

*Pursuant to Maine Public Utilities Commission  
Order in Docket No. 2007-234 and  
65-407, Chapter 214,  
this Price List replaces in its entirety  
Custom Teleconnect, Inc.'s Maine Tariff*

**CUSTOM TELECONNECT, INC.**

**MAINE  
TELECOMMUNICATIONS SERVICES  
PRICE LIST**

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Effective: March 14, 2008

Issued by:

Vicki Crowder - President  
Custom Teleconnect, Inc.  
6242 West Desert Inn Road  
Las Vegas, Nevada 89146

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## NOTICE CONCERNING ALL TERMS AND CONDITIONS AND RATES

The State of Maine Public Utilities Commission (MPUC) requires that each telephone utility's Terms and Conditions comply with and not conflict with requirements of Maine Statutes (primarily in Title 35-A) and MPUC rules. Any provision in these Terms and Conditions or rate schedules that conflicts with a Maine statute or MPUC rule is inapplicable and will not be enforceable. The following rules apply to telephone utilities and contain provisions that affect matters that commonly appear in telephone utility Terms and Conditions:

Chapter 204 - Basic-Service Calling Areas

Chapter 230 - Installation, Maintenance and Ownership of Customer Premises Wire

Chapter 250 - Coin-operated Telephone Service

Chapter 280 - Provision of Competitive Telecommunications Services

Chapter 294 - Lifeline and Link Up Service Programs

Chapter 296 - Selection of Primary Interexchange and Local Exchange Carriers

Chapter 870 - Late Payment Charges, Interest Rates to Be Paid on Customer Deposits, and Charges for Returned Check Fees

Chapters 81 and 86 concerning application for service, billing, payment, deposit, disconnection, dispute resolution, and other credit and collection procedures.

In the future, new Chapters 290 (for local exchange carriers that are eligible telecommunications carriers), 291 (for local exchange carriers that are non-eligible telecommunications carriers) and 292 (for interexchange carriers) will govern standards for telecommunications billing, credit and collection, and customer information. These chapters will replace Chapters 81 and 86 for telecommunications carriers. When these chapters are adopted, if there are any conflict between these Terms and Conditions and Chapters 290, 291 and 292, those chapters will control.

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**NOTICE CONCERNING ALL TERMS AND CONDITIONS AND RATES, (CONT'D.)**

In addition, the following provisions (the first two of which are required by statute) are part of this utility's Terms and Conditions:

1. Discount for Hearing-Impaired Customers.

Upon customer request, the Company will Automatically apply a 70% reduction for intrastate toll calls made from line used by certified deaf, hard-of-hearing or speech-impaired persons who must rely on teletypewriters for residential telephone communications, and others as provided in 35-A M.R.S.A. §7302. To qualify for an automatic reduction, the customer must submit an affidavit to the Company on a form approved by the Maine Department of Human Services, stating that due to one of the aforementioned conditions, the customer or a member of the household must rely on a teletypewriter for telephone communications, and that the equipment is connected or acoustically coupled to his telephone. Upon request, customers making calls to certified persons are eligible for a 70% rate reduction for relevant billed calls made during each billing period.

2. Any provisions in these Terms and Conditions that limit liability or damages do not apply to the extent they conflict with 11 M.R.S.A. §2-316(5) of the Maine Revised Statutes, Exclusion or Modification of Warranties.

This utility agrees that it is responsible for complying with all applicable rules of the Maine Public Utilities Commission and with the Maine Revised Statutes. It understands that if it applies or enforces any provision of these Terms and Conditions that is in conflict with a rule of the Maine Public Utilities Commission, or the Maine Revised Statutes, the rule or statute will govern; and the utility may be subject to action by the Consumer Assistance Division of the Maine Public Utilities Commission or an investigation by the Commission pursuant to 35-A M.R.S.A. §1303.

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## SECTION 1 - DEFINITIONS

**Carrier, Company or Utility** - Refers to Custom Teleconnect, Inc. ("CTI").

**Completed Call** - A call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other mechanical answering device.

**Customer** - Any person who has applied for, been accepted, and is either receiving utility service or has agreed to be billed for utility service. This term also includes a person who was a customer of the same utility within the past 30 days and who requests service at the same or a different location.

**Residential Customer** - A customer who has telephone service at a dwelling and the service is used primarily for domestic or social purposes. All other customers are nonresidential customers.

**Service** - Any telecommunications service(s) provided by the carrier under these schedules.

**Station** - A telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

**Time Period** - Unless otherwise indicated elsewhere in this price list, all usage-based rates are subject to the following time-of-day, day-of-week, and holiday rate periods: Switched service products will be provided on a flat rate basis with no time-of-day, day-of-week or holiday rate periods. Dedicated service products will be provided on a Day and Non-Day basis. The Day Rate period is defined as Monday through Friday 8:00 AM to, but not including 5:00 PM. The Non-Day rate period is defined as any other time of the week not covered by the Day Rate period. The company charges weekend rates on the following federal holidays: New Year's Day, Martin Luther King Jr.'s Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

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**SECTION 2 – TERMS AND CONDITIONS**

**2.1 General Description of Services Offered**

- 2.1.1** These Terms and Conditions and Rate Schedules govern Company services originating and terminating at points within Maine. Specific services and rates are described in the Rate Schedules.
- 2.1.2** The Company's intrastate service territory for facilities-based local exchange service consists all exchanges within the State of Maine. The Company's intrastate service territory for all other service consists of all exchanges within the State of Maine. Company services are available 24 hours per day, 7 days a week.
- 2.1.3** Company services are available for residential and business customers.

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**SECTION 2 – TERMS AND CONDITIONS, (CONT'D.)****2.2 Calculation of Rates**

**2.2.1** Rates for service are based on airline mileage between rate centers of the calling and called stations. The location of Rate Centers is based on information provided by Bell Operating Companies. Mileage is calculated using the Vertical and Horizontal (V&H) coordinate system from the National Exchange Carriers Association Tariff F.C.C. No. 4. Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points. The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

**Step 1** -Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.

**Step 2** -Obtain the difference between the "V" coordinates of each of the 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 square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

**Step 6** -Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

**Formula:**

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

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**SECTION 2 – TERMS AND CONDITIONS, (CONT'D.)****2.2 Calculation of Rates, (Cont'd.)**

- 2.2.2** Upon customer request, the Company will automatically apply a 70% rate reduction for intrastate toll calls made from lines used by certified deaf, hard-of-hearing or speech-impaired persons who must rely on teletypewriters for residential telephone communications, and others as provided in 35-A M.R.S.A. § 7302. To qualify for an automatic reduction, the customer must submit an affidavit to the Company on a form approved by the Maine Department of Human Services, stating that due to one of the aforementioned conditions, he or a member of the household must rely on a teletypewriter for telephone communications, and that the equipment is connected or acoustically coupled to his telephone. Upon request, customers making calls to certified persons are eligible for a 70% rate reduction for relevant billed calls made during each billing period.
- 2.2.3.** An Enhanced Universal Emergency Number Service (E911) surcharge, as provided in 25 M.R.S.A. § 2927(1-A), applies to each month to each residence and business access line, including PBX trunks, Centrex access lines, semipublic coin lines, and public access lines, in addition to the monthly local service rates for these lines specified elsewhere in these schedules. The surcharge shall not be imposed upon more than 25 lines per customer billing account and shall not apply to a customer who subscribes solely to interexchange services.

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**SECTION 2 – TERMS AND CONDITIONS, (CONT'D.)****2.3 Credit, Collection, and Dispute Resolution Procedures**

- 2.3.1** Residential Customers: Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for residential customers are governed by Chapters 81 and 870 of the Maine Public Utilities Commission's Rules.
- 2.3.2** Nonresidential Customers: Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for nonresidential customers are governed by Chapters 86 and 870 of the Maine Public Utilities Commission's Rules.
- 2.3.3** The Company does not charge a fee to establish service.
- 2.3.4** For billing purposes, service is established on the date the customer's local exchange carrier switches the customer's service to the reselling Company's network.
- 2.3.5** The Company bills charges monthly in arrears. For billing purposes, a month consists of thirty (30) days.
- 2.3.6** The Company does not charge a fee to restore service that was disconnected for nonpayment of bills, violation of the Terms and Conditions, or fraudulent use of the Company's services.
- 2.3.7** All state and local taxes (i.e., sales tax) are listed as separate line items and are not included in the rates quoted in the Rate Schedules.
- 2.3.8** As provided in Chapter 870 of the Maine Public Utilities Commission's Rules, the Company charges \$5.00 per account to which the check is applied or the amount of the bank charges the company, not to exceed \$15.00 for each check returned for nonpayment by a bank. If the company charges more than \$5.00, the company shall furnish the customer with proof of the bank charge.

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**SECTION 2 – TERMS AND CONDITIONS, (CONT'D.)**

**2.3 Credit, Collection, and Dispute Resolution Procedures, (Cont'd.)**

**2.3.9** All customer bills are due and payable when presented. The bill becomes past due no less than 30 days after postmarked. Once a bill is past due, the carrier may proceed with collection activities per Chapter 81 or 860, and a late payment shall be charged on the undisputed past due amount, calculated at the maximum monthly rate specified in Chapter 870 as updated in November of each year by the Commission's Director of Finance.

**2.3.10** Customer complaints are handled by a full service customer service department. Customers may call (800) 672-9080 from 8:30 a.m. to 6:00 p.m., Monday through Friday or submit a written complaint to:

Custom Teleconnect, Inc.  
Attn: Mr. David Barksdale  
6242 West Desert Inn Road  
Las Vegas, Nevada 89146

If the customer is not satisfied with the Company's response, the customer may contact the Consumer Assistance Division, Maine Public Utilities Commission, 18 State House Station, 242 State Street, Augusta, ME 04333-0018. Telephone: 800-452-4699 or 207-287-3831. Facsimile: 207-287-1039.

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**SECTION 2 – TERMS AND CONDITIONS, (CONT'D.)****2.4 Interruption of Service/Liability**

- 2.4.1** The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least 24 hours in advance, when possible.
- 2.4.2** The Company's liability for damages arising out of mistakes, interruptions, omission, delays, errors, or defects in the transmission occurring in furnishing service or in Company facilities, and not caused by the negligence of its employees or agents, will not exceed the amount that the Company would have charged the customer for service for the period the aforementioned faults occur.
- 2.4.3** Upon customer request, the Company will credit a customer's account for service interruptions which are not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer. Before requesting a credit, the customer will take reasonable steps to verify that the trouble could not have been prevented by the customer and is not in the customer's wiring or equipment. For purposes of computing a credit for leased facilities, a month consists of 720 hours. The Company will credit the customer's account at the rate of 1/720th of the monthly charge for the facilities affected for each full hour of the interruption.
- 2.4.4** The Company is protected against customer claims for libel, slander, or copyright infringement arising from the material, data, information, or other content transmitted using Company services. The Company is protected against all other claims arising from any act or omission of the customer while using Company services.

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**SECTION 2 – TERMS AND CONDITIONS, (CONT'D.)**

**2.5 Taxes and Fees**

**2.5.1 ConnectME Fund**

The State of Maine ConnectME Authority has implemented the ConnectME Fund. Beginning with bills issued on or after September 1, 2007, an assessment in the amount as set forth by the ConnectME Authority will be applied to the Customer's monthly total intrastate revenues.

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**SECTION 3 - SERVICES AND RATES**

**3.1 CTI Intrastate Long Distance Service**

CTI Intrastate Long Distance Service is offered to Business Customers for the provision of long distance services to the business. All calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

**3.1.1 CTI Direct Dial Long Distance Service**

CTI Direct Dial Long Distance Service available to Customers who originate direct dialed calls within the State. This service permits origination of intrastate calls from diverse Customer's local exchange or dedicated access facilities. There is no charge for local calls made in the 0-16 mile range.

Month to Month		One Year Term		Two Year Term		Three Year Term		
Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	
<b>SWITCHED ACCESS SERVICE</b>								
\$0.0363	\$0.0121	\$0.0345	\$0.0115	\$0.0328	\$0.0109	\$0.0311	\$0.0104	
<b>DEDICATED ACCESS SERVICE</b>								
Day	\$0.0211	\$0.0070	\$0.0201	\$0.0067	\$0.0192	\$0.0064	\$0.0183	\$0.0061
Non-Day	\$0.0211	\$0.0070	\$0.0201	\$0.0067	\$0.0192	\$0.0064	\$0.0183	\$0.0061

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.1 CTI Intrastate Long Distance Service, (Cont'd.)**

**3.1.2 CTI Toll Free Inbound Long Distance Service**

CTI Toll Free Inbound Long Distance Service is available to Customers who receive Toll Free inbound (8xx) calls from within the State. This service permits termination of intrastate calls from diverse geographic locations to Customer local exchange lines or to dedicated access facilities. With CTI Toll Free Inbound Service, the Customer is billed for the call rather than the call originator.

Month to Month		One Year Term		Two Year Term		Three Year Term		
Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	
<b>SWITCHED ACCESS SERVICE</b>								
\$0.0363	\$0.0121	\$0.0345	\$0.0115	\$0.0328	\$0.0109	\$0.0311	\$0.0104	
<b>DEDICATED ACCESS SERVICE</b>								
Day	\$0.0211	\$0.0070	\$0.0201	\$0.0067	\$0.0192	\$0.0064	\$0.0183	\$0.0061
Non-Day	\$0.0211	\$0.0070	\$0.0201	\$0.0067	\$0.0192	\$0.0064	\$0.0183	\$0.0061

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)****3.2 Directory Assistance**

Directory Assistance is available to Customers of CTI long distance services. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. One request may be made on each call to Directory Assistance.

Rate Per Call

- IntraLata	\$0.95
- InterLata	\$0.95

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.3 Operator Services**

The Company provides the Customer operated assisted Services to aggregator locations on a per call service charge basis. In addition to the per call service charge, mileage-sensitive usage rates apply. The Company's operator services are accessible on a twenty-four (24) hour per day, seven (7) days per week basis.

The use of the Company's operator services allows the Customer to select from the special call handling or billing arrangements specified within. Call rates and applicable service charges will be assessed to the call originator, the called party's telephone number based on the call type (i.e. operator dialed, collect, third party billed, credit card billed or Customer dialed credit card billed without the use of an operator's assistance) initiated by the call originator and the appropriate acknowledgement of other parties, where applicable.

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.3 Operator Services, (Cont'd.)**

**3.3.1 Rate Plan Number ME1**

Aggregators may select from the following billing increments:

- |    |                            |                              |
|----|----------------------------|------------------------------|
| 1. | Initial period: 1 minute;  | Additional period: 1 minute  |
| 2. | Initial period: 3 minutes; | Additional period: 1 minute  |
| 3. | Initial period: 3 minutes; | Additional period: 3 minutes |
| 4. | Initial period: 6 minutes; | Additional period: 6 minutes |

(N)

**Current Per Minute Usage Rates:**

All Mileage Bands	
All Times of Day:	\$0.8200

**Per Call Operator Service Charges:**

Customer Dialed/Automated	\$4.99
Operator Dialed Calling Card Station	\$5.50
Operator Dialed Surcharge	\$1.15

**Per Call Operator Service Charges:**

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$4.70	\$6.65
Billed to Third Party:	\$4.70	\$7.50
Sent Paid - Non-Coin:	\$4.70	\$7.50
Sent Paid Coin:		\$1.95
Person-to-Person:		\$9.99
Maximum Property Surcharge:		\$3.00
Non-Subscriber Surcharge:		\$3.50*

\* A maximum of \$3.50 per call will be applied to all calls placed through lines which are prescribed to any interexchange carrier other than the Company, or are not pre-subscribed to any interexchange carrier. This charge is in addition to the initial and additional per minute usage rates and the Per Call Operator Charges outlined above.

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.3 Operator Services, (Cont'd.)**

**3.3.2 Rate Plan Number ME2**

Aggregators may select from the following billing increments:

- |    |                            |                              |
|----|----------------------------|------------------------------|
| 1. | Initial period: 1 minute;  | Additional period: 1 minute  |
| 2. | Initial period: 3 minutes; | Additional period: 1 minute  |
| 3. | Initial period: 3 minutes; | Additional period: 3 minutes |
| 4. | Initial period: 6 minutes; | Additional period: 6 minutes |

(N)

**Current Per Minute Usage Rates:**

All Mileage Bands  
 All Times of Day: \$ 0.99

**Per Call Operator Service Charges:**

Customer Dialed/Automated: \$ 4.99  
 Customer Dialed & Operator Assisted \$ 5.50  
 Customer Dialed - Operator Must Assist \$ 4.99  
 Operator Dialed Calling Card Station: \$ 5.50

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$5.99	\$7.50
Billed to Third Party:	\$6.25	\$9.99
Sent Paid - Non-Coin:	\$4.70	\$9.99
Sent Paid Coin:		\$ 1.95
Person-to-Person:		\$12.50
Maximum Property Surcharge:		\$ 5.00
Non-Subscriber Surcharge		\$ 3.50*

\* A maximum of \$3.50 per call will be applied to all calls placed through lines which are prescribed to any interexchange carrier other than the Company, or are not pre-subscribed to any interexchange carrier. This charge is in addition to the initial and additional per minute usage rates and the Per Call Operator Charges outlined above.

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.3 Operator Services, (Cont'd.)**

**3.3.3 Rate Plan Number ME3**

Aggregators may select from the following billing increments:

- |    |                            |                              |
|----|----------------------------|------------------------------|
| 1. | Initial period: 1 minute;  | Additional period: 1 minute  |
| 2. | Initial period: 3 minutes; | Additional period: 1 minute  |
| 3. | Initial period: 3 minutes; | Additional period: 3 minutes |
| 4. | Initial period: 6 minutes; | Additional period: 6 minutes |

(N)

**Current Per Minute Usage Rates:**

All Mileage Bands	
All Times of Day:	\$ 1.15

**Per Call Operator Service Charges:**

Customer Dialed/Automated:	\$ 4.99
Customer Dialed & Operator Assisted	\$ 7.50
Customer Dialed - Operator Must Assist	\$ 4.99
Operator Dialed Calling Card Station:	\$ 7.50

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$5.99	\$7.50
Billed to Third Party:	\$6.25	\$9.99
Sent Paid - Non-Coin:	\$4.70	\$9.99
Sent Paid Coin:		\$ 1.95
Person-to-Person:		\$12.50
Maximum Property Surcharge		\$ 5.00
Non-Subscriber Surcharge		\$ 3.50

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.3 Operator Services, (Cont'd.)**

**3.3.4 Rate Plan Number ME4**

Aggregators may select from the following billing increments:

- |    |                            |                              |
|----|----------------------------|------------------------------|
| 1. | Initial period: 1 minute;  | Additional period: 1 minute  |
| 2. | Initial period: 3 minutes; | Additional period: 1 minute  |
| 3. | Initial period: 3 minutes; | Additional period: 3 minutes |
| 4. | Initial period: 6 minutes; | Additional period: 6 minutes |

(N)

**Current Per Minute Usage Rates:**

All Mileage Bands	
All Times of Day:	\$ 1.29

**Per Call Operator Service Charges:**

Customer Dialed/Automated:	\$ 4.99
Customer Dialed & Operator Assisted	\$ 7.50
Customer Dialed - Operator Must Assist	\$ 4.99
Operator Dialed Calling Card Station:	\$ 7.50

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$5.99	\$7.50
Billed to Third Party:	\$6.25	\$9.99
Sent Paid - Non-Coin:	\$4.70	\$9.99
Sent Paid Coin:		\$ 1.95
Person-to-Person:		\$12.50
Maximum Property Surcharge		\$ 5.00
Non-Subscriber Surcharge		\$ 3.50

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.3 Operator Services, (Cont'd.)**

(N)

**3.3.5 Rate Plan Number ME5**

Aggregators may select from the following billing increments:

- |    |                            |                              |
|----|----------------------------|------------------------------|
| 1. | Initial period: 1 minute;  | Additional period: 1 minute  |
| 2. | Initial period: 3 minutes; | Additional period: 1 minute  |
| 3. | Initial period: 3 minutes; | Additional period: 3 minutes |
| 4. | Initial period: 6 minutes; | Additional period: 6 minutes |

**Current Per Minute Usage Rates:**

All Mileage Bands  
All Times of Day: \$ 1.49

**Per Call Operator Service Charges:**

Customer Dialed/Automated: \$ 4.99  
Customer Dialed & Operator Assisted \$ 7.50  
Customer Dialed - Operator Must Assist \$ 4.99  
Operator Dialed Calling Card Station: \$ 7.50

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$5.99	\$7.50
Billed to Third Party:	\$6.25	\$9.99
Sent Paid - Non-Coin:	\$4.70	\$9.99
Sent Paid Coin:		\$ 1.95
Person-to-Person:		\$12.50
Maximum Property Surcharge		\$ 5.00
Non-Subscriber Surcharge		\$ 3.50

(N)

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.4 \*11 Service**

Customers may access the Company's network to place a collect call or other call type requiring operator assistance by dialing a designated access code. Calls are not mileage or time-of-day sensitive.

Aggregators may select from the following billing increments:

- |    |                            |                              |     |
|----|----------------------------|------------------------------|-----|
| 1. | Initial period: 1 minute;  | Additional period: 1 minute  |     |
| 2. | Initial period: 3 minutes; | Additional period: 1 minute  |     |
| 3. | Initial period: 3 minutes; | Additional period: 3 minutes |     |
| 4. | Initial period: 6 minutes; | Additional period: 6 minutes | (N) |

**3.4.1 Option 1** (T)

Rate Per Minute:	\$0.89
Rate Per Call:	\$4.99
Property Surcharge Per Call:	\$3.00

**3.4.2 Option 2** (N)

Rate Per Minute:	\$1.15	
Rate Per Call:	\$7.50	
Property Surcharge Per Call:	\$3.00	(N)

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)****3.5 Institutional Operator Assisted Calling**

Institutional operator assisted service allows Inmates to place Collect Calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by CTI. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided to Inmates of Institutions, the following special conditions apply:

- a.** Calls to "900", "976" or other pay-per-call services are blocked by CTI.
- b.** At the request of the Institution, CTI may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- c.** At the request of the Institution, CTI may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- d.** At the request of the Institution, CTI may block Inmate access to specific telephone numbers.
- e.** Availability of CTI's services may be restricted by the Institution to certain hours and/or days of the week.

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.5 Institutional Operator Assisted Calling, (Cont'd.)**

For services provided to Inmates of Institutions, the following special conditions apply:

- f.** At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning CTI's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- g.** At the request of the Institution, CTI may impose time limits on local and long distance calls placed using its services.
- h.** At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.5 Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.1 Option 1**

**IntraLATA / InterLATA Rates and Charges**

The following rates and charges apply to all calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

All Mileage Bands  
All Times of Day:

Rate Per Minute: \$0.8200

**B. Per Call Service Charges:**

Operator Station Collect: \$4.70

**(D)**

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.5 Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.2 Option 2**

**IntraLATA / InterLATA Rates and Charges**

The following rates and charges apply to all calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

All Mileage Bands  
All Times of Day:

Rate Per Minute: \$0.99

**B. Per Call Service Charges:**

Operator Station Collect: \$5.99

**(D)**

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)****3.5 Institutional Operator Assisted Calling, (Cont'd.)****3.5.3 Option 3****IntraLATA / InterLATA Rates and Charges**

The following rates and charges apply to all calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

All Mileage Bands  
All Times of Day:

Rate Per Minute: \$0.69

**B. Per Call Service Charges:**

Operator Station Collect: \$3.95

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)****3.5 Institutional Operator Assisted Calling, (Cont'd.)****3.5.4 Option 4****IntraLATA / InterLATA Rates and Charges**

The following rates and charges apply to all calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

All Mileage Bands  
All Times of Day:

Rate Per Minute: \$0.89

**B. Per Call Service Charges:**

Operator Station Collect: \$7.99

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)****3.5 Institutional Operator Assisted Calling, (Cont'd.)****3.5.5 Option 5****IntraLATA / InterLATA Rates and Charges**

The following rates and charges apply to all calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

All Mileage Bands  
All Times of Day:

Rate Per Minute: \$1.15

**B. Per Call Service Charges:**

Operator Station Collect: \$5.99

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.5 Institutional Operator Assisted Calling, (Cont'd.)**

(N)

**3.5.6 Option 6**

**IntraLATA / InterLATA Rates and Charges**

The following rates and charges apply to all calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

All Mileage Bands  
All Times of Day:

Rate Per Minute: \$1.29

**B. Per Call Service Charges:**

Operator Station Collect: \$5.99

(N)

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.5 Institutional Operator Assisted Calling, (Cont'd.)**

(N)

**3.5.7 Option 7**

**IntraLATA / InterLATA Rates and Charges**

The following rates and charges apply to all calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

All Mileage Bands  
All Times of Day:

Rate Per Minute: \$1.49

**B. Per Call Service Charges:**

Operator Station Collect: \$5.99

(N)

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**SECTION 3 - SERVICES AND RATES, (CONT'D.)****3.6 Miscellaneous Rates and Charges****3.6.1 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscounable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard price list usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call	\$0.65
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**SECTION 3 - SERVICES AND RATES, (CONT'D.)****3.6 Miscellaneous Rates and Charges, (Cont'd.)****3.6.2 Nonsubscriber Service Charge**

A Nonsubscriber Service Charge is applicable to Operator Station, Person-to-Person or Real Time rated calls billed to all lines which are pre-subscribed to an interexchange carrier other than the Company, or not pre-subscribed to any interexchange carrier. This charge is in addition to the initial period and additional period charges applicable to calls from points throughout the United States.

The Nonsubscriber Service Charge does not apply to calling card calls, intraLATA calls, conference calls, calls to Directory Assistance, toll free or 900 telephone numbers, Ship-to-Shore service or Telecommunications Relay Service, calls originated from cellular phones; Customers with disabilities and calls billed to all lines which have discontinued pre-subscription to the Company but for whom an active billing record still exists in Company's billing system.

Nonsubscriber Service Charge, Per Call	\$3.50
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**3.6.3 Property Surcharge**

A surcharge may be imposed on calls made from payphones only in addition to the rates and charges selected by the Aggregator. The combination of service charges, usage charges and Property Surcharge may be limited by the Company to comply with FCC rules and orders or to insure that the resulting rates and charges are just and reasonable as determined by the Company. The Property Surcharge does not apply to guest room telephones at hotels and motels, and is listed below unless otherwise indicated within a specific rate plan as stated in this price list.

Property Surcharge	\$5.00
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**SECTION 3 - SERVICES AND RATES, (CONT'D.)**

**3.6 Miscellaneous Rates and Charges, (Cont'd.)**

**3.6.4 Bill Statement Fee**

In order to partially offset increased expenses associated with billing calls via local exchange carriers, an undiscountable bill statement fee will apply each billing period in which local or long distance collect calls are billed through a Customer's local exchange carrier. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no collect calls are billed via the Customer's local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire, or for services billed directly to the Customer by the Company.

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Monthly charge, per bill statement: \$2.49 (I)

**3.6.5 Regulatory Compliance Fee**

This fee allows the Company to recover expenses that the Company incurs with regard to the Universal Service Fund, National Number Portability and other regulatory fees. This fee is not a tax or charge imposed or required by any government entity.

Rate Per Call \$1.50

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