



Submitted 1/27/2017 Effective 2/1/2017

Annual
Tariff
Filing

2017

CPUC Utility # U-5617-C

ITS - Integrated Telemangement Services, Inc.

4100 Guardian Street
Suite 110
Simi Valley, CA 93063
(805) 520-7020

TARIFF REVISION CHECK SHEET

Current sheets in this tariff are as follows:

Revision	Sheet #	Description
Revised 1/17	2	Revision Sheets
Revised 1/17	3	Revision Sheets
Revised 1/17	4	Revision Sheets
Revised 1/17	5	Revision Sheets
Revised 1/11	6	Table of Contents
Revised 1/11	7	Table of Contents
Revised 1/11	8	Table of Contents
Revised 1/11	9	Table of Contents
Revised 1/11	10	Table of Contents
Revised 1/08	11	1.0 PRELIMINARY STATEMENT
Revised 1/08	11	General Information
Revised 1/13	11	Application of Tariff
Revised 1/08	11	Availability of the Company's Tariff
Revised 1/08	12	Symbols and Abbreviations
Revised 1/08	13	2.0 REGULATIONS
Original	13	Rule No. 1 – Definitions
Original	14	Rule No. 1 – Definitions (continued)
Original	15	Rule No. 2 - Description of Service
Revised 1/12	15	Rule No. 3 - Application for Service
Original	15	General
Revised 1/08	16	Cancellation of Application for Service
Revised 1/08	16	Cancellation of Service
Revised 1/12	17	Terms and Conditions
Revised 1/12	17	Rule No. 4 - Contracts
Revised 1/12	17	Rule No. 5 - Special Information Required on Forms
Revised 1/12	17	Customer Bills
Original	18	Deposit Receipt
Original	18	Rule No. 6 - Establishment and Reestablishment of Credit
Original	18	Rule No. 7 - Advance Payments, Deposits, and Guarantors
Original	18	Advance Payments
Revised 1/12	18	Deposits
Original	19	Requirement
Original	19	Nondiscrimination
Revised 1/12	19	Amount
Original	19	Refund upon Discontinuance
Original	19	Refund after Satisfactory Payment
Revised 1/12	20	Deposits Not Required
Original	20	Prorating of Bills
Revised 1/12	20	Rule No. 8 - Notices
Revised 1/09	21	Rule No. 9 – Rendering and Payment of Bills

Competitive Local Carrier

Revision	Sheet #	Description
Revised 1/09	21	Responsibility of Customer
Revised 1/12	22	Billing and Collection of Charges
Revised 1/12	22	Taxes and Surcharges
Revised 1/08	22	Unbilled Charge
Revised 1/08	22	Returned Check Charge
Revised 1/12	23	Rule No. 10 - Disputed Bill Procedure
Revised 1/12	24	Rule No. 11 - Discontinuance and Restoration of Service
Original	24	Reasons for Discontinuance of Service
Revised 1/12	24	Restoration of Service
Revised 1/12	25	Rule No. 12 - Optional Rates and Information to be Provided to the Public
Original	25	Rule No. 13 - Temporary Service
Original	26	Rule No. 14 – Continuity of Service
Revised 1/12	26	Interruptions in Service
Original	26	Use and Restoration of Service in Emergencies
Original	26	Rule No. 15 – Reserved for future use
Original	26	Rule No. 16 – Service Connections and Facilities on Customer’s Premises
Original	27	Rule No. 17 - Mileage Measurement
Revised 1/12	28	Rule No. 18 - Limitation of Liability
Original	28	Directory Errors
Original	29	Rule No. 19 - Limitations of Service
Original	29	Rule No. 20 - Use of Service
Original	30	Use and Ownership of Equipment
Original	30	Rule No. 21 – Responsibilities of the Customer
Original	31	Rule No. 22 – Change of Service providers
Revised 1/12	31	Solicitation for Customer Authorization for Service Termination and Transfer
Original	31	Unauthorized Service Termination and Transfer
Original	31	Rule No. 23 – Blocking Access to 900 and 976 Information Services
Original	32	Rule No. 24 – California Relay Service
Original	32	Liability
Original	32	Rule No. 25 – Emergency Telephone Number Service (911 Services)
Original	32	Rule No. 26 - Minimum Period of Service
Original	33	Rule No. 27 - Privacy
Original	33	Rule No. 28 – Demarcation Points
Original	33	Responsibilities
Original	34	Local Loop Demarcation Point
Original	34	Local Loop Demarcation Point Exceptions
Original	35	Intra-building Network Cable (INC) Demarcation Point
Original	35	Inside Wire Demarcation Point
Original	36	Continuous Property Demarcation Point
Original	36	Continuous Property Defined

Competitive Local Carrier

Revision	Sheet #	Description
Original	36	Demarcation Point
Revised 1/08	38	Rule No. 29 - Forms
Revised 1/12	38	Service Agreement Form
Revised 1/12	39	Service Order Confirmation Form
Revised 1/08	40	ITS Invoice Form
Revised 1/08	41	ITS Invoice Form (continued)
Original	42	3.0 SPECIAL CONDITIONS
Original	42	Special Construction
Revised 1/08	42	Basis for Charges
Revised 1/08	42	Termination Liability
Revised 1/08	42	Termination Liability Amount
Revised 1/08	43	Termination Liability Calculation
Revised 1/08	43	Non-routine Installation and/or Maintenance
Revised 1/08	43	Individual Case Basis (ICB) Arrangements
Original	44	4.0 [RESERVED FOR FUTURE USE]
Revised 1/08	45	5.0 SERVICE AREA
Revised 1/16	46	6.0 SERVICE RATES - AT&T
Revised 1/16	46	AT&T Territory Charges
Revised 1/17	46	AT&T Line Charges
Revised 1/17	46	AT&T Line Features
Revised 1/17	47	AT&T Line Features (continued)
Revised 1/16	47	AT&T ISDN BRI Circuits
Revised 1/12	47	AT&T Misc. Line Charges
Revised 1/14	47	AT&T Centrex Line Charges
Revised 1/14	48	AT&T Centrex Line Features
Revised 1/15	49	AT&T Classic Centrex Calling Features
Revised 1/13	49	AT&T Pay Per Use Calling Features
Revised 1/16	49	AT&T Taxes and Other Related Charges
Revised 1/12	50	7.0 SERVICE RATES - VERIZON/FRONTIER
Revised 1/16	50	Verizon/Frontier Territory Charges
Revised 1/17	50	Verizon/Frontier Line Charges
Revised 1/16	50	Verizon/Frontier ISDN PRI Circuits
Revised 1/12	50	Verizon/Frontier Misc. Line Charges
Revised 1/15	51	Verizon/Frontier Line Features
Revised 1/12	51	Verizon/Frontier Pay Per Use Calling Features
Revised 1/12	51	Verizon/Frontier CentraNet Line Charges
Revised 1/15	52	Verizon/Frontier CentraNet Feature Packages
Revised 1/12	52	Verizon/Frontier Centranet Optional Features
Revised 1/12	53	Verizon/Frontier Misc. Services
Revised 1/16	53	Verizon/Frontier Taxes and Other Related Charges
Revised 1/09	54	8.0 DESCRIPTION OF FEATURES
Revised 1/09	54	Description of Features
Revised 1/09	55	Description of Features (continued)

Competitive Local Carrier

Revision	Sheet #	Description
Revised 1/11	56	9.0 DIRECTORY LISTING SERVICE
Revised 1/11	56	Directory Listing Service
Revised 1/14	56	Directory Listing AT&T & Verizon/Frontier Areas
Revised 1/08	56	Service Description
Revised 1/10	56	First Directory Listing
Revised 1/10	56	Additional Listing
Revised 1/08	57	Non-Published Number
Revised 1/10	57	Directory Assistance Listing
Revised 1/17	57	Direct Dial
Revised 1/11	57	Operator Assisted
Revised 1/08	58	Call Completion
Revised 1/08	58	Description of Service
Revised 1/09	58	Voice Mail
Revised 1/10	58	Enhanced Omni Mail
Revised 1/09	58	Description of Service
Revised 1/12	58	Other Voice Mail
Revised 1/13	59	10 .0 CONFERENCE CALLING
Revised 1/09	60	11.0 PRIMARY INTER-EXCHANGE CARRIER CHARGES
Revised 1/09	60	AT&T Area
Revised 1/09	60	Verizon/Frontier Area
Revised 1/09	60	Description of Service
Revised 1/10	60	Misc. Service
Revised 1/10	60	AT&T and Verizon/Frontier Areas
Revised 1/13	61	12.0 USAGE RATES
Revised 1/17	61	The Best Plan
Revised 1/17	62	Unlimited Plan
Revised 1/16	63	Dedicated Flat Rate
Revised 1/12	64	Voice T1 and PRI Services
New 1/14	64	Virtual Telephone Number (VTN) Service
Revised 1/12	65	Calling Bundles
Revised 1/12	65	T1 Features
Revised 1/14	66	T1 Features (Continued)
Revised 1/12	67	T1 Misc. & Expedite Charges
Revised 1/12	68	T1 Misc. & Expedite Charges (continued)
Removed 1/16	69	VoIP for Business Bundle

TABLE OF CONTENTS

Description	Sheet #
Revision Sheets	2
Table of Contents	6
1. Preliminary Statement	11
1.1 General Information	11
1.2 Application of Tariff	11
1.3 Availability of the Company's Tariff	11
1.4 Symbols and Abbreviations	12
1.4.1 Symbols	12
1.4.2 Abbreviations	12
2.0 Regulations	13
2.1 Rule No. 1 - Definitions	13
2.2 Rule No. 2 - Description of Service	15
2.3 Rule No. 3 - Application for Service	15
2.3.1 General	15
2.3.2 Cancellation of Application for Service	16
2.3.3 Cancellation of Service	16
2.3.4 Terms and Conditions	16
2.4 Rule No. 4 - Contracts	17
2.5 Rule No. 5 - Special Information Required on Forms	17
2.5.1 Customer Bills	17
2.5 Rule No. 5 - Special Information Required on Forms (Cont'd)	18
2.5.2 Deposit Receipt	18
2.6 Rule No. 6 - Establishment and Reestablishment of Credit	18
2.7 Rule No. 7 - Advance Payments, Deposits, and Guarantors	18
2.7.1 Advance Payments	18
2.7.2 Deposits	18
2.7.2.1 Requirement	19
2.7.2.2 Nondiscrimination	19
2.7.2.3 Amount	19
2.7.2.4 Refund upon Discontinuance	19
2.7.2.5 Refund after Satisfactory Payment	19
2.7.2.6 Deposits Not Required	20
2.7.3 Prorating of Bills	20
2.8 Rule No. 8 - Notices	20
2.9 Rule No. 9 - Rendering and Payment of Bills	21
2.9.1 Responsibility of Customer	21
2.9.2 Billing and Collection of Charges	21
2.9.3 Taxes and Surcharges	22

2.9.4	Unbilled Charges	22
2.9.5	Returned Check Charge	22
2.10	Rule No. 10 - Disputed Bill Procedure	23
2.11	Rule No. 11 - Discontinuance and Restoration of Service	24
2.11.1	Reasons for Discontinuance of Service	24
2.11.2	Restoration of Service	24
2.12	Rule No. 12 - Optional Rates and Information to be provided to the Public	25
2.13	Rule No. 13 - Temporary Service	25
2.14	Rule No. 14 - Continuity of Service	26
2.14.1	Interruptions in Service	26
2.14.2	Use and Restoration of Service in Emergencies	26
2.15	Rule No. 15 - [RESERVED FOR FUTURE USE]	26
2.16	Rule No. 16 - Service Connections and Facilities on Customers' Premises	26
2.17	Rule No. 17 - Mileage Measurement	27
2.18	Rule No. 18 - Limitation of Liability	28
2.18.1	Directory Errors	28
2.19	Rule No. 19 - Limitations of Service	29
2.20	Rule No. 20 - Use of Service	29
2.20.1	Use and Ownership of Equipment	30
2.21	Rule No. 21 - Responsibilities of the Customer	30
2.22	Rule No. 22 - Change of Service Providers	31
2.22.1	Solicitation for Customer Authorization for Service Termination and Transfer	31
2.22.2	Unauthorized Service Termination and Transfer	31
2.23	Rule No. 23 - Blocking Access to 900 and 976 Information Services	31
2.24	Rule No. 24 - California Relay Service	32
2.24.1	Liability	32
2.25	Rule No. 25 - Emergency Telephone Number Service (911 Service)	32
2.26	Rule No. 26 - Minimum Period of Service	32
2.27	Rule No. 27 - Privacy	33
2.28	Rule No. 28 - Demarcation Point	33
2.28.1	Responsibilities	33
2.28.2	Local Loop Demarcation Point	34
2.28.3	Local Loop Demarcation Point Exceptions	34
2.28.4	Intra-building Network Cable (INC) Demarcation Point	35
2.28.5	Inside Wire Demarcation Point	35
2.28.6	Continuous Property Demarcation Point	36
2.28.6.1	Continuous Property Defined	36
2.28.6.2	Demarcation Point	36
2.29	Rule No. 29 - Forms	38
2.29.1	Application for Service and Related Forms	38
2.29.1.1	Service Agreement	38
2.29.1.2	Service Order Confirmation Form	39

2.29.1.3	ITS Invoice Form	40
3.0	Special Conditions	42
3.1	Special Construction	42
3.1.1	Basis for Charges	42
3.1.2	Termination Liability	42
3.1.2.1	Termination Liability Amount	42
3.1.2.2	Termination Liability Calculation	43
3.2	Non-routine Installation and/or Maintenance	43
3.3	Individual Case Basis (ICB) Arrangements	43
4.0	[Reserved for Future Use]	44
5.0	Service Area	45
6.0	Service Rates - AT&T	46
6.1	AT&T Territory Charges	46
6.1.1	AT&T Line Charges	46
6.1.2	AT&T Line Features	46
6.1.2	AT&T Line Features (continued)	47
6.1.3	ISDN BRI Circuits	47
6.1.4	AT&T Misc. Line Charges	47
6.1.5	AT&T Centrex Line Charges	47
6.1.6	AT&T Centrex Line Features	48
6.1.7	CLASSIC CENTREX FEATURE PACKAGE	49
6.1.8	AT&T Pay-Per-Use Calling Features	49
6.1.9	Taxes and other Regulated Charges- AT&T Territories	49
7.0	Service Rates - Verizon/Frontier	50
7.1	Verizon/Frontier Territory Charges	50
7.1.1	Verizon/Frontier Line Charges	50
7.1.2	ISDN PRI Circuits – require a minimum two year term	50
7.1.3	Verizon/Frontier Misc. Line Charges	50
7.1.4	Verizon/Frontier Line Features	51
7.1.5	Verizon/Frontier Pay-Per-Use Calling Features	51
7.1.6	Verizon/Frontier Centranet Line Charges	51
7.1.6	Verizon/Frontier Centranet Line Charges (continued)	52
7.1.7	CentraNet Feature Packages/Add'l To line charge	52
7.1.8	CentraNet Optional Features	52
7.1.9	Verizon/Frontier Miscellaneous Services	53
7.1.10	Taxes and other Regulated Charges-Verizon/Frontier Territories	53
8.0	Description of Features	54
8.1	Description of Features	54
8.1	Description of Features (Cont'd)	55
9.0	Directory Listing Service	56
9.1	Directory Listing Service	56
9.1.1	AT&T & Verizon/Frontier Areas	56

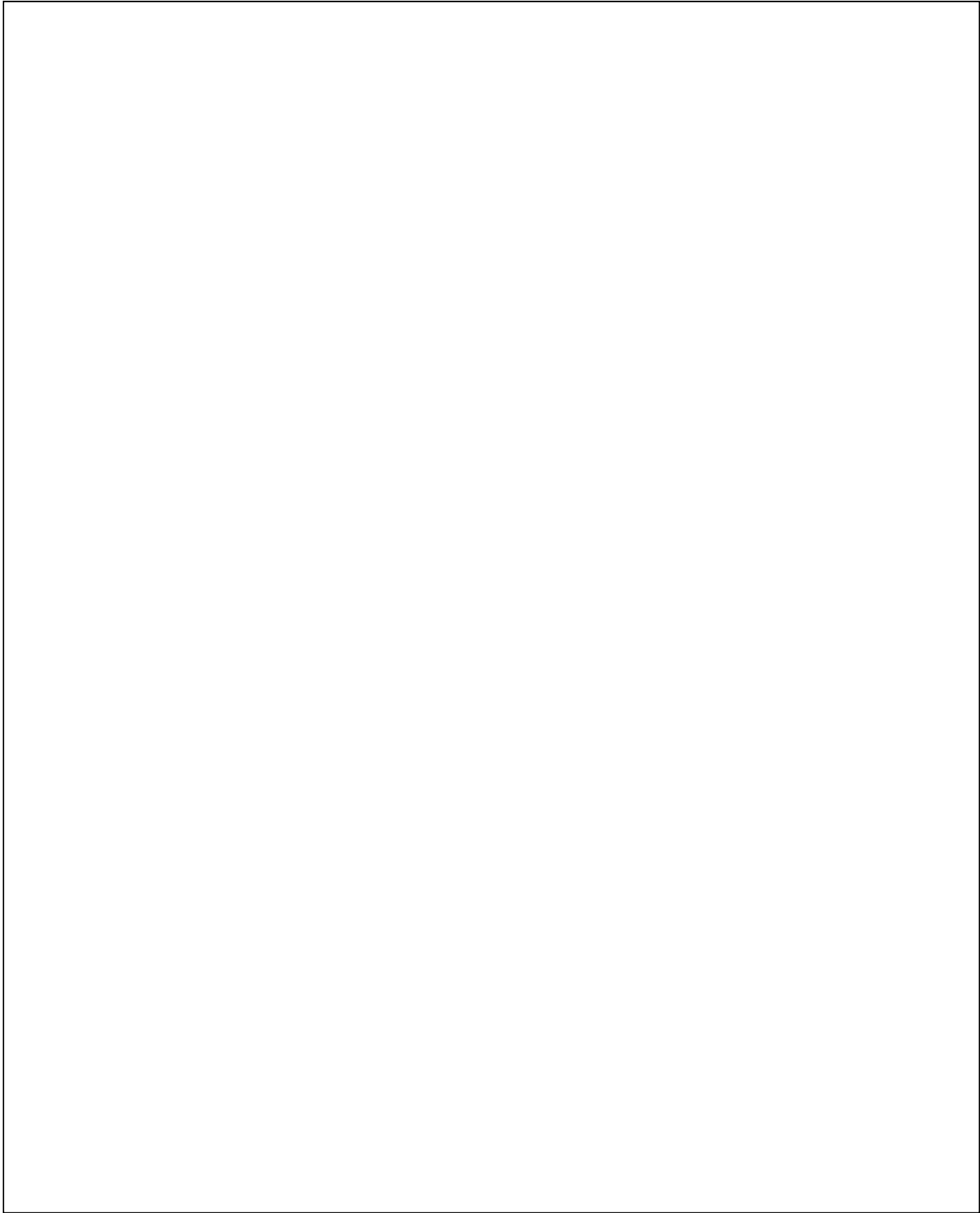
Competitive Local Carrier

9.1.2	Service Description	56
9.1.3	First Directory Listing	56
9.1.4	Additional Listing	56
9.1.5	Non-published number	57
9.2	Directory Assistance	57
9.2.1	Direct Dial	57
9.2.2	Operator Assisted	57
9.2.3	Call Completion	58
9.2.4	Description of Service	58
9.3	Voice Mail	58
9.3.1	Enhanced Omni Mail	58
9.3.3	Description of Service	58
9.3.4	Other Voice Mail	58
10.0	Conference Calling	59
10.0	Conference Calling	59
10.1	Conference Solutions	59
11.0	Primary Inter-Exchange Carrier Charges	60
11.0	Primary Inter-exchange Carrier Charges	60
11.1.1	AT&T Areas	60
11.1.2	Verizon/Frontier Areas	60
11.1.3	Description of Service	60
11.2	Miscellaneous Services	60
11.2.1	AT&T and Verizon/Frontier Areas	60
12.0	Usage Rates	61
12.1	The ITS Best Plan	61
12.1.1	Product Description	61
12.1.2	Usage Description	61
12.1.3	Product Details/Features	61
12.2	Unlimited Plan	62
12.2.1	Product Description	62
12.2.2	Product Details/Features	62
12.3	Dedicated Flat Rate	63
12.4	VOICE T1 AND PRI SERVICES	64
12.4.1	Product Description	64
12.4.2	Digital Features	64
12.4.3	Virtual Telephone Number (VTN) Service	64
12.4.4	Calling Bundles	65
12.4.5	T1 Features	65
12.4.5	T1 Features (continued)	66
12.4.6	T1 Misc & Expedite Charges	66
12.4.6	T1 Misc & Expedite Charges (Continued)	Error! Bookmark not defined.

ITS - Integrated Telemangement Services, Inc.
4100 Guardian Street, Suite 110
Simi Valley, CA 93063
Utility #U-5617-C

Sheet No. 10

Competitive Local Carrier



1. PRELIMINARY STATEMENT

1.1 General Information

This tariff sets forth the rates and rules of the Company applicable to its provision of competitive local exchange, IntraLATA local toll service, and InterLATA intrastate long distance telephone services within the State of California to customers located in exchange areas served by AT&T and Verizon/Frontier California.

The rates and rules contained herein are subject to change pursuant to the rules and regulations of the California Public Utilities Commission.

1.2 Application of Tariff

This tariff sets forth the service offerings, rates, terms, and conditions applicable to the furnishing of local exchange, IntraLATA local toll service and InterLATA telecommunications services by the Company to business customers within the State of California.

This tariff applies only for the use of the Company's services for telecommunications between points within the State of California. This tariff is on file with the California Public Utilities Commission (CPUC).

1.3 Availability of the Company's Tariff

Complete copies of the Company's advice letters and current tariff are maintained at the Company's business offices located at:

ITS - Integrated Telemangement Systems, Inc.
4100 Guardian Street,
Suite 110
Simi Valley, CA 93063

The tariff is also available for public inspection at the California Public Utilities Commission.

1.4 Symbols and Abbreviations

1.4.1 Symbols

- (C) To signify changed listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify an increase.
- (L) To signify material relocated from or to another part of the tariff schedules with no change in text, rate, rule or condition.
- (N) To signify new material including listing, rate, rule or condition.
- (R) To signify reduction.
- (T) To signify a change in wording of text but not change in rate, rule or condition.
- (Z) To signify a correction to material previously filed.

1.4.2 Abbreviations

CAB	Consumer Affairs Branch	NA	Not Applicable
CLC	Competitive Local Carrier	N/C	No Charge
CPE	Customer-Provided Equipment	OCL	Order Confirmation Letter
CS	Check Sheet	PIC	Primary Inter-Exchange Area
FOC	Firm Order Confirmation	TOC	Table of Contents
ISDN	Integrated Service Digital Network	VE	Verizon/Frontier
LATA	Local Access Transport Area		

2.0 REGULATIONS

2.1 Rule No. 1 - Definitions

AUTHORIZATION CODE -- Enables the customer to dial a local telephone number and key in this code number to access the carrier's facility.

AUTHORIZED USER -- An individual, organization, or other entity, which has been allowed to use the authorization code of a customer by the customer.

CALL -- A Customer attempt for which the complete address code is provided to the service end office.

CARRIER OR COMMON CARRIER -- See Inter-Exchange Carrier.

CENTRAL OFFICE -- A local Company switching system where exchange service Customer station loops are terminated for purposes of interconnection to each other and to trunks.

CHANNEL -- A communications path between two or more points of termination.

COMPANY -- ITS - Integrated Telemanagement Systems, Inc.

CUSTOMER -- Any individual, partnership, association, corporation or other entity, which subscribes to the services offered under this tariff, including both Interexchange Carriers and End Users.

DAY RATE -- Denotes 8:00 A.M. up to, but not including 5:00 P.M. Monday through Friday.

END USER -- Any Residential or Business Customer of an intrastate telecommunications service that is not a Carrier or Common Carrier.

EVENING RATE -- Denotes 5:00 P.M. up to, but not including 11:00 P.M. Monday through Friday.

EXCHANGE -- A group of lines in a unit generally smaller than a LATA established by the Company for the administration of communications service in as specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications service within that area.

Competitive Local Carrier

FACILITIES -- Denotes any cable, poles, conduit, carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide the service offered under this tariff.

HOLIDAY -- The Company observes the following holidays: New Years Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. Applies to Federally observed day only.

INTEREXCHANGE CARRIER (IC) -- Any individual, partnership, association, corporation or other entity engaged in intrastate communication for hire by wire or radio between two or more exchanges.

INTRASTATE COMMUNICATIONS -- Any communication, which originates and terminates within the same state and is subject to oversight by a state regulatory commission as provided by the laws of the state involved.

LOCAL ACCESS AND TRANSPORT AREA (LATA) -- A geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

LOCAL CALLING AREA -- A geographical area, as defined in the Company's local or general exchange service tariff in which an End User may complete a call without incurring toll usage charges.

MESSAGE -- A Message is a Call as defined above.

NIGHT/WEEKEND RATE -- Denotes 12:00 P.M. up to, but not including 8:00 A.M. Monday through Friday; and all day Saturday and all day Sunday.

OFF-HOOK -- The active condition of Switched Access Service or a telephone exchange line.

ITS -- Refers to ITS - Integrated Telemanagement Services, Inc.

ON-HOOK -- The idle condition of Switched Access Service or a telephone exchange line.

PREMISES -- A building or buildings on contiguous property, not separated by a public highway or right-of-way.

TRANSMISSION PATH -- An electrical path capable of transmitting signals within the range of the service offering. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant used in the telecommunications industry.

TRUNK -- A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

TRUNK GROUP -- A set of trunks, which are traffic, engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

WIRE CENTER -- A physical location in which one or more central offices, used for the provision of exchange services, are located.

2.2 Rule No. 2 - Description of Service

Service is offered for local calling to Business Customers pursuant to the terms of this tariff. Descriptions applicable to specific offerings are found in the rate schedules contained herein.

Service is available twenty-four (24) hours per day, seven (7) days per week, and is subject to the availability of necessary equipment and facilities and the economic and operational feasibility of providing such necessary equipment and facilities.

2.3 Rule No. 3 - Application for Service

2.3.1 General

Service is installed by arrangement between Company and the Customer. Customers desiring to obtain Service may do so by initiating an oral request. Once the request has been received, within ten (10) days, the Company will provide the Customer with Technical Quote setting forth a brief description of the services ordered and itemizing all charges which will appear on the Customer's bill. If Technical Quote is accepted and signed by the customer along with a Master Service Agreement or Service Order Confirmation, an order will be generated and the customer will be notified of installation dates.

Competitive Local Carrier

2.3.2 Cancellation of Application for Service

The Customer or applicant cancels an application for service prior to the receipt of the company's notification of installation dates or the LEC's firm order confirmation (FOC), or prior to the start of special construction; no charge applies.

2.3.3 Cancellation of Service

The Customer may have service discontinued upon written notice to the Company thirty (30) days before the desired date of disconnect. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the customer, unless the customer is in a term agreement, in which case the Terms and Conditions set forth in 2.3.4 apply.

2.3.4 Terms and Conditions

Customers may be required to enter into written agreement for service, which shall contain or reference a specific description of the service ordered, proposed monthly recurring charges, the duration of the services, and the terms and conditions as outlined in this tariff. The customer will also be required to execute any other documents as may be reasonably requested by the Company.

If a customer terminates service prior to the end of their contract term, the following will apply as specified on in the Terms of Service:

"Clients terminating this agreement or any portion of their service at any time prior to the end of the Service Term will pay an Early Termination Fee ("ETF"). The ETF will include all Monthly Recurring Charges ("MRC") calculated at one hundred percent (100%) multiplied by the remaining months on the contract as well as any install, set up or one time charges that were originally waived or credited and related to the service. The ETF will be billed upon notification from Client and due upon receipt. Client shall also be subject to ETF's if Client's monthly invoice amount falls below seventy-five percent (75%) of Client's previous six (6) months average invoice amount. Any outstanding monies due and payable to ITS must be paid in full prior to the release of Client's Services.

The term is specified in the Technical Quote (TQ) or Service Order Confirmation (SOC) and respect to said Services furnished under such Agreements the Service Term shall automatically renew for consecutive additional periods of one (1) year (each, a "Renewal Service Term") unless terminated by either Party in writing at least thirty (30) days prior to the expiration of the Service Term or the Renewal Service Term then in effect (as applicable). The Service Term and any applicable Renewal Service Term(s) shall hereafter be referred to collectively as the "Service Term". If no Term is specified in the applicable Agreements, then either Party may terminate the Service(s) furnished under such Agreements by giving the other Party sixty (60) days prior written notice to such effect. If Services or a Service location is added the Service Term will be extended to the later of (a) the expiration date of the current Service Term or (b) the date specified in the Technical Quote or Service Order Confirmation. "

2.4 Rule No. 4 - Contracts

The customer has the option to enter into a one, two, or three-year term agreement.

2.5 Rule No. 5 - Special Information Required on Forms

2.5.1 Customer Bills

The Company's name shall be identified on each Customer bill. Each bill will prominently display a toll-free number for service or billing inquiries, together with an address where the Customer may write to the Company. Each bill for telephone service will contain notations concerning the following:

Payment is due when the bill is received. Late fees will be assessed if an invoice is not paid by the 1st of the following month.

Billing detail, including the period of service covered by the bill;

A \$25.00 late fee and a Finance Charge will be added if payment is not received by the due date. The FINANCE CHARGE is computed by applying the monthly periodic rate (as hereinafter defined) to all outstanding delinquent balances. The monthly PERIODIC RATE is equal to one and one-half percent (1.5%), which is equivalent to an ANNUAL PERCENTAGE RATE of eighteen percent (18%).

2.5 Rule No. 5 - Special Information Required on Forms (Cont'd)

How to contact the Company with questions about the bill; and If the Customer's bill contains charges for items billed by the Company on behalf of an interexchange carrier authorized to provide those services, then the bill will include a toll-free number for service or billing inquiries.

Billing information available at www.itstelecom.com

2.5.2 Deposit Receipt

Each deposit receipt shall contain the following provisions:

"This deposit, less the amount of any unpaid bills for service furnished by ITS, shall be refunded, together with any interest due, within thirty (30) calendar days after the discontinuance of service, or after 12 months of service, whichever comes first. However, deposits may not receive interest if the Customer has received a minimum of two notices of discontinuance of service for nonpayment of bills in a 12-month period."

2.6 Rule No. 6 - Establishment and Reestablishment of Credit

The Company will conduct a credit investigation of each new Customer or applicant prior to accepting the service order or customer's deposit. A Customer whose service has been discontinued for nonpayment of bills will be required to re-establish credit before service is restored.

2.7 Rule No. 7 - Advance Payments, Deposits, and Guarantors

2.7.1 Advance Payments

At the time an application for service is made, an applicant may be required to pay an amount equal to one month's service charges and/or the service connection and/or equipment charges which may be applicable as well as any nonrecurring charges for any required special construction. The amount of the advance payment will be credited to the Customer's account with the first bill rendered.

2.7.2 Deposits

Deposits will be maintained in a protected, segregated interest-bearing escrow account as set by the Public Utility/Service Commission in the state where the applicant is headquartered.

Competitive Local Carrier

2.7.2.1 Requirement

The Company may, at its sole discretion, require an applicant or an existing Customer to post a guarantee for the payment of charges as a condition to receiving service or additional services. The Company reserves the right to review an applicant's or Customer's credit history at any time to determine if a deposit is required.

2.7.2.2 Nondiscrimination

Deposits will be not be required by the Company based on race, sex, creed, national origin, marital status, age, number of dependents, condition of physical handicap, source of income, or geographical area of business.

2.7.2.3 Amount

The amount of the deposit shall not exceed twice the estimated average monthly bill for the class of service for which the deposit is to be applied. Interest on deposits will be set according to the Public Utility/Service Commission in the state where the Customer is headquartered, except no interest will be paid if the Customer has received a minimum of two discontinuance of service notices in a 12-month period. The fact that a deposit has been made neither relieves the Customer from complying with the Company's regulations on the prompt payment of bills on presentation nor constitutes a waiver or modification of the regulations of the Company providing for discontinuance of service for nonpayment of any sums due the Company for services rendered.

2.7.2.4 Refund upon Discontinuance

Upon discontinuance or termination of service, the Company will credit the deposit against the charges stated on the final bill. The balance, if any, will be returned to the Customer within thirty (30) days of discontinuance of service, and will include any interest on the deposit as set forth above.

2.7.2.5 Refund after Satisfactory Payment

After prompt and timely payment of all charges for 12 consecutive billing periods, within thirty (30) days, the Company will refund the deposit to the Customer. The refund will include interest at the rate set forth above. Payment of a charge is satisfactory if received prior to the date that the charge becomes delinquent provided that it is not returned for insufficient funds or closed account.

2.7.2.6 Deposits Not Required

Deposits shall not be required if applicant:

Provides a satisfactory credit history acceptable to the Company. Credit information contained in the applicant's account record may include, but shall not be limited to, account established date, "can-be-reached" number, type of company, owner's name and address, Federal Identification Number and/or Social Security Number, billing name, and location of current and previous service. Credit cannot be denied for failure to provide Social Security Number.

A co-signer or guarantor may be used providing the co-signer or guarantor has acceptable credit history with the Company or another acceptable local exchange carrier.

The Company cannot refuse a deposit to establish credit for service. However, it may request that the deposit be in cash or other acceptable form of payment (e.g., cashier's check, money order, bond, letter of credit, etc.).

2.7.3 Prorating of Bills

Any prorated bill shall use a thirty (30) day month to calculate the pro-rate amount. Prorating shall apply one to recurring charges. All nonrecurring and usage charges incurred during the billing period shall be billed in addition to prorated amounts.

2.8 Rule No. 8 - Notices

Any notice the Company may give to a Customer shall be deemed properly delivered when deposited in any United States Post Office, postage prepaid, in a sealed envelope properly addressed to the Customer or the Customer's authorized representative, or hand delivered to the Customer or the Customer's representative, or to the current billing address, or when sent via email to the Customer's specified email address. Alternatively, for customers requesting electronic billing, notices the Company may give to a customer shall be deemed properly delivered when sent to the specified email address for the Customer's representative as noted in the account records.

2.9 Rule No. 9 - Rendering and Payment of Bills

2.9.1 Responsibility of Customer

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by Company. All charges due by the Customer are payable to the Company or to the Company's authorized billing agent (such as a local exchange telephone company). Any objections to billed charges must be reported to the Company or its billing agent within thirty (30) days after receipt of bill. Adjustments to the Customer's bill shall be made up to ninety (90) days in arrears to the extent that circumstances exist which reasonably indicates that such changes are appropriate.

The Customer shall be responsible for all calls placed by or through Customer's equipment by any person. In particular and without limitation to the foregoing, the Customer is responsible for any calls placed by or through the Customer's equipment via any remote access feature. The Customer is responsible for all calls placed via their authorization code as a result of the Customer's intentional or negligent disclosure of the authorization code.

2.9.2 Billing and Collection of Charges

Customer payments are considered prompt when received by the Company or its agent by the due date on the bill. All fees and other charges will be due in U.S. dollars, upon Client's receipt of ITS' invoice. Late fees will be assessed if an invoice is not paid by the 1st of the following month. The Client's Authorized Agent/Owner/Officer listed on the Master Service Agreement and/or signing on behalf of Client are personally liable and hereby agrees and guarantees that all amounts will be paid per the terms defined in this agreement. After such period, Client will be charged a LATE FEE of \$25.00 and a FINANCE CHARGE on all delinquent amounts owed to ITS. The FINANCE CHARGE is computed by applying the monthly periodic rate (as hereinafter defined) to all outstanding delinquent balances. The monthly PERIODIC RATE is equal to one and one-half percent (1.5%), which is equivalent to an ANNUAL PERCENTAGE RATE of eighteen percent (18%). The Company will credit payments within twenty-four (24) hours of receipt.

Competitive Local Carrier

2.9.3 Taxes and Surcharges

In addition to other sales and usage taxes, the billing agent will add to Customers' bills certain federal, state and local surcharges. Such charges include, but are not limited to, the surcharges, taxes and fees set forth below:

California High Cost Fund – A (CHCF-A)	Current CPUC Rate	
California High Cost Fund – B (CHCF-B)	Current CPUC Rate	
California Advanced Service Fund (CASF)	Current CPUC Rate	
California Teleconnect Fund (CTF)	Current CPUC Rate	
CPUC Reimbursement Fee	Current CPUC Rate	
Emergency Telephone Users Fee	Current CPUC Rate	City
& County Utility Taxes	Current CPUC Rate	
Federal Excise Tax	Current IRS Rate	
Universal Lifeline Telephone Service (ULTS)	Current CPUC Rate	
California Relay Service		
& Communications Devices Fund (DDTP)	Current CPUC Rate	
Primary Interexchange Carrier Charge (PIC-C)	Current Fed Guideline	
Universal Service Fund (USF)	Current Federal Guideline	

2.9.4 Unbilled Charges

A bill will not include any previously unbilled charge for service furnished prior to three months immediately preceding the date of the bill, with the following exceptions: collect calls, credit card calls, third party billed calls, "error file" (calls which cannot be billed due to the unavailability of complete billing information to the LEC). An additional exception for back billing is permitted for a period of one and one-half years in cases involving toll fraud.

2.9.5 Returned Check Charge

A Returned Check Charge applies each time a check or draft is returned to the Company unpaid by the institution upon which it is drawn.

Returned Check Charge \$30.00

2.10 Rule No. 10 - Disputed Bill Procedure

Client must provide written notice of such dispute within thirty (30) days of its receipt of such invoice, otherwise invoice is considered accepted. Such notification must include the Client's contact information, the specific dollar amount in dispute, detailed supporting reasons for the dispute, and any supporting documentation if available.

In the case of a dispute between a Customer and the Company as to the correct amount of a bill rendered by the Company for service furnished to the Customer, which cannot be adjusted with mutual satisfaction, the Customer may make the following arrangements:

The Customer may make a written request, and the Company shall comply with the request, for an investigation and review of the disputed amount.

In the event such dispute is mutually agreed upon and resolved in favor of ITS, Client agrees to pay ITS the disputed amounts together with any applicable late fees within seven (7) days of resolution. In the event such dispute is mutually agreed upon and resolved in favor of Client, Client will receive a credit for the disputed charges and no late fees shall apply. In the event ITS has responded to Client's dispute in writing and the Parties fail to mutually resolve or settle the dispute within such thirty (30) calendar day period (unless ITS has agreed in writing to extend such period), all disputed amounts together with the late fees shall become due and payable on the thirtieth (30th) day, and this provision shall not be construed to prevent the Parties from pursuing any legal remedies. Any invoice charges not disputed in this manner shall be deemed accepted by and binding upon Client. ITS reserves the right to deny any and all billing disputes and/or delay credits if Client's account is in arrears or otherwise not in good standing. In the event of a service interruption, a dispute will be considered at a prorated rate. The proration is determined by taking the actual days of interruption divided by a thirty (30) day month. This proration is then multiplied by the monthly charge to determine the credit amount.

Competitive Local Carrier

In the case of a billing dispute or other complaint which is not resolved to the Customer's satisfaction by the billing agency or the Company, the Customer may appeal to the: Public Utilities Commission of the State of California at the following location:

CA Public Utilities Commission
Consumer Affairs Branch
505 Van Ness Ave. San Francisco, CA 94102-3298
Phone: 1-800-649-7570 or 1-415-703-1170
Fax: 1-415-703-1158 (415) 703-2032 TDD
email:consumer-affairs@cpuc.ca.gov

2.11 Rule No. 11 - Discontinuance and Restoration of Service

A Customer whose Service Term is within 30 days of their "Renewal Service Term" may cancel Service by providing thirty (30) days written notice to the Company.

2.11.1 Reasons for Discontinuance of Service

The Company may discontinue service to the Customer without liability by providing five (5) days written notice for:

- Violations of any regulation governing the service under this tariff.
- A violation of any law, rule, or regulation of any government authority having jurisdiction over the service.
- Nonpayment of bills for telephone service.
- Neglect or refusal to provide the Company reasonable access for the purpose of inspection and maintenance of equipment owned by the Company.
- When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.
- Customer use of the equipment or network in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- Tampering with the equipment furnished and owned by the Company.
- Service may be refused or disconnected without advance notice in the event of illegal use or of intent to defraud the Company, this includes fraudulently placing or receiving calls and/or providing false credit information.

2.11.2 Restoration of Service

If Client requests that Service be restored after a suspension or termination due to non-payment, ITS has the sole and absolute discretion to restore such Service and may condition restoration upon satisfaction of such conditions as ITS determines, in its sole discretion, to be necessary for its protection.

Conditions may include requiring Client to pay a reconnection fee for each Service location being reinstated, requiring Client to execute a new Master Service Agreement, pay all past due invoices in full, pay a new installation fee, pay Early Termination Penalties, pass ITS' credit approval and/or make advance payments. Any such monies required for restoration of such Service shall be due and paid before ITS is required to reinstate Service at the Service location.

The Company reserves the right to refuse to re-establish service to Customer for whom service was disconnected due to reasons of fraud, tampering with equipment, violations of rules and regulations, or similar reasons.

See also 2.3 Rule No. 3 above.

2.12 Rule No. 12 - Optional Rates and Information to be provided to the Public

The rates to be charged by and paid to the Company for telecommunications service will be the rates legally in effect and on file with the Public Utilities Commission of the State of California.

At the time of application for service, or for changes or additions to existing service, the Company or its authorized employees shall offer to provide a Technical Quote containing itemization of recurring and nonrecurring charges applicable to the service applied for.

Pertinent information regarding the Company's service is available upon request and open to public inspection by inquiring in person or writing to:

ITS – Integrated Telemanagement Systems, Inc.
4100 Guardian Street,
Suite 110
Simi Valley, CA 93063

2.13 Rule No. 13 - Temporary Service

From time to time, Company may agree to install temporary service for a Customer for demonstration purposes only. Such service will not be continued for more than thirty (30) days. Calls placed by Customers on such temporary service will be subject to the rates and regulations provided in this tariff.

2.14 Rule No. 14 - Continuity of Service

2.14.1 Interruptions in Service

ITS' sole liability under this Agreement for interruption of service or failure of equipment shall be limited to that amount of ITS' actual fixed charges incurred by Client during the period of such interruption. ITS shall not be liable for any interruption caused by the negligence or willful act or omission of Client or any third party furnishing any portion of the service hereunder.

2.14.2 Use and Restoration of Service in Emergencies

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

2.15 Rule No. 15 - [RESERVED FOR FUTURE USE]

2.16 Rule No. 16 - Service Connections and Facilities on Customers' Premises

Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by the carrier. Service furnished by the Company is not part of a joint undertaking with such carriers.

Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. Customer is responsible for taking all necessary legal steps for interconnecting his or her Customer-provided terminal equipment or communications systems with carrier's facilities. Customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection.

Carrier's facilities and service may be used with or terminated in Customer-provided terminal equipment or communications systems. Such terminal equipment shall be furnished and maintained at the expense of Customer, except as otherwise provided. Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of carrier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

2.17 Rule No. 17 - Mileage Measurement

When charges for calls are mileage sensitive, airline mileage is computed as described below.

Calls are measured and rounded to the higher full minute from the serving wire center of the Customer's originating location to the serving wire center of the destination of the call, regardless of Company routing. The distance between the serving wire center origination point and that of the destination point is calculated by using the "V" and "H" coordinates as defined by Bell Communications Research (BellCore) and NECA Tariff FCC No. 4 in the following manner:

Step 1 -

Obtain the "V" and "H" coordinates for the originating and terminating wire centers.

Step 2 -

Obtain the difference between the "V" coordinates of each of the serving wire 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 squares obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results.

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 airline mileage of the call.

Formula:
$$\sqrt{\frac{|v_1 - v_2|^2 + |h_1 - h_2|^2}{10}}$$

2.18 Rule No. 18 - Limitation of Liability

The provisions of this section of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of laws by the Company.

If any work performed by any employee or agent of ITS results in damage to Client's systems or equipment ITS' liability will be limited to repair or replacement (in ITS' sole discretion) of the damaged systems or equipment. ITS shall not be liable for any indirect, special, or consequential damages arising out of this Agreement. No obligations or liability shall arise out of ITS' or an employee or agent of ITS' rendering of technical or other advice in connection with the Services rendered hereunder. Client acknowledges that there are certain risks while working with computer equipment and the loss of data is always a possibility. Client accepts responsibility for creating a backup of their data and agrees to hold ITS harmless for any loss of data that may occur during or after a service performed by ITS.

2.18.1 Directory Errors

The Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold-face type), an amount within the following limits:

For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the effective life of the directory in which the error or omission occurred.

For listings and lines of information in alphabetical telephone directories furnished at additional charge set forth in the Rate Schedules of this tariff, an amount not in excess of the charge for that listing or line of information during the effective life of the directory in which the error or omission occurred.

For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the period the error or omission occurred.

For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.

For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and fixed charges for the service during the effective life of the directory in which the error or omission occurred.

2.19 Rule No. 19 - Limitations of Service

Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff. The Company may decline applications for service to or from a location where the necessary facilities or equipment provided by the underlying carrier are not available. The Company may discontinue furnishing service in accordance with the terms of this tariff.

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 tariff), or when service is used in violation of provisions of this tariff or the law.

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 tariff, shall not be liable for errors in transmission or for failure to establish connections.

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 effect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.

The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

2.20 Rule No. 20 - Use of Service

Service may be used by the Customer for any lawful purpose for which the service is technically suited.

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.

Recording of telephone conversations of service provided by the Company under this tariff is prohibited except as authorized by applicable federal, state and local laws.

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the Customer's option. Service may only be resold or shared in accordance with the provisions of the specific service. The Customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service.

Service is furnished subject to the conditions that it will not be used: (1) to make foul or profane expressions, (2) to impersonate another person with fraudulent or malicious intent, (3) to call another person so frequently, or at such times, or in any other manner so as to annoy, abuse, threaten, or harass the other person, (4) for any other unlawful purpose, or (5) in such a manner as to interfere with the use of the service by any other user.

2.20.1 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). The Customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the Customer's premises, including loss or damage caused by agents, employees or independent contractors of the Customer through any negligence.

2.21 Rule No. 21 - Responsibilities of the Customer

The Customer is responsible for: 1) placing any necessary orders; 2) complying with tariff regulations; 3) assuring that users comply with tariff regulations; 4) payment of charges for calls originated from the Customer's telephone lines.

The Customer is responsible for arranging access to its premises at times mutually agreeable to Company and the Customer when required for installation, repair, maintenance, inspection or removal of equipment associated with the provision of Company services.

The Customer is responsible for maintaining its terminal equipment and facilities in good operating condition. The Customer is liable for any loss, including loss through theft, of any Company equipment installed at Customer's premises.

The Customer shall be responsible for all calls placed by or through Customer's equipment by any person. In particular and without limitation to the foregoing, the Customer is responsible for any calls placed by or through the Customer's equipment via any remote access features. The Customer is responsible for all calls placed via their authorization code as a result of the Customers' intentional or negligent disclosure of the authorization code.

2.22 Rule No. 22 - Change of Service Providers

2.22.1 Solicitation for Customer Authorization for Service Termination and Transfer

Solicitations by the Company, or its agents, for Customer authorization for termination of service with an existing carrier and the subsequent transfer to the Company must include current rate information on the Company and information regarding the terms and conditions of service with the Company. Such solicitation must conform to California Public Utilities Code Section 2889.5, and be legibly printed in at least 10-point type.

2.22.2 Unauthorized Service Termination and Transfer

The Company shall restore the Customer's service to the original carrier without charge to the Customer where that service has been changed on an unauthorized basis. All Company billings during the unauthorized service period shall be refunded to the Customer. If the company is found responsible for the unauthorized transfer it will reimburse the original carrier for reestablishing service at the tariff rate of the original carrier.

2.23 Rule No. 23 - Blocking Access to 900 and 976 Information Services

At the request of the Customer, the company will block a Business Customer's access to 900 and 976 pay-per-call telephone information services at no charge on a per-line basis. The Company will inform the Customer of the availability of blocking service at the time service is initially ordered.

2.24 Rule No. 24 - California Relay Service

The Company has contracted with AT&T and Verizon/Frontier to handle the equipment distribution.

2.24.1 Liability

The Company contracts with AT&T and Verizon/Frontier for the equipment distribution. These companies have complete control over the provision of the service. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the Customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the Customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the Customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

2.25 Rule No. 25 - Emergency Telephone Number Service (911 Service)

Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center. The telephone user who dials the 911 number will not be charged for the call. Upon discontinuance of the Customer's local service, access to 911-only will continue to be available so long as a physical connection to the central office is available.

2.26 Rule No. 26 - Minimum Period of Service

The Customer is not required to enter into an agreement for any minimum period as a condition of service.

The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory is the directory period. The directory period is from the day on which the directory is first distributed to the Customers to the day the succeeding directory is first distributed to Customers.

2.27 Rule No. 27 - Privacy

The Company shall not make available to any other person or corporation Customer information that is not public without first obtaining the Customer's consent in accordance with Public Utilities Code Sections 2891, 2891.1 and 2893. The Company will provide each new Customer, and on an annual basis for existing Customers, a description of how the Company handles the Customer's private information and a disclosure of ways in which such information might be used or transferred that would not be obvious to the Customer. The Company is subject to the privacy rules set forth in Appendix B of California Public Utilities Commission Decision Nos. 92-860 and 9336, except where modified by further Commission order(s), including 83-06-066, 83-06-073, and 83-09-061.

Notwithstanding the above, there are instances where the Company may be required to release certain non-public Customer information without first notifying the Customer and obtaining written consent. Consistent with the California Public Utilities Code, the Company will provide required Customer information to an emergency agency responding to a 911 call, or other call communicating an imminent threat to life or property, to a law enforcement agency in response to lawful process, to a collection agency for the purpose of collecting unpaid debts, to the CPUC pursuant to its jurisdiction, to other telephone companies, including local and long distance carriers, as necessary to provide telephone service within or between service areas, to the Federal Communications Commission or the CPUC in response to orders regarding the provision of services over the Company's facilities by parties other than the Company.

2.28 Rule No. 28 - Demarcation Point

2.28.1 Responsibilities

The Company will provide facilities, equipment, and services to its local loop demarcation point. The Company is responsible for the provisioning and maintenance of its facilities, equipment, and services to the local loop demarcation point, including those located at that point.

The Customer is responsible for the completion of services beyond the Company's local loop demarcation point.

Customer requested services beyond the local loop demarcation point may be provided by the Company at the Customer's expense.

2.28.2 Local Loop Demarcation Point

The Company's Local Loop Demarcation Point separates the Company's network responsibility for its facilities, equipment and services from that of the building owner or end-user Customer. This demarcation point designates the end of the Company's network facilities (local loop) and the beginning of the intra-building network cable (INC), if any, provided by the building owner.

Where a Local Loop Demarcation Point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

The Local Loop Demarcation Point may also be referred to as the Minimum Point of Entry (MPOE) or Minimum Point of Presence (MPOP) for the purpose of defining the end of the Company's network facilities.

The Local Loop Demarcation Point is located at the MPOE/MPOP to any single or multi-story building, and includes the Company's entrance facility, except as set forth below. The Company will not be required to place its demarcation point on more than one floor of a multi-story building.

2.28.3 Local Loop Demarcation Point Exceptions

Emergency Reporting Services (E911/911): The demarcation point is at the Company-provided terminal equipment, including the equipment.

Disabled Services: The demarcation point is at the Company-provided terminal equipment. The Company's responsibility includes the equipment where the Company has provided the equipment.

Company-Provided Semi-Public and Public Coin Services: The demarcation point is at the equipment at the location requested by the Customer or building owner, and includes the equipment.

If a property owner desires an additional Local Loop Demarcation Point(s) at a specified location on a Customer's premises for purposes of providing service assurance, safety, security and privacy of data communications over the cable (also known as Direct Feed), the owner will be required to pay for additional network cable and network facilities through special construction arrangements. In particular, additional Local Loop Demarcation Points cannot be used to extend any cable pairs served from any Local Loop Demarcation Point from one location to another location.

Competitive Local Carrier

Fiber Optic Cable: The Demarcation point is at the Company-provided Fiber Optic Terminal (FOT) equipment. The Company's responsibility includes the FOT equipment where the Company has provided the equipment.

Carrier Points of Presence (POP): Local Loop Demarcation Point guidelines are not applicable for access services provided to interexchange carriers, local exchange carriers, and radio carriers (both private carriers and common carriers as defined by applicable Federal Communications Commission's regulations) Point of Presence location. However, the Local Loop Demarcation Point rules do apply to all Company-provided service(s) provisioned in the capacity of an end-user of the services(s).

2.28.4 Intra-building Network Cable (INC) Demarcation Point

The Intra-building Network Cable (INC) demarcation point separates the building owner's responsibility to provide INC from the Customer's responsibility to provide inside wire, standard jacks, and customer premises equipment. This demarcation point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the Customer.

The INC demarcation point is located at the distribution terminal(s) on each floor in a multi-story building except as set forth following and in the preceding exemptions listed.

Where there is no intra-building network cable or it is in a single-story building, the INC demarcation is the Company's Local Loop Demarcation Point.

2.28.5 Inside Wire Demarcation Point

The inside Wire Demarcation Point is located where Customer premises equipment (CPE) is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.

The inside Wire Demarcation Point separates the inside wire vendor's responsibility from that of the CPE vendor. This demarcation point, where the Company is the vendor of choice for inside wire repair and the CPE trouble isolation, begins where the Customer's inside wire connects to the INC. Where there is no INC, the Inside Wire Demarcation Point is the MPOE.

2.28.6 Continuous Property Demarcation Point

2.28.6.1 Continuous Property Defined

Continuous Property is land which is wholly owned by a single individual or entity, regardless of whether the owner leases¹ all or a portion(s) of the property to another and which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare² or the property of another.

¹ The property retains its character as a Continuous Property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion(s) of the property to another, e.g., apartment buildings or complexes. Condominiums also are Continuous Property.

² A “public thoroughfare” is a street, road, or other means of passage across a property, which is not subject to restrictions on ingress, egress, or boundaries.

There are three basic types of Continuous Properties:

Single-tenant commercial in which one owner or tenant occupies all building(s).

Mixed commercial and residential (e.g., building with both commercial and residential space or campus-type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.

Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single family homes and properties within which a portion(s) of the land is owned by separate entities and a portion(s) is owned by the entities in common³ do not constitute Continuous Property.

³ Such as townhomes and homes in gated communities.

2.28.6.2 Demarcation Point

For Continuous Property, regardless of use, the Company’s Local Loop Demarcation Point will be at the appropriate main distribution terminal as determined by negotiations between the property owner and the Company. Where an agreement cannot be reached, the company will designate the Local Loop Demarcation Point location.

Competitive Local Carrier

It is the property owner's responsibility to provide and maintain INC within and between buildings on a continuous property. The Company may, at the Customer request and expense, provide INC.

Where an owner of Continuous Property requests additional local loop demarcation points or changes an existing local loop demarcation point, the owner will be required to pay for any additional network cable and facilities required through special construction agreements set forth in this tariff, except as provided in the preceding paragraph.

The INC and Inside Wire Demarcation Pints are located as described above.

At the request of a property owner, a Company may waive the designation of a single Local Loop Demarcation Point for a Continuous Property if, due to the unique characteristics of the property, a hardship would be created for the property owner and/or the Company. Examples of such Continuous Property include (a) national, state and local parks, beaches, highways, harbors and similar publicly owned property and (b) railroad rights-of-way and extensive, privately owned tracts of land with developed communities (e.g., the City of Irvine) and similar privately owned property. The Company will treat land within the boundaries of privately owned property under (b) above as Continuous Property, provided that it had the characteristics of Continuous Property, e.g., (a) it is wholly leased by a single individual or entity and (b) it contains or will contain multiple buildings.

This paragraph is not intended in any way to waive the unbundling of INC in each building.

2.29 Rule No. 29 - Forms

2.29.1 Application for Service and Related Forms

2.29.1.1 Service Agreement

MASTER SERVICE AGREEMENT



Corporate Offices: 4100 Guardian Street, Suite 110, Simi Valley, CA 93063
Phone 805-520-7020 Fax 805-520-7030 web www.itstelecom.com

Physical Address

Company Name _____
DBA or AKA _____
Years in Business _____ Years at Current Address _____
Street Address _____ Suite _____
City _____ State _____ Zip _____
Primary Contact _____ Title _____
Phone _____ Fax _____
Cell _____ Web Address _____
email _____
Secondary Contact _____ Title _____
Phone _____ Cell _____
email _____

Technical Quote # _____

Billing Address (if different)

Billing Contact _____ Title _____
Street Address _____ Suite _____
City _____ State _____ Zip _____
Phone _____ Fax _____
email _____

Credit Information

Owner/Officer Name(s) _____
Social Security # _____ Federal ID # _____
Type of Business Corporation State of Inc. _____ Partnership Proprietorship LLC Industry _____
Bank Name _____ Account # _____
Branch/Address _____
Bank Contact _____ Phone _____
Trade Reference _____ Phone _____
Trade Reference _____ Phone _____
Trade Reference _____ Phone _____

Authorization

The undersigned Client has read, understands and agrees to be bound by the Terms of Service as described on the ITS web site located at www.itstelecom.com/TOS. Signature below grants ITS - Integrated Telemangement Services, Inc., the following:
• **Authority** to make credit bureau checks and contact references concerning the applicant's credit worthiness and ability to meet the terms of this agreement.
• **Letter of Agency** to act as the above named user's agent for obtaining account information, including: information about monthly service usage bills; Customer Service Records (CSRs); ordering, rearranging, coordinating, discontinuance, porting of service and numbers, facilities and all dealings concerning telecommunication services and the local service provider.
Any changes to the service must be made in writing, in order to protect the lines from unauthorized services from other carriers.
This authorization shall remain in full force until further written notice.

ISSUE NAME

ISSUE NAME

ITS-INTEGRATED TELEMAGEMENT SERVICES, INC. SIGNATURE

AUTHORIZED AGENT/OWNER/OFFICER SIGNATURE

PRINT NAME AND TITLE _____ DATE _____

PRINT NAME AND TITLE _____ DATE _____

2.29 Rule No. 29 - Forms (Cont'd)

2.29.1.2 Service Order Confirmation Form

SERVICE ORDER CONFIRMATION

Corporate Office: 4100 Guardian Street., Suite 110 Simi Valley, CA 93063
Phone 805-520-7020 Fax 805-520-7030 Web www.itstelecom.com



SOC #: monthdayyearyourinitials01

Company Name: >

Date: >

Order Requested by: >

Title: >

ITS Account #: >

Phone: >

Thank you for your order.

This Service Order Confirmation (SOC) is being sent to confirm your recent add/move/change service request with ITS. The following activity has been initiated per your request. The service requested may reestablish your Service Term. Changes to this confirmation may **only be made** by calling ITS at 805-520-7020 or 800-876-4487.

Enter description of service here....

2.29 Rule No. 29 - Forms (Cont'd)

2.29.1.3 ITS Invoice Form

ITS—Integrated Telemanagement Services, Inc.
 4100 Guardian Street, Suite 110
 Simi Valley, CA 93063
 800-876-4ITS (4487)
www.its-omni.com



Customer Name
 Customer Address

Account Number:
 Invoice Number:

**YOUR DOMESTIC OUTGOING
 AVG. COST/MIN IS \$**

For Your Information

Billing Summary

Usage Categories

- Local Calls:
- Long Distance:
- Toll Free:
- International:
- Directory Assistance:
- Alternate Carrier:

Bill Date	Balance Forward	Payments	Adjustments	Current Charges	Total Due

Payment Due Upon Receipt
 For billing inquiries, please call 800-876-4487 between 8am-5pm, M-F

Please detach and return with payment



ITS OMNICOM

Account Number	Invoice Number	Late After	Total Due	Remittance Amount

Mail Payments to:

ITS – Integrated Telemanagement Services, Inc.
 P.O. Box 188
 Simi Valley, CA 93062-0188


We appreciate your business!

2.29 Rule No. 29 - Forms (Cont'd)

2.29.3 ITS Invoice Form (Cont'd)



Account # - Customer Name

Invoice number: xxxxxxxxxxxx

Billing Date: xx/xx/xxxx

Location Name	Charges	Taxes	Total
---------------	---------	-------	-------

Customer Name
 Location Address Information

Location Summary
 Location Address

Charges:
 Taxes:
 Total:

Recurring Charges: DID Direct Inward Dialing Phone Number

Description	Charge
OmniTalk Centrex	01/01/2008 to 01/31/2008

Total Recurring Charges

Recurring Charges: DID Direct Inward Dialing Phone Number

Description	Charge
OmniTalk Centrex	01/01/2008 to 01/31/2008

Total Recurring Charges

Recurring Charges: DID Direct Inward Dialing Phone Number

Description	Charge
OmniTalk Centrex	01/01/2008 to 01/31/2008

Total Recurring Charges

Recurring Charges: DID Direct Inward Dialing Phone Number

Description	Charge
OmniTalk Centrex	01/01/2008 to 01/31/2008

Total Recurring Charges

Recurring Charges: Centrex/Centranet Phone Number

Description	Charge
Centurion 555	01/01/2008 to 01/31/2008

Total Recurring Charges

Recurring Charges: DID Direct Inward Dialing Phone Number

Description	Charge
OmniTalk Centrex	01/01/2008 to 01/31/2008

3.0 SPECIAL CONDITIONS

3.1 Special Construction

3.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- Nonrecurring charges
- Recurring charges
- Termination liabilities
- Any combination of the above

3.1.2 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a Customer.

The period on which the termination liability is based is determined by the estimated service life of the facilities provided.

3.1.2.1 Termination Liability Amount

The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

Costs to install the facilities to be provided including estimated costs for the rearrangement of existing facilities. These costs include equipment and materials provided or used, engineering, labor, and supervision, transportation, and rights of way and/or any required easements.

- License preparation, processing, and related fees;
- Tariff preparation, processing and related fees;
- Cost of removal and restoration, where appropriate; and
- Any other identifiable costs related to the specially constructed or rearranged facilities.

3.1.2.2 Termination Liability Calculation

The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in the preceding section by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in the preceding section shall be adjusted to reflect the predetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

3.2 Non-routine Installation and/or Maintenance

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or (at the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

3.3 Individual Case Basis (ICB) Arrangements

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective customer for service, which varies from tariff arrangements. Rates quoted in response to such requests may be different for tariff service than those specified for such service in the Rate Schedules. ICB rates will be offered to Customers in writing and will be made available to similarly situated Customers. These contracts will be governed by General Order 96A of the California Public Utilities Commission and will be submitted to the Commission for approval.

4.0 [RESERVED FOR FUTURE USE]

5.0 SERVICE AREA

The Company has been authorized by the CPUC to provide interLATA and intraLATA toll telecommunications services within the state of California as shown on the following map.

(Z)



6.0 SERVICE RATES - AT&T

6.1 AT&T Territory Charges

6.1.1 AT&T Line Charges

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Business Line, move	\$67.21	\$0.00
Number Retention Line	\$40.00	\$17.10
DID Block of 20 Numbers	\$150.00	\$64.00
DID Block of 100 Numbers	\$400.00	\$127.00
DID Trunks on Order (North & South)	\$67.21	\$96.00
PBX Trunk on Order (Per Trunk)	\$67.21	\$96.00
Remote Call Forward, per path	\$9.70	\$42.00
Foreign Exchange Lines	\$480.00	\$10.42
Foreign Exchange 1 st . Mile	---	\$27.17
Foreign Exchange per Mile	---	\$2.17

6.1.2 AT&T Line Features

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
900/976 Call Blocking	\$5.70	\$0.00
Call Forwarding (Direct)	\$5.70	\$22.00
Call Forwarding Don't Answer	\$5.70	\$10.00
Call Forwarding Busy	\$5.70	\$10.00
Call Return	\$5.70	\$19.00
Call Screen	\$5.70	\$9.00
Call Trace	\$5.70	6.00 per call
Call Transfer Disconnect	\$5.70	\$12.00
Call Waiting	\$5.70	\$22.00
Call Waiting ID	\$5.70	\$7.50
Caller ID (Name and Number)	\$5.70	\$31.50
Caller ID Blocking	\$5.70	\$0.00
Caller ID Complete Blocking	\$5.70	\$0.00
Caller ID Selective Blocking	\$5.70	\$0.00
Direct Connect Line	\$9.50	\$26.00
Hunting change order (1 st line)	\$35.00	\$0.00
Hunting change order (additional lines)	\$5.00	\$0.00
Hunting, per new hunt line	\$28.50	\$1.50

Competitive Local Carrier

6.1.2 AT&T Line Features (continued)

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
PBX Hunting	\$28.50	\$1.50/line
Priority Ringing	\$5.70	\$9.00
Privacy Manager	\$5.70	\$44.00
Remote Access to Call Forwarding	\$5.70	\$5.00
Remote Call Forward Change Termination	\$5.53	\$0.00
Repeat Dialing	\$5.70	\$9.00
Select Call Forwarding	\$5.70	\$9.00
Speed Calling 8	\$5.70	\$14.25
Three-way calling	\$5.70	\$21.00

6.1.3 ISDN BRI Circuits

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
ISDN BRI – Best Plan Term	\$67.21	\$76.00
ISDN BRI – Best Plan M T M	\$67.21	\$81.50
ISDN Feature Package *	\$120.00	\$172.88

*Each ISDN BRI much include the feature package as well.

6.1.4 AT&T Misc. Line Charges

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
As is Conversion Charge Business/Centrex line	\$10.00*	\$0.00
As is Conversion Charge Residence line	\$3.93*	\$0.00
Number change MB/Centrex/Residence	\$30.00/line	\$0.00

*NOTE: Change in PIC-C charges need to be quoted as part of the conversion fee.

6.1.5 AT&T Centrex Line Charges

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
OPX Centrex line (activation) *	\$100.00	\$0.00
OPX Centrex line install*	\$480.00	Plus next three entries
OPX Centrex line, mileage charge, first mile*	\$0.00	\$32.00
Off-premise Centrex line*, add'l mileage charge	\$0.00	\$2.17
Off-premise Centrex line*	\$0.00	\$17.41
Centrex, line move (per line)	\$47.00	\$0.00
Centrex, line supersede (per line)	\$55.00	\$0.00

*The above line charges do not include FCC charges.









Competitive Local Carrier

6.1.6 AT&T Centrex Line Features

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Acct Code Reporting, per line	\$5.00	\$0.50
Call Forward-Busy, per line	\$4.75	\$0.50
Call Forward-Direct, per line	\$4.75	\$0.50
Call Forward-No Answer, per line	\$4.75	\$0.50
Call Hold, per line	\$5.00	\$0.75
Call Park, per line	\$5.00	\$0.80
Call Pickup Group, per group	\$100.00	\$20.25
Call Pickup, per line	\$5.00	\$0.50
Call Transfer	\$5.00	\$1.00
Call Waiting ID	\$5.00	\$3.00
Call Waiting, per line	\$5.00	\$1.05
Caller ID (Name and Number)	\$14.00	\$7.12
Caller ID Blocking	\$0.00	\$0.00
Conference Calling, six-port,	\$5.00	\$2.00
Direct Connect, per line	\$5.00	\$1.00
Directed Call Pickup per line	\$5.00	\$0.75
Exec Override Exempt, per line	\$5.00	\$0.50
Executive Override, per line	\$5.00	\$0.50
Hunting - Add to: Bottom of Existing Group	\$5.00	\$0.50
Hunting - Add one Line to middle (Additional Line)	\$35.00 \$5.00	\$0.50 \$0.50
Hunting - New group (1 st line) (Additional Lines)	\$35.00 \$5.00	\$0.50 \$0.50
Hunting - Rearrange group 1 st Line (Additional Lines)	\$35.00 \$5.00	\$0.00 \$0.00
Remote Access Call Forwarding	\$9.00	\$3.89
Speed Calling	\$5.00	\$.50
Three-Way Calling	\$5.00	\$1.00
Treatment Code Change	\$35.00	0.00
Treatment Code Change (add)	\$5.00	0.00
Unlisted Number	\$5.00	\$0.50

Competitive Local Carrier

6.1.7 CLASSIC CENTREX FEATURE PACKAGE

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Classic Centrex Feature Package	\$5.00	\$15.00
<ul style="list-style-type: none">  Call Forward Busy  Call Forward No Answer  Call Forward Variable  Call Hold  Call Transfer  Call Pick-up  Directed Call Pick-up  Message Waiting Indicator 		

***To qualify for the Centrex Feature Pack customer must have Wire Pro w/ AT&T.*

6.1.8 AT&T Pay-Per-Use Calling Features

DESCRIPTION	NON-RECURRING PER CALL	MONTHLY RECURRING
Busy Verification	\$1.20	\$0.00
Busy Interrupt	\$1.75	\$0.00
Call Trace	\$5.70	\$4.65

6.1.9 Taxes and other Regulated Charges- AT&T Territories

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
PIC Change Long Distance, per line	\$5.26	\$0.00
PIC Change Intralata, per line	\$5.26	\$0.00
PIC Change LD & Intralata, per line	\$7.89	\$0.00
National Access Fee, per line (PIC-C)	\$0.00	\$4.81
Omni Small Bus. National Access Fee, per line (PIC-C)	\$0.00	\$2.20
Line Number Portability, per line	\$0.00	\$0.50
Federal Communications Charges (Federal Subscriber Line Charges)	\$0.00	\$5.81

7.0 SERVICE RATES - VERIZON/FRONTIER

7.1 Verizon/Frontier Territory Charges

7.1.1 Verizon/Frontier Line Charges

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Business Line, Number Change	\$34.50	\$ 0.00
Business Line, Move	\$34.50	\$ 0.00
PBX DID Block of 200 Numbers	\$880.00	\$660.00
PBX DID Block of 100 Numbers	\$440.00	\$330.00
PBX DID Block of 20 Numbers	\$160.20	\$66.00
1st DID Trunk on Order	\$171.89	\$37.00
Additional DID Trunks on Order	\$62.74	\$37.00
1st PBX Trunk on Order	\$171.89	\$37.00
PBX Additional Trunks on Order	\$62.74	\$37.00
ISDN DID Block 100	\$ 200.00	\$ 60.00
Remote Call Forwarding - per path	\$84.82	\$32.50
Re-point Remote Call Forward	\$4.73	\$ 0.00
Enhanced Call Fwd-Meas (# retention)	\$62.74	\$13.50
Foreign Exchange Line	\$374.50	\$34.55
Foreign Exchange 1st. Mile	\$7.00	\$7.00
Foreign Exchange each additional mile	\$3.50	\$3.50
Number Change all Services	\$65.00	\$ 0.00

7.1.2 ISDN PRI Circuits – require a minimum two year term

PRODUCT	Non-Recurring Charge	Monthly Recurring
ISDN PRI Basic Access – single user	\$200.00	\$548.45
ISDN PRI T1 Facility	\$525.00	\$273.00
Additional ISDN PRI T1 Facility	\$200.00	\$163.00
ISDN PRI B Channel DID/DOD (per channel)	\$200.00	\$4.00
<small>Set-up not dependent on # of DID/DODs. (one time charge)</small>		
Additional ISDN PRI Telephone Number (per #)	\$ 0.00	\$0.40
ISDN BRI – Access	\$80.00	\$38.00
ISDN BRI – PER B Channel	\$35.00*	\$13.00

*Includes line charge (non-basic) and single user access (basic)

7.1.3 Verizon/Frontier Misc. Line Charges

PRODUCT	Non-Recurring Charge	Monthly Recurring
*Conversion charge for Business, per BTN	\$34.50	\$ 0.00
*Conversion charge for Residential, per Order	\$34.00	\$ 0.00

*NOTE: Change in PIC-C charges need to be quoted as part of the conversion fee.

Competitive Local Carrier

7.1.4 Verizon/Frontier Line Features

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Call Blocking	\$15.00	\$3.50
Call Forward	\$15.00	\$7.00
Call Forward Busy	\$15.00	\$6.00
Call Forward No Answer	\$15.00	\$6.00
Call Forward/ Busy NA	\$15.00	\$7.00
Call Restriction	\$15.00	\$3.75
Call Waiting ID	\$15.00	\$ 2.00
Call Waiting with Cancel	\$15.00	\$8.75
Caller ID- #	\$15.00	\$11.50
Caller ID Blocking, entire CTX \$59.95	\$26.00	\$ 0.00
Caller ID Blocking, MB \$15.00 per line	\$26.00	\$ 0.00
Caller ID- Name and #	\$15.00	\$11.50
Distinctive Ring	\$15.00	\$9.00
Do Not Disturb (Special Call Acceptance)	\$15.00	\$3.00
Hunt Change per Group	\$40.00	\$ 0.00
New Hunt Group	\$40.00	\$1.50 (per line)
Priority Call, (Formerly Vip Alert)	\$15.00	\$3.00
Remote Access Call Fwding (Enhanced Call Fwding)	\$15.00	\$17.50
Special Call Forwarding	\$15.00	\$6.00
Speed Calling, 30	\$15.00	\$4.00
Speed Calling, 8	\$15.00	\$3.00
Three-Way Calling	\$15.00	\$6.25
Unlisted Number	\$15.00	\$4.00

7.1.5 Verizon/Frontier Pay-Per-Use Calling Features

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Busy Interrupt	\$4.00	\$ 0.00
(PPU) 3-way, auto redial, auto return, call trace	\$0.74	\$ 0.00

7.1.6 Verizon/Frontier Centranet Line Charges

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
OPX CentraNet line install	\$120.00	\$ 0.00
OPX CentraNet line, mileage charge, first mile	By Quote	\$ 0.00
Off-premise CentraNet line, add'l mileage charge	By Quote	\$ 0.00
Off-premise CentraNet line	By Quote	\$ 0.00

Competitive Local Carrier

7.1.6 Verizon/Frontier Centranet Line Charges (continued)

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
CentraNet, line move (per line)	\$34.50	\$ 0.00
Foreign Exchange services terminal	\$120.00	\$30.00
Assumed Dial "9"	\$50.00	\$85.00
Enhanced Call Forwarding	\$12.50	\$15.00
Smarter Call Package	\$15.00	\$5.25

* Requires CentraNet Feature Package

7.1.7 CentraNet Feature Packages/Add'l To line charge

DESCRIPTION – Price is Per Group	NON-RECURRING	MONTHLY RECURRING Per Line
CentraNet 1000	\$50.00*	\$8.15
CentraNet 2000	\$99.50*	\$10.15
CentraNet 3000	\$199.50*	\$11.15
CentraNet Custopak	\$50.00	\$12.00

*Per group

7.1.8 CentraNet Optional Features

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
3 Way Calling	\$0.00	\$4.50
Automatic Busy Redial (*66)	\$0.00	\$5.00
Automatic Call Return (*69)	\$0.00	\$5.00
Call Block (*60)	\$0.00	\$3.00
Call Forward Remote Access	\$0.00	\$5.00
Call Park	\$0.00	\$3.00
Call Park Directed	\$0.00	\$4.00
Call Restriction	\$15.00	\$5.15
Caller ID Name & Number	\$0.00	\$9.50
Caller ID Number Service	\$0.00	\$7.00
Executive Busy Override	\$0.00	\$4.00
Hunting (Any changes to Hunt Group)	\$60.00	\$1.50
Last Number Redial	\$0.00	\$4.00
Priority Call (VIP Alert)	\$0.00	\$3.00
Special Call Forwarding	\$0.00	\$6.00
Speed Calling	\$0.00	\$2.50
Speed Calling 30	\$0.00	\$3.50

Competitive Local Carrier

7.1.9 Verizon/Frontier Miscellaneous Services

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Additional WP listing	\$8.01	\$2.00

7.1.10 Taxes and other Regulated Charges-Verizon/Frontier Territories

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
PIC Change Long Distance, per line	\$4.47	\$0.00
PIC Change Intralata per line	\$2.23	\$0.00
PIC Change, LD & Intralata	\$6.70	\$0.00
National Access, per line (PIC-C)	\$0.00	\$4.81
Line Number Portability, per line	\$0.00	\$0.50
Federal Communications Charge	\$0.00	\$9.50

8.0 DESCRIPTION OF FEATURES

8.1 Description of Features

THREE WAY CALLING - allows a Customer to add a third party to an established connection without the assistance of a Company operator.

CALL BLOCKING, 900, 700, 976 - provides Customers with the ability to block access from a particular network access line to all numbers for which the SAC 900, 700, or 976 must be dialed. All 900, 700, or 976 numbers will be blocked, not a specific telephone number.

CALL BLOCKING, NPA, NXX, NPA/NXX - provides Customers with the ability to block NPA, NXX and NPA/NXX.

CALL BLOCKING, COLLECT CALLS - provides Customers with the ability to block collect calls.

CALL BLOCKING, THIRD PARTY BILLING - provides Customers with the ability to block third party calls.

CALL BLOCKING, ANONYMOUS CALL REJECTION - provides Customers with the ability to block anonymous calls.

CALL BLOCKING, COMPLETE TOLL RESTRICTION - provides Customers with the ability to block all toll calls.

CALL FORWARDING - allows call to be directed to another station.

CALL FORWARDING, BUSY - allows a Customer to have all incoming calls to a line automatically transferred to another predetermined line if busy.

CALL FORWARDING, NO ANSWER - automatically reroutes an incoming call to a predetermined line if there is no answer after a preset number of rings.

CALL FORWARDING, REMOTE - allows a Customer to activate or deactivate the call forwarding to remote locations.

CALL FORWARDING, ALL CALLS - allows a Customer to have all incoming calls be automatically transferred to another predetermined number.

CALL FORWARDING, COMBINATION - combines call forwarding, busy and call forwarding, no answer.

CALL FORWARDING, REMOTE ACCESS TO - allows a Customer to activate or deactivate call forwarding remotely.

8.1 Description of Features (Cont'd)

CALL FORWARDING, SELECTIVE/VARIABLE - activated by a station line user or the attendant to automatically route incoming calls to any selected station within the same Centrex system.

CALL HOLD - allows the Customer to hold one call for any length of time provided that neither party goes on-hook.

CALL RETURN/MISSED CALL DIALING - allows the Customer to return a call to the last incoming call whether answered or not.

CALL SCREENING - allows Customer to designate up to ten telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement circuit, which will indicate that calls are not being taken at this time.

CALL TRACING - allows the Customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the customer initiated trace.

CALL TRANSFER - allows a station line user to transfer any established call to another station line inside or outside the customer group without the assistance of the attendant.

CALL WAITING/CANCEL CALL WAITING - provides a tone signal when a second call is coming in on a busy line as well as canceling this feature before making a call.

CUSTOMIZED/DISTINCTIVE RINGING - allows a Customer to designate up to ten telephone numbers from which incoming calls will have a distinctive ring.

LAST NUMBER REDIAL - allows the telephone number associated with the last outgoing call placed by the Customer be automatically redialed if done before another call is place.
LINE HUNTING - allows a call to be routed to an idle station line in a prearranged group when the called station line is busy.

SPEED CALLING - the ability to call other telephone numbers by dialing a code rather than the complete number. Available in list of eight (8) and 30 numbers.

TOUCH TONE - multi-frequency tone signaling.

VANITY NUMBER - a new Customer may request a specific or unique telephone number and fax number for use with the Company provided exchange service. This provides for the assignment of a Customer requested telephone number other than the next available number from the assignment control list. Customers can request/reserve a specific telephone number if it is available.

9.0 DIRECTORY LISTING SERVICE

9.1 Directory Listing Service

9.1.1 AT&T & Verizon/Frontier/Frontier Areas

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Directory Listing per – AT&T	\$5.70	\$5.50
Non-published per BTN – AT&T	\$5.70	\$5.00
Directory Listing -- Verizon/Frontier/Frontier	\$8.01	\$5.00
Account Name Change – AT&T/Verizon/Frontier/Frontier	\$75.00	\$0.00
Directory Listing Name Change	\$5.70	\$0.00

9.1.2 Service Description

The Company will not produce or distribute directories. Provisioning of directories will be accomplished through the current Local Exchange Company processes.

9.1.3 First Directory Listing

The basic directory listing shall consist of a name, designation, address and telephone number. The name must be the name under which the customer or joint user is conducting business and may be either the name of an individual, firm, company, corporation or association. Listings in an individual's name may include professional titles, abbreviations indicating affiliation with a business or professional group, organization or association. A fictitious name may be used when the customer's name or joint user's business is conducted under that name. The listed telephone number shall be that assigned to the telephone service.

9.1.4 Additional Listing

Additional listings are similar to the basic directory listing and may include abbreviated names, names, which are commonly spelled several ways, rearrangements of names, and nicknames by which the Customer is commonly known. All names will be included in their proper alphabetic order. If the above additional listing does not readily identify the Customer, it shall be necessary to include a line of information stating "same as" or "see" and a reference to the name continued in the primary listing at the lines of information rate. Listings will not be accepted for the purpose of securing preferential publicity or position.

Competitive Local Carrier

Business customers who have listings arranged under a caption and desire a duplicate listing with lines of information referring to the caption listing may arrange to have the address and telephone number omitted from such a duplicate listing.

9.1.5 Non-published number

The listing will be non-published at the specific request of the applicant or Customer. The Customer name, address and telephone number will not be listed in any telephone directory, street address directory or in the directory assistance records available to the general public except that the number may be included in reference listings. This information, as well as call forwarding information from such unlisted telephone number shall be released by the Company in response to legal process or to an authorized governmental agency which complies with the rules set forth in Appendix A to CPUC Decision No. 92860 and 93361 established for the release of non-published information.

9.2 Directory Assistance

9.2.1 Direct Dial

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
*Call completion charge, per use	\$1.56	\$0.00
10-10-XXX Interstate, per call (Convert to 555-1212)	\$2.25	\$0.00
3-way calling, per use	\$3.00	\$0.00
Call return, per use	\$3.00	\$0.00
Express Call Completion – Pacific Bell	\$2.70	\$0.00
Express Call Completion – Verizon/Frontier	\$1.56	\$0.00
Local, Service Area, per call	\$2.60	\$0.00
Number Referral 3 MONTHS	\$40.00	\$0.00
Repeat dialing, per use	\$1.56	\$0.00
Toll Free Directory Assistance per call	\$3.00	\$0.00
* AT&T Only – Plus \$0.35 per minute		

9.2.2 Operator Assisted

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Operator Surcharge	\$4.60	\$0.00
Person-to-person Operator Surcharge	\$8.65	\$0.00

(L)

Competitive Local Carrier

9.2.3 Call Completion

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
*Call completion charge, per use	\$1.56	\$0.00

9.2.4 Description of Service

DIRECT DIAL - a Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

OPERATOR ASSISTED - a charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator.

CALL COMPLETION - a charge applies for each request made to the directory assistance operation in which the operator completes the call to the desired number.

9.3 Voice Mail

9.3.1 Enhanced Omni Mail

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
1 thru 9 mailboxes (per mailbox)	\$14.95	\$14.95
10 thru 20 mailboxes (per mailbox)	\$13.95	\$13.95
20 plus boxes (per mailbox)	\$11.95	\$11.95
Pager Notification Service (per mailbox)	\$4.95	\$4.95
Out Call Reporting	\$4.95	\$4.95
Toll Free Access Charges (per box)/not avail w/ menu	\$0.00	\$3.00
Menu Box (Required Per Acct.)	\$6.95	6.95
Unified Messaging	\$5.00	\$5.00

9.3.3 Description of Service

Provides subscribers with voice messaging services. Allows the Customer to receive and store, record and send voice messages. The Customer needs no additional equipment other than a touch-tone telephone. (L)

9.3.4 Other Voice Mail

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Alt ID	\$2.95	\$2.95
Pager Notification	\$4.95	\$4.95

10.0 CONFERENCE CALLING

10.0 Conference Calling

This product allows customers to use web or audio conferencing on an as-needed basis. There is no need for customers to make a reservation. Web conferencing provides a unique web page dedicated to the client along with file sharing/screen sharing capabilities. The Web Conference product has a minimum of a 1 year term agreement.

10.1 Conference Solutions

DESCRIPTION	MONTHLY RECURRING	NON- RECURRING
Audio Conferencing (usage fees /attendee)*	\$0.00	\$0.00
Web Conference License*	\$29.95	\$0.00
Custom Welcome Prompt	\$90.00	\$0.00
2 nd Toll Free #	\$90.95	\$0.00
Recording Storage – 30 days	\$0.00	\$30.00
Recording Storage – 180 days	\$0.00	\$110.00
Recording Storage – 360 days	\$0.00	\$150.00
Recording Download	\$0.00	\$25.00
Transcription – per ¼ hour	\$0.00	\$75.00
CD Duplication – up to 75 min	\$0.00	\$38.00

*'Connect Me' Dial-Out Rate per minute is \$.03 per Attendee
 Toll Free Dial-In Rate per minute is \$.05 per Attendee
 International & Outside U.S. Additional Charges Apply

11.0 PRIMARY INTER-EXCHANGE CARRIER CHARGES

11.0 Primary Inter-exchange Carrier Charges

11.1.1 AT&T Areas

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
PIC change, long distance, per line	\$5.26	\$0.00
PIC change, Intralata, per line	\$5.26	\$0.00
PIC change, long distance & Intralata changed simultaneously, per line	\$7.89	\$0.00
National Access Fee, per line	\$0.00	\$4.81

11.1.2 Verizon/Frontier Areas

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
PIC change, long distance, per line	\$4.47	\$0.00
PIC change, Intralata, per line	\$2.23	\$0.00
PIC change, long distance & Intralata changed simultaneously, per line	\$6.70	\$0.00
National Access Fee, per line	\$0.00	\$4.81

11.1.3 Description of Service

The Customer will incur a charge each time there is a change in the long distance carrier associated with the Customer's line after the initial installation of service.

11.2 Miscellaneous Services

11.2.1 AT&T and Verizon/Frontier Areas

DESCRIPTION	NON-RECURRING CHARGE
Finance Charge, on unpaid balance at next billing	1.5%
Late Charge, on unpaid balance at next billing	\$25.00
Non-sufficient funds (NSF) charge, per check	\$30.00

12.0 USAGE RATES

12.1 The ITS Best Plan

12.1.1 Product Description

Designed for small to medium businesses that don't have high usage. We combined the BEST price for each element and put it into one plan – The Best Plan...

12.1.2 Usage Description

Service w/Term	AT&T Area Customers		Verizon/Frontier Area Customers	
	MRC	NRC	MRC	NRC
MB Line	\$96.00	\$67.21	\$38.00	\$171.45**
Centrex line	\$142.00	\$248.00*	\$36.00	\$156.64***
Local		\$0.250/min		\$0.115/min
Long Distance		\$0.055/min		\$0.055/min
PIC-C		\$2.20		\$2.20
Residential Line	\$26.00	\$40.00	\$25.00	\$144.89
Local (zone 3 only)		\$0.18/min		\$0.095/min
Long Distance		\$0.055/min		\$0.055/min
PIC-C		\$2.20		\$2.20
Month –to-Month	MRC	NRC	MRC	NRC
MB Line	\$101.50	\$67.21	\$39.25	\$171.45**
Centrex line	\$146.50	\$248.00*	\$43.50	\$156.64***
Local		\$0.250/min		\$0.125/min
Long Distance		\$0.065/min		\$0.055/min
PIC-C		\$4.40		\$4.40
Residential Line	\$30.00	\$40.00	\$30.00	\$144.89
Local (zone 3 only)		\$0.210/min		\$0.095/min
Long Distance		\$0.065/min		\$0.045/min
PIC-C		\$4.40		\$4.40
TPAC Service w/Term	MRC	NRC	MRC	NRC
MB Line	\$62.00	\$60.00	\$62.00	\$60.00
Centrex line	\$66.00	\$60.00	\$66.00	\$60.00
Local		\$0.16/min		\$0.16/min
Long Distance		\$0.045/min		\$0.045/min
MB Line - Unlimited	\$79.00	\$60.00	\$79.00	\$60.00
Centrex line - Unlimited	\$83.00	\$60.00	\$83.00	\$60.00

12.1.3 Product Details/Features

Other analog line types (LD Only, RCF, Toll Free, and Voice Mail) prices remain unchanged. All feature prices remain unchanged.

*First two lines (each additional line \$98.00)

Competitive Local Carrier

12.2 Unlimited Plan

12.2.1 Product Description

The Unlimited Plan is designed for customers in the AT&T Calling Area with high usage where they would benefit from unlimited minutes and basic features on the first line.

USAGE DESCRIPTION	MONTHLY RECURRING CHARGE
Unlimited* – 1 st Line	\$133.50*
Unlimited* – Additional Line ⁺	\$126.00/each line

12.2.2 Product Details/Features

* Unlimited 1st Line Included Features

- Measured Business Line Charges
- Unlimited Local and Long Distance Calling*
- Call Waiting
- Call Forwarding
- Three-Way Calling
- Remote Access to Call Forwarding
- Caller ID with Name and Number

Requires 1 year term agreement – no month to month plan available
Available in AT&T areas only.
Loyalty Discount applies 1 year 5%, 2 years 7.5%, 3 years 10%.

*Features are included on 1st line only. Features for additional lines are optional and can be purchased for additional fee. Standard line set-up fees apply.

* Plan is for small businesses with between **three and 10 lines**. One year minimum commitment required. Unlimited minutes exclude auto-dialing, broadcast FAX, internet access, call center, and over 60 minute calls. Limited to calls within the continuous 48 states. Off shore, international and operator assisted calls are additional.

If existing lines are Centrex, lines must be converted to Measured Business (MB) lines – a maximum of two lines will be converted for free; additional Centrex lines can be converted for a one-time fee of \$180 per line. Long Distance Only lines must be converted to MBs to be included in this plan. Customer can maintain a maximum of one Long Distance Only line (for line sharing or DSL).

If a customer has a NO usage line (under 100 min/month), and they don't want to put it on the Unlimited Plan, there will be a one time charge of \$10.00 to deconsolidate the line from the main BTN and create a new BTN for the Best Plan.

When putting a customer on the Unlimited plan, remember **all lines** (except RCF, Toll Free and Residential) must be on this plan. RCF, Toll Free, and Residential lines may be put on the Best Plan.

12.3 Dedicated Flat Rate

Available only with Voice TI & PRI Circuits (Local Plan 7)

LOCAL OUTGOING

TERRITORY	RATE
All	\$0.035

DOMESTIC DIRECT DIALED-48 STATES

USAGE DESCRIPTION	RATE
LOCAL TOLL	\$0.035
INTRASTATE	\$0.035
INTERSTATE	\$0.035

OFF SHORE DIRECT DIALED

USAGE DESCRIPTION	RATE
ALASKA	\$0.25
HAWAII	\$0.25
PUERTO RICO	\$0.25
VIRGIN ISLANDS	\$0.25

DOMESTIC TOLL FREE

USAGE DESCRIPTION	RATE
LOCAL TOLL	\$0.055
INTRASTATE	\$0.055
INTERSTATE	\$0.055

TOLL FREE OFF SHORE ORIGINATION

USAGE DESCRIPTION	RATE
ALASKA	\$0.35
HAWAII	\$0.30
PUERTO RICO	\$0.35
VIRGIN ISLANDS	\$0.35

Additional Product notes:

- Note: This is not VoIP and should be sold on a PRI or a split T1.
1st line only one National Access Fee and one FCC Fee.
- 1 and 2 year set-up fee's required
- 3 year set-up fee waived with PAETEC install

Competitive Local Carrier

12.4 VOICE T1 AND PRI SERVICES

12.4.1 Product Description

Voice T1 and PRI Services – Available for customers with who have high traffic and wish to have a Digital Circuit.

12.4.2 Digital Features

USAGE DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Initial Blocking	\$20.00	\$0.00
Add	Per quote	\$0.00
Move	Per quote	\$0.00

12.4.3 Virtual Telephone Number (VTN) Service

DESCRIPTION	NON-RECURRING	MONTHLY RECURRING
Office Relocation – Dynamic IP customers relocating outside their current rate center but within the same local calling area can retain their existing telephone numbers.		
VTN Dynamic IP Line (1)	\$8.50	\$1.25
VTN Dynamic IP Lines (Block of 20)	\$35.00	\$25.00
VTN Dynamic IP Lines (Block of 100)	\$75.00	\$125.00
VTN Dynamic IP Trunk (1)	\$8.50	\$1.25
VTN Dynamic IP Trunks (Block of 20)	\$35.00	\$25.00
VTN Dynamic IP Trunks (Block of 100)	\$75.00	\$125.00
Market Expansion – Dynamic IP customers who wish to maintain a virtual telephone number outside of their physical location.		
VTN Dynamic IP Line (1)	\$8.50	\$11.25
VTN Dynamic IP Lines (Block of 20)	\$35.00	\$225.00
VTN Dynamic IP Lines (Block of 100)	\$75.00	\$1125.00
VTN Dynamic IP Trunk (1)	\$8.50	\$5.85
VTN Dynamic IP Trunks (Block of 20)	\$35.00	\$117.00
VTN Dynamic IP Trunks (Block of 100)	\$75.00	\$585.00
Phone System Centralization – Dynamic IP customers that us IP-based PBX systems can redirect calls to multiple physical locations within the customer network using Paetec (Windstream) MPLS data.		
VTN Dynamic IP Trunk (1)	\$8.50	\$58.85
VTN Dynamic IP Trunks (Block of 20)	\$35.00	\$50.00
VTN Dynamic IP Trunks (Block of 100)	\$75.00	\$585.00
Additional Services		
Additional Call Path	N/A	\$6.60
Enterprise Trunking/per MB	\$2.00	\$5.85

Competitive Local Carrier

12.4.4 Calling Bundles

Voice T1 with Calling Bundles - Monthly Rate per line

CALLING BUNDLES	MIN/ MONTH	MONTHLY RATE MIN. 2 YEAR TERM	PRICE PER MIN	OVERAGE
Local 5K	5,000	\$ 125.00	\$ 0.0250	\$ 0.0350
Local 10K	10,000	\$ 200.00	\$ 0.0200	\$ 0.0350
Local 20K	20,000	\$ 300.00	\$ 0.0150	\$ 0.0350
Local 40K	40,000	\$ 600.00	\$ 0.0150	\$ 0.0350
Local 60K	60,000	\$ 900.00	\$ 0.0150	\$ 0.0350
Local 140K	140,000	\$ 2,100.00	\$ 0.0150	\$ 0.0350
Long Distance 5K	5,000	\$ 150.00	\$ 0.0300	\$ 0.0350
Long Distance 10K	10,000	\$ 300.00	\$ 0.0300	\$ 0.0350
Long Distance 20K	20,000	\$ 500.00	\$ 0.0250	\$ 0.0350
Long Distance 40K	40,000	\$ 1,000.00	\$ 0.0250	\$ 0.0350
Long Distance 60K	60,000	\$ 1,500.00	\$ 0.0250	\$ 0.0350
Toll Free 5K	5,000	\$ 150.00	\$ 0.0300	\$ 0.0700
Toll Free 10K	10,000	\$ 300.00	\$ 0.0300	\$ 0.0700
Toll Free 15K	15,000	\$ 450.00	\$ 0.0300	\$ 0.0700
Toll Free 20K	20,000	\$ 600.00	\$ 0.0300	\$ 0.0700
Toll Free 40K	40,000	\$ 1,200.00	\$ 0.0300	\$ 0.0700

Bundled minutes are per circuit price. If there are multiple circuits, a different bundle would have to be purchased for each circuit. Pricing applies to both Verizon/Frontier and AT&T areas. Toll Free bundles must be provisioned using Level3. Minimum two year term with calling bundles.

12.4.5 T1 Features

FEATURE/SERVICE	NON-RECURRING	MONTHLY RECURRING
2Way Backwards Hunt	\$ 2.00	\$ 1.00
2Way Forward Hunt	\$ 2.00	\$ 1.00
3 Way Calling	\$ 2.00	\$ 5.50
Add	Per Quote	\$ 0.00
Additional Listing	\$ 2.00	\$ 5.00
Anonymous Call Rejection	\$ 2.00	\$ 1.00
Auto Call Return	\$ 2.00	\$ 5.50
Auto Redial	\$ 2.00	\$ 5.50
B Channel Transfer	\$ 2.00	\$ 33.50
Backward Circular Sequential Hunt	\$ 2.00	\$ 1.00
Call Forward	\$ 2.00	\$ 5.50
Call Forward - Busy	\$ 2.00	\$ 5.50

Competitive Local Carrier

12.4.5 T1 Features (continued)

FEATURE/SERVICE	NON-RECURRING	MONTHLY RECURRING
Call Forward - Don't Answer	\$ 2.00	\$ 5.50
Call Forward - Variable	\$ 2.00	\$ 5.50
Call Forward Plus	\$ 2.00	\$ 11.00
Call Hold	\$ 2.00	\$ 5.50
Call Privacy	\$ 2.00	\$ 1.00
Call Trace	\$ 2.00	\$ 1.00
Call Transfer	\$ 2.00	\$ 5.50
Call Waiting	\$ 2.00	\$ 5.50
Caller ID (incoming)	\$ 2.00	\$ 12.00
Caller ID + Name	\$ 2.00	\$ 8.50
Caller ID (outgoing)	\$ 2.00	\$ 1.00
Circular Hunt	\$ 2.00	\$ 1.00
DID DNIS	\$ 155.00	\$ 11.00
Direct Trunk Overflow	\$ 80.00	\$ 33.00
Change Direct Trunk Overflow Number	\$ 25.00	\$ 0.00
Emergency Call Forward (per DID)*	\$ 140.00	\$ 0.00
Emergency Contact Service (E911)	\$ 2.00	\$ 42.00
First In First Out	\$ 2.00	\$ 1.00
Forward Circular Sequential Hunt	\$ 2.00	\$ 1.00
Initial Blocking	\$ 20.00	\$ 0.00
Most Idle Hunt	\$ 2.00	\$ 1.00
Move	Per Quote	\$ 0.00
Network Redirect	\$ 2.00	\$ 167.00
Non-Hunt Terminal	\$ 2.00	\$ 1.00
PRI Call by Call	\$ 155.00	\$ 37.50
Disconnect Referral 60 OR 120 Days	\$100.00	\$ 0.00
Queuing	\$ 2.00	\$ 5.50
Regular Hunt	\$ 2.00	\$ 1.00
Remote Call Forward - 1st path	\$ 2.00	\$ 33.50
Remote Call Forward - Add'l path	\$ 2.00	\$ 5.50
Router Ping Monitoring	\$ 65.00	\$ 25.00
Selective Call Acceptance	\$ 2.00	\$ 6.00
Selective Call Forward	\$ 2.00	\$ 6.00
Selective Call Rejection	\$ 2.00	\$ 6.00
Selective Distinctive Alerting	\$ 2.00	\$ 6.00
Speed Dial 30	\$ 2.00	\$ 5.50
Speed Dial 8	\$ 2.00	\$ 5.50
Uniform Call Distribution Line Hunt	\$ 2.00	\$ 1.00

12.4.6 T1 Misc & Expedite Charges

Competitive Local Carrier

MISC & EXPEDITE CHARGES	NON-RECURRING	MONTHLY RECURRING
After Hours Turn-up (between 5pm and 8am PST)	\$700.00	\$0.00
Cancellation of scheduled cut over w/less than 24 hours	\$250.00	\$0.00
Failure to show for cut over	\$420.00	\$0.00
After Hours Turn-up (Standard Business Hours 8am – 7pm)	\$700.00	n/a
Cancellation of scheduled cut over w/less than 24 hours	\$250.00	n/a
Failure to show for cut over	\$420.00	n/a
CENTURYLINK		
Order Expedite Charge	\$ 1,200.00	n/a
WINDSTREAM		
Order Expedite Charge	\$1,200.00	n/a
Reconfigure Trunk Group per T1 Spans (7day lead)	\$125.00	n/a
Engineering, Field Tech, and Switch personnel hourly rate	\$40.00	n/a
Expedite Reconfigure Trunk	\$460.00	n/a
Tech extends DMARC	\$300.00	n/a
Changes to a Pending Order that has a FOC	\$45.00	n/a
Managed Router Install Charge	\$415.00	n/a
Block 411 calls	\$25.00	n/a
Add DID (per DID)/LNP of an existing number (per number) Resi and Business	\$2.00	\$0.25/DID
FEATURE/SERVICE	NON-RECURRING	MONTHLY RECURRING
Add DID (per request) expedited/LNP of an existing number expedited (per request) Resi and Business. [NRC waived on 3 year]	\$ 200.00	\$.25/DID
Add bandwidth to DS-3	\$250.00	n/a
DID Move (from one Windstream circuit to another)	\$20.00	n/a
Data Bandwidth Change (DS3 or Ethernet)	\$370.00	\$125.00
Directory Listing	\$10.00	n/a
DMARC Ext (MPLS + DS1 Agg Circuits)	\$500	n/a