:

PhoneLinx Switched OnePlus Service is offered in Feature Group D (FGD) exchanges whereby the customer's local telephone lines are pre-subscribed by the local exchange Company (LEC) to the Company's PhoneLinx Switched Service, such that "1+" InterLATA calls are automatically routed to the Company's network; or the customer dials the 10+XXX+1 or 101+XXXX+1 prefix followed by the telephone number desired to reach the Company's MTS Service. For Basic Exchange subscribers, their "1+" IntraLATA calls are automatically routed to the Company's network.

PhoneLinx Dedicated OnePlus Service is offered to the extent facilities are available in those cases where the Company and the customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk compatible PBX or other suitable equipment to the Company's POP. The customer shall be responsible for all costs and charges associated with the dedicated access facilities.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services, (Cont'd)****3.6.3 PhoneLinx Long Distance Plan, (cont'd)****B. Limitations of Service**

Operator Assistance – The Company does not provide alternative operator services. Operator assisted calls are limited to a live operator or automated operator provided by the Underlying Carrier for the processing of telephone services such as completion of person-to-person, operator assisted station calls, dialing instructions and emergency call handling.

C. Rates and Charges

<u>Service</u>	<u>Per Minute</u>
PhoneLinx Switched OnePlus Service	\$0.10
PhoneLinx Dedicated OnePlus Service	\$0.10

The company will bill for Operator services at the rates and charges of the Underlying Operator Service Provider performing the operator service function.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services, (Cont'd.)****3.6.4 PhoneLinx 8XX Service****A. General Description**

PhoneLinx 8XX (800/888/877/866/855) Service is an inbound communications service which permits calls to be completed at the customer's location without charge to the calling party. Access to the service is gained by dialing a ten digit telephone number (8XX+NXXXXXX) which will terminate at the customer's location.

Qualifying calls may originate from any US domestic telephone number and may terminate at the customer's location within the State of Hawaii. Calls originating outside of the United States or terminating to Customer's locations outside the State of Hawaii may incur additional usage charges.

Except as noted elsewhere, PhoneLinx 8XX Service will be billed per call based on the duration of the call. Each call will be billed in six (6) second increments with a minimum initial billing period of six (6) seconds.

PhoneLinx 8XX Service is offered in two variations depending upon the method the customer employs to access the Company's network for use of the service:

PhoneLinx Switched 8XX Service calls are originated via normal shared use facilities and are terminated via the Customer's local exchange service access line.

PhoneLinx Dedicated 8XX Service calls are originated via normal shared use facilities and are terminated via dedicated access facilities connecting the Customer's premises and the Company's point-of-presence. This service is offered to the extent facilities are available and where the Company and the customer jointly arrange for the establishment of dedicated access facilities connecting the customer's trunk compatible PBX or other suitable equipment to the Company's point-of-presence. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (Cont'd.)**3.6 Optional Business Services, (Cont'd.)****3.6.4 PhoneLinx 8XX Service, (cont'd.)****B. Rates and Charges**

<u>Service</u>	<u>Per Minute</u>
PhoneLinx Switched 800 Service	\$0.10
PhoneLinx Dedicated 800 Service	\$0.10

	<u>Nonrecurring Charges</u>	<u>Monthly Charges</u>
Per 800 number terminating on a local exchange access line *	\$ 10.00	\$ 10.00
Per 800 number record change	\$ 10.00	

* When the service is ordered in conjunction with the installation of new business exchange access lines, the appropriate service ordering, connection, and installation charges associated with business exchange lines as set forth in PUC Tariff No. 1, Sec. 2.6 apply.

SECTION 4 - MISCELLANEOUS SERVICES**4.1 National Directory Assistance****4.1.1 General Description**

National Directory Assistance (NDA) provides to the Customer available published telephone numbers of switched voice telephone service subscribers based on name or name and address information provided by the Customer to the Directory Assistance operator. The Directory Assistance charge applies to each call by the Customer requesting Directory Assistance regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance will provide the Customer with up to two telephone numbers per call. If the Customer should disconnect the call prior to being provided the two telephone numbers, the Directory Assistance charge will still be assessed. All applicable service charges and surcharges apply in addition to the Directory Assistance charge specified below. If the Customer receives an incorrect telephone number and notifies the Company, a billing credit for Directory Assistance charges shall be provided. Service can be originated only from the continental U.S. and Hawaii and may be terminated within the United States, subject to network availability. Directory Assistance will be provided for published telephone numbers only in the U.S. and its territories (Puerto Rico, Guam, American Samoa, Northern Mariana Islands and U.S. Virgin Islands).

Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service

Direct dialed Directory Assistance Service calls are dialed by the Customer and completed without the assistance of an operator, except where system capabilities allow billing of a surcharge for Operator Assisted surcharge for calls placed to Directory Assistance via an operator, instead of direct dialed by the Customer. This surcharge is billed at the Operator Assisted Service Charge rate as specified in Section 4.4. The services of an operator are not to be used in connection with the completing of direct dialed Directory Assistance Service calls except in the following cases:

- (a) To reach the called Directory Assistance Service number where direct dialing facilities are not available.
- (b) To reach the called Directory Assistance Service number when attempts by the Customer to direct dial such a call cannot be completed.
- (c) To record the originating telephone number where no automatic recording equipment is available.

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)**4.1 National Directory Assistance, (Cont' d.)****4.1.2 Rates and Charges**

The Directory Assistance charge will be waived for calls to Directory Assistance (other than Directory Assistance Call Completion) by a properly certified hearing impaired Customer who utilizes a TDD to access the service.

Per Call: \$1.99

4.1.3 Directory Assistance Call Completion Rates

When the Customer elects to have the Company automatically place the domestic interstate interexchange call to the requested number, a Directory Assistance with Call Completion Charge applies in addition to the Directory Assistance Charge, and in addition to all other applicable charges. When multiple telephone numbers are requested, only the last call can be completed. The applicable usage charge is the rate shown below, unless the Customer is presubscribed to an optional calling plan, in which case the optional calling plan rates apply.

Per Completed Call \$1.00
Per Minute \$0.18

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)

4.2 Operator Assistance

When operator assistance is provided by the Company operator to complete the call, a per-call service charge applies as specified below. Service charges do not apply when the caller places the call from a rotary dial telephone and must use the operator to input the required digits.

Service charges apply to each completed call, in addition to the usage charges specified above.

See per call Service Charge rates applicable to Operator Assisted Station to Station or Person to Person.

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)**4.3 Operator Services****4.3.1 General Description**

Operator Services allow Customers and Consumers to place calls using operator assistance for call completion or billing.

Usage charges and an appropriate service charge will be assessed on a per call basis, as stated in this RTC. For calls made using Calling card, acceptance of the card will be dependent upon the Company's ability to verify the card as valid. Only those cards accepted by the Company may be used to bill the Company's services. The Company reserves the right to verify acceptance of charge prior to billing charges to a third party number.

Operator Services may be used by a Customer and by an Aggregator and their respective Consumers (i.e., patrons, guests, invitees or employees) to complete Operator Station, Person-to-Person, Collect, Third-Party, and/or Calling Card calls.

Charges for Operator Assisted Calls include two components: a usage-sensitive component; and a fixed per-call service charge based upon the type of operator service provided.

The usage-sensitive portion of the charge for an Operator Assisted Call is set forth below.

The fixed per-call service charge portions of the charge for an Operator Assisted Call is set forth below.

The Company shall not bill the Customer for any surcharges or fees imposed by the Aggregator. With respect to charges imposed by the Aggregator for the use of the telephone, the Aggregator is responsible for charging a flat rate and for posting of the charge in plain view at each telephone.

Collect Calls are permissible between all stations except that the Collect Call option is not available for calls to a public or semi-public coin station.

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)

4.3 Operator Services, (Cont'd.)

4.3.1 General Description, (cont'd.)

Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NPA-NXX exchanges, or individual telephone number, or by blocking calls using certain Customer Authorization Codes, or Calling Cards, when the Company deems it necessary to take such action to prevent unlawful or fraudulent use of service. The Company shall restore service as soon as it can be provided without undue risk, and shall, upon request by the Customer affected, assign a new Authorization Code to replace the one that has been deactivated. The Company reserves the right to validate the credit worthiness of Customers through available Calling Card, called number, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the Customer or Consumer may be required to provide an acceptable alternate billing method or the Company may refuse to place the call.

The Calling Card holder or local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a Calling Card or a telephone line number, respectively.

4.3.2 Per Call Service Charges

The following Per-Call Service charges apply in addition to the Per Minute Usage Charges specified below and in addition to all other surcharges and fees, when applicable. When more than one Per-Call Service charge applies to the same call, only the higher of the two charges is applied. The following charges apply in all rate periods.

Call Type/Billing Method	Per Call
Customer Dialed Calling Card Station	\$0.00
Operator Assisted Calling Card Station	\$3.45
Operator Assisted Station to Station	\$5.99
Billed Collect	\$5.99
Billed to Third Party	\$5.99
Operator Assisted Person to Person	\$9.99
Operator Dialed Surcharge	\$1.50

4.3.3 Per Minute Usage Charges

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

	Rate Per Minute
All times of day	\$0.99

SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)**4.4 Toll Free Services****4.4.1 Business Toll Free Service****A. General Description**

Business Toll Free Service provides for the termination of in-bound toll free calls to one-party exchange access lines. The minimum service period is one month. The Company's Business Toll Free Services for intrastate use are sold as an add-on to interstate Business Toll Free Services. Service can be originated only from the continental U.S. and Hawaii and can be terminated only to the continental U.S. and Hawaii.

B. Business Toll Free Service Number Assignment

Toll Free Number Assignment provides for the assignment of a single ten-digit number (i.e. 800-XXX-XXX). Service allows for, but does not require, Customer to use the number. The assigned number will terminate to an exchange access line.

C. Business Toll Free Service Area of Service

Area of Service defines the geographic location from which the Toll Free Number Customer desires to accept calls for a given toll free number. Toll Free Number Service can be selected for an area by specifying the desired area of service. The desired Area of Service must be specified by Customer at the time service is ordered. Nationwide coverage is standard and available at no additional charge when subscribing to Business Toll Free Service. Customers can choose to restrict originating calling area by state, NPA, or exchange for a charge specified below.

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)**4.4 Toll Free Services, (Cont' d.)****4.4.2 Business Toll Free Service, (cont' d.)****A. Business Toll Free Automatic Number Identification (ANI)**

Allows Business Toll Free Service Customer to receive the working number of the calling party as part of the call setup. The working telephone number is referred to as Automatic Number Identification (ANI). ANI is a subscription option available on both in band (Multi-Frequency (MF) and Dual Tone Multi-Frequency (DTMF) access lines. The Business Toll Free ANI Nonrecurring Charge applies to establish this feature, cancel this feature or cancel Business Toll Free Service with which this feature is associated.

B. Business Toll Free Disconnect Message Referral

Provides Customers who disconnect or change a Toll Free Number with a recording that informs callers that the Toll Free number has been disconnected or refers callers to a new number. This feature is designed solely to assist in call completion by means of call referral or routing and provides no media-related or other information or service. The nonrecurring charge applies, per Toll Free number, to messages that refer callers to numbers other than numbers for which the Company is the designated Responsible Organization.

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)**4.4 Toll Free Services, (Cont' d.)****4.4.2 Business Toll Free Service, (cont' d.)****C. Business Toll Free Optional Features**

1. Day of Week Routing: Allows the Customer to arrange for calls to a single Business Toll Free Service number to be routed to different locations based on the particular day of the week. The Customer can establish a different routing arrangement for each day of the week, with a maximum of seven day types. The Customer must have at least two locations for this routing feature to be applicable. The Enhanced Routing Feature Nonrecurring Charge will apply to establish this feature, change routing arrangements, change terminating number(s), cancel this feature or cancel Business Toll Free Service to which this feature is associated with.
2. Time of Day Routing: Allows the Customer to arrange for calls to a single Business Toll Free Service number to be routed to different locations based on the time of day. The Customer can establish a different routing arrangement for up to 48 time slots in a 24 hour day period. The time slots must be defined in five minute increments or multiples thereof. The Customer must have at least two different locations for this routing feature to be applicable. The Enhanced Routing Feature Nonrecurring Charge will apply to establish this feature, change routing arrangements, change terminating number(s), cancel this feature or cancel Business Toll Free Service to which this feature is associated with.
3. Day of Year Routing: Allows the Customer to arrange for calls to a single Business Toll Free Service number to be routed to different locations based on a Customer-specified day. The Customer can establish a different routing arrangement for up to 15 single days and three ranges (composed of up to 10 consecutive days) for a total of 45 days in a one-year period. The Customer must have at least two different locations for this routing feature to be applicable. The Customer must subscribe to Day of Week Routing in order to subscribe to this routing feature. The Enhanced Routing Feature Nonrecurring Charge will apply to establish this feature, change routing arrangements, change terminating number(s), cancel this feature or cancel Business Toll Free Service to which this feature is associated with.

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)**4.4 Toll Free Services, (Cont' d.)****4.4.2 Business Toll Free Service, (cont' d.)****C. Business Toll Free Optional Features, (cont' d.)**

4. Percentage Allocation Routing: Allows the Customer to route calls for each originating routing group, per Business Toll Free Service number to two or more answering locations based upon a Customer-designated percentage distribution. The Customer must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The Customer must have at least two different locations for this routing feature to be applicable. The Customer can define up to 99 allocation percentages per time slot. The Enhanced Routing Feature Nonrecurring Charge below will apply to establish this feature, change routing arrangements, change terminating number(s), cancel this feature or cancel Business Toll Free Service to which this feature is associated with.
5. Area Code/Exchange Routing: Allows the Customer to select two or more area codes/exchange routing groups and to arrange that calls to a single Business Toll Free Service Number placed from different routing groups will terminate at different locations. A routing group can consist of any combination of domestic exchanges, NPAs or states. The Enhanced Routing Feature Nonrecurring Charge will apply to establish this feature, change routing arrangements, change terminating number(s), cancel this feature or cancel Business Toll Free Service to which this feature is associated with.
6. Business Toll Free Enhanced Routing Feature Package: Provides Customers with the following features, described above: Day of Week Routing, Time of Day Routing, Day of Year Routing, Percent Allocation Routing, and Area Code/Exchange Routing. Customers may use any combination of the above listed features when subscribing to this package. Nonrecurring charge will apply to establish package, change routing arrangements, change terminating number(s), cancel Business Toll Free Enhanced Routing Feature Package or cancel Business Toll Free Service to which the package is associated with.

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)

4.4 Toll Free Services, (cont' d.)

4.4.2 Business Toll Free Service, (Cont' d.)

D. Business Toll Free Rates and Charges

Usage rates for Business Toll Free Service are those rates associated with the Business calling plan selected by the Customer. When no calling plan has been selected, the following usage rates apply, in addition to the charges for the toll free number.

1. Business Toll Free Service - Switched Access

	Peak		Off-Peak	
	Initial	Each Additional	Initial	Each Additional
	Minute	Minute	Minute	Minute
Interstate	\$0.26	\$0.26	\$0.26	\$0.26

2. Business Toll Free Service Charges

	Nonrecurring Charge	Monthly Charge
Per Toll Free Number - Switched Access	\$15.00	\$ 10.00

3. Business Toll Free Service Area of Service

	Nonrecurring Charge	Monthly Charge
Per Toll Free Number	\$15.00	\$ 10.00

SECTION 4 - MISCELLANEOUS SERVICES, (Cont' d.)

4.4 Toll Free Services, (Cont' d.)

4.4.5 Residential Toll Free Service, (cont' d.)

D. Rates and Charges

		Nonrecurring Charge	Monthly Charge
1.	Per Private Toll Free Number	\$15.00	\$10.00
2.	Usage Rate Per Minute		
		Peak	Off-Peak
		Initial Minute	Initial Minute
		Each Additional Minute	Each Additional Minute
	Interstate	\$0.10	\$0.10

SECTION 5 – PROMOTIONAL OFFERINGS**5.1 Temporary Promotional Offerings**

The company may, from time to time, offer temporary, promotional programs wherein it may waive or reduce charges to introduce present or potential customers to a service.

5.2 Promotional Bundled Services**5.2.1 – Wavecom PRI Bundle Promotion II**

Pursuant to Wavecom PUC Tariff No. 1, Section 6.4.2, Wavecom offers an ISDN PRI bundle promotion which provides for up to 5000 minutes of long distance usage per month to be included with ISDN PRI services at no additional cost to the customer. Minute usage beyond those bundled will be billed at five (5) cents per minute. For complete offer details and terms of service, refer to Wavecom PUC Tariff No. 1, Section 6.4.2.

Long Distance minutes may be used for outbound Intra-LATA or Inter-LATA outbound, direct-dialed long distance to destinations within all 50 States, American Samoa, Canada, Guam, Northern Mariana Islands, Puerto Rico, and the US Virgin Islands. Minutes may also be used for inbound toll free calls originating from the continental United States or Hawaii.

At the end of the promotional term, the Long Distance pricing shall revert to the Company's standard rate or if available, another promotional rate then in effect for which the customer is eligible.