

Tariff Schedule Applicable to  
Telecommunications Services Furnished by  
**Custom Teleconnect, Inc. (“CTI” or “Company”)**  
Between Points Within the State of Maryland

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Issue Date: April 10, 2002

Effective Date: April 24, 2002

Issued by:

Vicki Crowder - President  
Custom Teleconnect, Inc.  
3111 S. Valley View, Suite E-120  
Las Vegas, Nevada

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**TARIFF FORMAT**

1. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.
2. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14.
3. **Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:  
  
2  
2.1  
2.1.1  
2.1.1.1
4. **Check Sheets** - When a Tariff filing is made with the Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages contained in the Tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The Tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

| <b>PAGE</b> | <b>REVISION</b>      |   | <b>PAGE</b> | <b>REVISION</b>      |   |
|-------------|----------------------|---|-------------|----------------------|---|
| 1           | Original             |   | 33          | Original             |   |
| 2           | Original             |   | 34          | 1 <sup>st</sup> Rev. |   |
| 3           | 9 <sup>th</sup> Rev. | * | 35          | Original             |   |
| 4           | 1 <sup>st</sup> Rev. |   | 36          | Original             |   |
| 5           | 1 <sup>st</sup> Rev. |   | 37          | Original             |   |
| 6           | Original             |   | 38          | Original             |   |
| 7           | Original             |   | 39          | Original             |   |
| 8           | Original             |   | 40          | 1 <sup>st</sup> Rev. |   |
| 9           | Original             |   | 41          | 1 <sup>st</sup> Rev. |   |
| 10          | Original             |   | 41.1        | Original             |   |
| 11          | Original             |   | 41.2        | Original             |   |
| 12          | Original             |   | 41.3        | Original             |   |
| 13          | Original             |   | 41.4        | 1st Rev.             |   |
| 14          | Original             |   | 42          | Original             |   |
| 15          | Original             |   | 43          | 2 <sup>nd</sup> Rev. |   |
| 16          | Original             |   | 44          | 5 <sup>th</sup> Rev. | * |
| 17          | Original             |   | 45          | 5 <sup>th</sup> Rev. | * |
| 18          | Original             |   | 45.1        | 2 <sup>nd</sup> Rev. | * |
| 19          | Original             |   | 45.2        | 1 <sup>st</sup> Rev. | * |
| 20          | Original             |   | 45.3        | Original             | * |
| 21          | Original             |   | 46          | Original             |   |
| 22          | Original             |   | 47          | Original             |   |
| 23          | Original             |   | 48          | 2 <sup>nd</sup> Rev. |   |
| 24          | Original             |   | 49          | 2 <sup>nd</sup> Rev. |   |
| 25          | Original             |   | 50          | 3 <sup>rd</sup> Rev. |   |
| 26          | Original             |   | 50.1        | 1 <sup>st</sup> Rev. |   |
| 27          | Original             |   | 50.1.1      | 1 <sup>st</sup> Rev. |   |
| 28          | Original             |   | 50.1.2      | 1 <sup>st</sup> Rev. |   |
| 29          | Original             |   | 50.1.3      | 2 <sup>nd</sup> Rev. | * |
| 30          | Original             |   | 50.2        | 1 <sup>st</sup> Rev. | * |
| 31          | Original             |   | 50.3        | 1 <sup>st</sup> Rev. |   |
| 32          | Original             |   |             |                      |   |

\* - indicates those pages included with this filing.

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**SECTION 1.0 - GENERAL**

**1.1 Explanation of Symbols**

- ( C ) BTo signify a changed regulation
- ( D ) BTo signify a discontinued rate or regulation
- ( I ) BTo signify an increase in a rate
- ( M ) BTo signify text or rates relocated without change
- ( N ) BTo signify a new rate or regulation or other text
- ( R ) BTo signify a reduction in a rate
- ( S ) BTo signify reissued regulations
- ( T ) BTo signify a change in text but no change in rate
- ( Z ) BTo signify a correction

**1.2 Application of the Tariff**

- 1.2.1** This Tariff governs the Carrier=s services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this Tariff.
- 1.2.2** The Company=s services are available to resident and business Customers.
- 1.2.3** The Company=s service territory is statewide.

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**SECTION 1.0 - GENERAL, (CONT'D.)****1.3 Definitions**

- 1.3.1 “Access Line”** - An arrangement which connects the Customer's telephone to a CTI designated switching center or point of presence.
- 1.3.2 “Aggregator”** - A person, firm, corporation, or other legal entity which contracts with CTI for installation of the Company's services. Aggregators make available the Company's services for use by guests, patrons, visitors or other transient third parties at the Aggregator's location. The Aggregator is also responsible for compliance with the terms and conditions of this Tariff.
- 1.3.3 “Authorization Code”** - A pre-defined series of numbers to be dialed by the Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.
- 1.3.4 “Authorized User”** - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Carrier's services under the terms and regulations of this Tariff.
- 1.3.5 “Calling Card Call”** - A billing arrangement whereby the originating caller may bill the charges for a call to an approved LEC-issued calling card. The terms and conditions of the local exchange carrier apply to payment arrangements.
- 1.3.6 “Carrier,” “Company” or “Utility”** - Refers to Custom Teleconnect, Inc.
- 1.3.7 “Collect Billing”** - A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges.

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**SECTION 1.0 - GENERAL, (CONT'D.)****1.3 Definitions, (Cont'd.)**

- 1.3.8 “Commercial Credit Card Call”** - A billing arrangement whereby the originating caller may bill the charges for a call to an approved commercial credit card. The terms and conditions of the credit card Company apply to payment arrangements.
- 1.3.9 “Commission”** - Means the Maryland Public Service Commission.
- 1.3.10 “Completed Call”** - Is a call which the Company=s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.
- 1.3.11 “CTI”** - Used throughout this Tariff to refer to Custom Teleconnect, Inc.
- 1.3.12 “Customer”** - Means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.
- 1.3.13 “End User”** - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this Tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.
- 1.3.14 “Equal Access”** - Where the local exchange Company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, Customers can presubscribe their telephone line(s) to their preferred interexchange carrier.

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**SECTION 1.0 - GENERAL, (CONT'D.)****1.3 Definitions, (Cont'd.)**

**1.3.15** “LATA” - Local Area of Transport and Access.

**1.3.16** “LEC” - Local exchange Company.

**1.3.17** “Pay Telephone” - Telephone instruments provided by the Customer for use by its guests, patrons, visitors, transient third parties. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

**1.3.18** “Residential” - Customer is a Customer who has telephone service at a dwelling and who uses the service primarily for domestic or social purposes. All other Customers are non-residential Customers.

**1.3.19** “Service” - Means any telecommunications service(s) provided by the Carrier under this Tariff.

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

**1.3.21** “Subscriber” - A person, firm, corporation, or other legal entity which contracts with CTI for installation of the Company's services. Subscriber's make available the Company's services for use by guests, patrons, visitors or other transient third parties at the Subscriber's location. The Subscriber is responsible for compliance with the terms and conditions of this Tariff.

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**SECTION 1.0 - GENERAL, (CONT'D.)**

**1.3 Definitions, (Cont'd.)**

**1.3.22 “Switched Access Origination/Termination”** - Where access between the Customer and the interexchange carrier is provided on local exchange Company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

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

**1.3.24 “Time Period”** - Means the interval of hours that distinguish day, evening, night, and weekend rate periods as indicated below:

| Rate Periods   | From      | To, but not Including | Days            |
|----------------|-----------|-----------------------|-----------------|
| Weekdays       | 8:00 a.m. | 5:00 p.m.             | Monday-Friday   |
| Evenings       | 5:00 p.m. | 11:00 p.m.            | Monday-Friday   |
|                | 5:00 p.m. | 11:00 p.m.            | Sunday          |
| Night/Weekends | 11:00 pm. | 8:00 am.              | Monday-Sunday   |
|                | 8:00 a.m. | 5:00 p.m.             | Saturday-Sunday |
|                | 5:00 p.m. | 11:00 p.m.            | Saturday        |

The Company charges weekend rates on the following Federal holidays: New Year=s Day, Martin Luther King=s Birthday, President=s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

**1.3.25 “V & H Coordinates”** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purpose of rating calls.

## SECTION 2.0 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

CTI's services and facilities are furnished for communications originating and terminating within the State of Maryland under terms of this Tariff. Intrastate service is offered as an add-on to interstate service.

CTI installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this Tariff. CTI may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorizing by the Customer, to allow connection of a Customer's location to the CTI network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)****2.2 Obligations of the Customer****2.2.1 The Customer Shall Be Responsible For:**

- .1** The payment of all applicable charges pursuant to this Tariff;
- .2** Reimbursing the Company for damage to, or loss of, the Company=s facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations, or by fire or theft or other casualty on the Customer=s premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.
- .3** Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company=s facilities and equipment installed on the Customer=s premises.
- .4** Complying with all laws and regulations regarding the working conditions on the premises at which the Company=s employees and agents shall be installing or maintaining the Company=s facilities and equipment. The Customer may be required to install and maintain the Company=s facilities and equipment within a hazardous area if, in the Company=s opinion, injury or damage to the Company=s employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.
- .5** Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company=s facilities and equipment in any Customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.
- .6** Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)****2.2 Obligations of the Customer, (Cont=d.)**

**2.2.2** With respect to any service or facility provided by the Company, the Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:

- .1** Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- .2** Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer.

**2.2.3** The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the CompanyBprovided equipment and facilities or injury to the Company=s employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer=s expense.

**2.2.4** The Company=s services (as detailed in this Tariff) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Tariffs or contracts which are applicable to such connections.

**2.2.5** Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in this Tariff for the installation, operation, and maintenance of Customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.3 Liability of the Company**

**2.3.1** In view of the fact that the Customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions and limitations herein specified:

**2.3.2 Service Irregularities**

- .1** The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to Company.
  
- .2** The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange Company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the Customer or failure of equipment, facilities or connection provided by the Customer.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)****2.3 Liability of the Company, (Cont'd.)****2.3.3 Claims of Misuse of Service**

The Company shall be indemnified and saved harmless by the Customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the Customer with facilities of the Company; and against all other claims arising out of any act or omission of the Customer in connection with the services and facilities provided by the Company.

**2.3.4 Defacement of Premises**

The Company is not liable for any defacement of, or damage to, the Customer=s premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)****2.3 Liability of the Company, (Cont'd.)****2.3.5 Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations**

The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service and not due to the negligence or willful misconduct of the Company.

**2.3.6 Service at Outdoor Locations**

The Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the Customer agrees in writing to indemnify and save the Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Company at such locations. The Customer shall likewise indemnify and save the Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.3 Liability of the Company, (Cont'd.)**

**2.3.7 Warranties**

- .1** THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- .2** Acceptance of the provisions of Section 2.3 by the Commission does not constitute its determination that any limitation of liability imposed by the Company should be upheld in a court of law.

**2.3.8 Limitation of Liability**

- 2.3.8.1** Nothing in this tariff shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)****2.4 Application for Service****2.4.1 Minimum Contract Period:**

- .1 Except as otherwise provided, the minimum contract period is one month for all services furnished. However, if a new residential or single line business Customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the Customer=s account without a record keeping or service ordering charge. The Customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.
- .2 Except as provided in 2.4.2.1 preceding, the length of minimum 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 Customers to the day the succeeding directory is first distributed to Customers.
- .3 The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.4 Application for Service, (Cont'd.)**

**2.4.2 Cancellation of Service**

- .1** Where the applicant cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.
- .2** Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies;

  - (A)** The total costs of installing and removing such facilities; or
  - (B)** The monthly charges for the entire initial contract period of the service ordered by the Customer as provided in this Tariff plus the full amount of any applicable installation and termination charges.
- .3** Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.5 Payment for Service**

- 2.5.1** Custom Teleconnect will utilize the billing clearinghouse of Billing Concepts, Inc. d/b/a Zero Plus Dialing for operator assisted calling. Customers will receive charges for these services on their local exchange company bill. All other services offered by the Company will be directly billed. Service will continue to be provided until canceled by the Customer or discontinued by the Company as set forth in Section 2.15 of this Tariff.
- 2.5.2** The Customer is responsible for payment of all charges for service furnished to the Customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
- 2.5.3** For a pre-paid local carrier, Customers pay in advance the monthly flat rate charge for local service. Customers will be billed prior to the expiration of their current pre-paid service period. If payment is not received by the due date for the next pre-paid service period, service may be disconnected. While it is the Company's intent not to offer the Customer usage sensitive services (including Directory Assistance), if the Customer does incur usage sensitive charges, the Customer will be billed as soon as practical and the Customer may be disconnected if payment is not received as provided in Section 2.15.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Customer Deposits**

- 2.6.1** The Carrier agrees to abide by the regulations associated with nonresidential Customer deposits as specified by Code of Maryland Regulations 20.30.01. as amended from time to time.
- 2.6.2** In order to establish credit, the carrier may require an applicant for nonresidential service to demonstrate good paying habits by showing that the applicant:
- .1** Was a Customer of a Maryland utility for at least 12 months within the preceding 2 years.
  - .2** Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland.
  - .3** Did not have service discontinued for nonpayment of a utility bill during the last 12 months that service was provided; and
  - .4** Did not fail, on more than two occasions during the last 12 months that service was provided, to pay a utility bill when it became due.
- 2.6.3** The Carrier agrees to abide by the regulations associated with residential Customer deposits as specified by Code of Maryland Regulations 20.30.02 as amended from time to time.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Customer Deposits, (Cont'd.)**

- 2.6.4** In order to establish credit, a utility may require an applicant for residential service to demonstrate good paying habits by showing that the applicant:
- (A) Was a Customer of a Maryland utility within the preceding 2 years;
  - (B) Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;
  - (C) Did not have service discontinued for non-payment of a utility bill during the last 12 months that service was provided; and
  - (D) Did not on more than two occasions during the last 12 months that service was provided, fail to pay a utility bill when it became due.
- 2.6.5** Deposits for establishment or reestablishment of credit will not be more than the estimated charge for service for 2 consecutive billing periods or 90 days, whichever is less.
- 2.6.6** Advanced payments for installation costs or special construction will credited on the first bill in their entirety.
- 2.6.7** Customer deposits shall be maintained in a bank located in Maryland. Customers who make a deposit for service will receive interest, at a rate set on such deposit not less than the rate calculated by the method set forth in COMAR 20.30.01.04 (for non-residential Customers) or COMAR 20.30.02.04 (for residential Customers) as appropriate.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.7 Late Payment Charges**

- 2.7.1** The Carrier agrees to abide by the regulations governing late payment charges as specified by COMAR 20.30.03. as amended from time to time.
- 2.7.2** Any charges that are disputed by a Customer shall not be subject to late payment charges regardless of the outcome of the dispute.
- 2.7.3** The Company will consider delinquent and apply late payment charges on bills not paid within 20 days of the billing invoice date in the case of residential Customers and within 15 days of the billing invoice date in the case of all non-residential Customers in accordance with COMAR Sections 20.30.03.01A and 20.30.03.01B, respectively.
- 2.7.4** Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with COMAR 20.30.03.01.A(1).

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.8 Customer Complaints and Billing Disputes**

**2.8.1** Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.

**2.8.2** Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the Customer to:

Office of External Relations  
Maryland Public Service Commission  
6 St. Paul Street  
Baltimore, MD 21202

410-767-8028 (Office of External Relations)  
410-767-8000 (Main PSC number)  
1-800-492-0474 (Toll-free PSC number)

**2.8.3** The Company provides the following toll free number (1-800-672-9080) for Customers to contact the carrier in accordance with COMAR 20.45.04.02.B.

**2.8.4** The Company will not collect attorney fees or court costs from Customers.

**2.9 Allowance for Interruptions in Service**

**2.9.1** Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, and billed for, by the Company. The Carrier agrees to abide by the regulations associated with interruptions in service as specified by Code of Maryland Regulations 20.45.05.09 as amended from time to time.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.10 Taxes and Fees**

**2.10.1** All state and local taxes and fees shall be listed as separate line items on the Customer's bill.

**2.10.2** If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the Customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

**2.10.3** Service shall not be subject to taxes for a given taxing jurisdiction if the Customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the Customer has been granted a tax exemption.

**2.11 Returned Check Charge**

The charge for a returned check is \$25.00

**2.12 Directory Assistance Call Allowance**

Residential Customers shall receive six free directory assistance calls per month with two requests per call. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

**2.13 Special Customer Arrangements**

In cases where a Customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this Tariff, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the Customer for the provisioning of such arrangements.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.14 Termination of Service**

**2.14.1 Denial of Service Without Notice**

The Company may discontinue service without notice for any of the following reasons:

- (A) Hazardous Condition. For a condition on the Customer=s premises determined by the Company to be hazardous.
- (B) Adverse Effect on Service. Customer=s use of equipment in such a manner as to adversely affect the Company=s equipment or the Company=s service to others.
- (C) Tampering With Company Property. Customer=s tampering with equipment furnished and owned by the Company.
- (D) Unauthorized Use of Service. Customer=s unauthorized use of service by any method which causes hazardous signals over the Company=s network.
- (E) Illegal use of Service. Customer=s use of service or equipment in a manner to violate the law.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.14 Termination of Service, (Cont'd.)**

**2.14.2 Denial of Service Requiring Notice**

(A) The Company may deny service for any of the following reasons provided it has notified the Customer of its intent, in writing, to deny service and has allowed the Customer a reasonable time of not less than 10 days, or as otherwise specified in this Tariff, in which to remove the cause for denial:

**.1 Non-compliance with Regulations**

For violation of or non-compliance with regulations contained in Code of Maryland Regulations 20.45.04, or for violation of or non-compliance with the Company's Tariffs on file with the Commission.

**.2 Failure on Contractual Obligations**

For failure of the Customer to fulfill his contractual obligations for service or facilities subject to regulation by the Maryland Public Service Commission.

**.3 Refusal of Access**

For failure of the Customer to permit the Company to have reasonable access to its equipment.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.14 Termination of Service, (Cont'd.)**

**2.14.2 Denial of Service Requiring Notice, (continued)**

**(A) (Cont'd.)**

**.4 Non-payment of Bill**

- (a) For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the Customer written notice of its intent to deny service if settlement of his account is not made and provided the Customer has at least 5 days, excluding Sundays and holidays in which to make settlement before his service is denied.
- (b) In cases of bankruptcy, receivership, abandonment of service, or abnormal toll usage not covered adequately by a security deposit, less than 5 days notice may be given if necessary to protect the Company=s revenues.
- (c) Except in cases where a prior promise to pay has not been kept or bankruptcy, receivership, abandoned service, or abnormal toll usage is involved, the Company may not deny service on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect service.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D).**

**2.14 Termination of Service, (Cont'd.)**

**2.14.2 Denial of Service Requiring Notice, (continued)**

**(A) (Cont'd.)**

**.4 Non-payment of Bill, (Cont'd.)**

- (d)** For failure of the Customer to furnish the service equipment, permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.
- (e)** For failure to comply with municipal ordinances or other laws pertaining to telephone service.
- (f)** For failure of the Customer to pay an increased security deposit when warranted by the Company to protect its revenue in accordance with Code of Maryland Regulations 20.45.04.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D).**

**2.14 Termination of Service, (Cont'd.)**

**2.14.3 Insufficient Reasons for Denial of Service**

**(A) The following may not constitute cause for refusal of service to a present or prospective Customer:**

- .1** Failure of a prior Customer to pay for service at the premises to be serviced;
- .2** Failure to pay for a different class of service for a different entity;
- .3** Failure to pay the bill of another Customer as guarantor of that bill;
- .4** Failure to pay directory advertising charges;
- .5** Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.14 Termination of Service, (Cont'd.)**

**2.14.3 Insufficient Reasons for Denial of Service, (Cont'd.)**

**(A) The following may not constitute cause for refusal of service to a present or prospective Customer: (Cont'd.)**

**.6** Failure to pay an outstanding bill that is over 7 years old, unless the:

- (a)** Customer signed an agreement to pay the outstanding bill before the expiration of this period;
- (b)** Outstanding bill is for service obtained by the Customer by means of tampering with equipment furnished and owned by the Company or by unauthorized use of service by any method; or
- (c)** Outstanding bill is for service obtained by the Customer by means of an application made:
  - (i)** In a fictitious name,
  - (ii)** In the name of an individual who is not an occupant of the dwelling unit, without disclosure of the individual's actual address,
  - (iii)** In the name of a third party without disclosing that fact or without bonafide authority from the third party, or
  - (iv)** Without disclosure of a material fact or by misrepresentations of a material fact.

**(B) This regulation applies to both residential and nonresidential classes of service.**

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D).**

**2.15 Unlawful Use of Service**

**2.15.1** Service shall not be used for any purpose in violation of law or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a Customer when:

- (A) An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or
- (B) The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

**2.15.2** If service has been physically disconnected by law enforcement officials at the Customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D).****2.16 Interference with or Impairment of Service**

Service shall not be used in any manner which interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other Customers. The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

**2.17 Telephone Solicitation by Use of Recorded Messages**

**2.17.1** Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

**2.18 Incomplete Calls**

**2.18.1** There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the Customer notifies the Company of the error.

**2.19 Overcharge/Undercharge**

**2.19.1** Overcharge/undercharge provisions will be in accordance with COMAR 20.45.04.01.

**2.19.2** When a Customer has been overcharged, the amount shall be refunded or credited to the Customer.

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**SECTION 3.0 - DESCRIPTION OF SERVICES**

**3.1 Trial Services**

**3.1.1** The Company may offer new services, not otherwise Tariffed, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

**3.2 Promotional Offerings**

**3.2.1** The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval.

**3.3 Individual Case Basis (“ICB”) Offerings**

**3.3.1** The tariff may specify “ICB pricing” for a service. The Company may or may not be an equivalent service in the tariff for which there is a tariffed rate, and the quoted ICB rates may be different than the tariffed rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

**3.4 Quality and Grade of Service Offered**

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 90% during peak use periods. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

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*Some material located on this page was previously found on Page 41*

**SECTION 3.0 - DESCRIPTION OF SERVICES**

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)****3.5 Operator Assisted Calling**

Operator Assisted Calling is available for use by transient end users from Aggregator locations. Calls are billed in one minute increments, with additional per call charges reflecting the level of operator assistance and billing method. Operator service charges are not discounted for time of day.

The Company offers many operator service rate plans depending upon the needs of a particular Aggregator location. The types of calls handled are as follows:

- 3.5.1** Customer Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.
- 3.5.2** Operator Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.
- 3.5.3** Operator Station - These charges apply in addition to long distance usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.
- 3.5.4** Person-to-Person - This charge applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.6 CTI Intrastate Service**

CTI Intrastate Service is offered to primarily business Customers for the provision of long distance services to the affinity group membership. CTI Intrastate Services are an add-on to CTI Interstate Service. All calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.6 CTI Intrastate Service, (Cont'd.)**

**3.6.1 CTI Direct Dial Service**

CTI Direct Dial 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.

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.6 CTI Intrastate Service, (Cont'd.)**

**3.6.2 CTI Toll Free Inbound Service**

CTI Toll Free Inbound 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.

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.6 CTI Intrastate Service, (Cont'd.)**

**3.6.3 [Reserved for Future Use]**

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*Some material previously located on this page can now be found on Original Page 41.4*



**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.7 Directory Assistance**

Directory Assistance is available to Customers of CTI's long distance services. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Two requests may be made on each call to Directory Assistance.

**3.8 [Reserved for Future Use]**

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*Some material previously located on this page can now be found on Page 34*

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

(N)

**3.9 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.

(N)

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

(N)

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

- 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.

**3.9.1 Local Rates and Charges**

- A.** A usage charge applies to each local call placed by the End User.
- B.** A per call charge applies in addition to usage for each local collect-only operator assisted call.

**3.9.2 IntraLATA / InterLATA Usage Rates**

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

(N)

**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.10 \*11 Service**

**(T)**

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 billed in one (1) minute increments with an initial period for billing purposes of one (1) minute. Calls are not mileage nor time-of-day sensitive.

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**SECTION 3.0 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.11 Nonsubscriber Service Charge**

A Nonsubscriber Service Charge is applicable to operator assisted calls billed to residential lines which are presubscribed to an interexchange carrier other than CTI, or nor presubscribed to any interexchange carrier. This charge is in addition to the applicable initial period charges and in addition to any applicable service charges for operator handled calls.

**3.12 Location 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 Location 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 Location Surcharge does not apply to guest room telephones at hotels and motels.

**3.13 Bill Statement Fee**

The Company may impose a Bill Statement Fee to calls billed as part of the Customer's local telephone bill.

**3.14 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.

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|  
(N)

(D)

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**SECTION 4.0 - RATES AND CHARGES**

(N)

**4.1 Calculation of Rates**

**4.1.1** 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 Atlantic - Maryland, Inc. Mileage is calculated using the Vertical and Horizontal (V&H) coordinate system from the National Exchange Carriers Association Tariff F.C.C. No. 4.

**4.1.2** Timing of calls begins when the call is answered at the called station. Different rates may apply depending on the time of day or day of week the call is made. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

(N)

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Vicki Crowder - President  
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3111 S. Valley View, Suite E-120  
Las Vegas, Nevada

*MDo0201*

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.2 Dial-Around Compensation Surcharge for Payphones (if applicable):**

**4.2.1** A Dial-Around Compensation Surcharge applies to all completed consumer intrastate long distance calls placed from a public/semi-public payphone which are not paid on a sent paid basis. The Surcharge applies to:

- A. Calling card service
- B. Collect calls
- C. Third party billed
- D. Directory Assistance calls
- E. Pre-paid card service

**4.2.2 The Surcharge does not apply to:**

- A. Calls paid for by inserting coins
- B. Calls placed from stations other than public/semi-public payphones
- C. Calls placed to the Maryland Telecommunications Relay Service for the hearing impaired
- D. Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.

**4.2.3** The Dial Around Compensation Surcharge rate is \$0.50 per call. (I)

**4.2.4** If the Company provides service under a term plan (1,3,5 years, etc.) and (1) automatically renews the contract and (2) imposes a penalty for early cancellation by the Customer, then the Customer shall be notified 60 days in advance of the Customer=s current contract expiration date.

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**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.4 Operator Assisted Calling, (Cont'd.)**

**4.4.1 Option 1**

**A.** 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)

**B. IntraLATA / InterLATA Usage Rates:**

Customer & Operator Dialed Calling Card  
 Operator Station Billed to Third Party, Collect and Sent Paid Non-Coin  
 Person-to-Person Billed Card to Other than Sent Paid Coin

|                   |          |
|-------------------|----------|
| All Mileage Bands |          |
| All Times of Day  |          |
| Rate Per Minute:  | \$0.8900 |

**C. Operator Service Charges:**

|   |        |
|---|--------|
| Operator 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:               | \$4.99           | \$5.50                   |
| Billed to Third Party: | \$4.99           | \$9.99                   |
| Sent Paid - Non Coin:  | \$4.99           | \$9.99                   |
| Person-to-Person:      | \$9.99           | \$9.99                   |



**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.4 Operator Assisted Calling, (Cont'd.)**

**4.4.2 Option 2**

**A.** 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)

**B. IntraLATA / InterLATA Usage Rates:**

Customer & Operator Dialed Calling Card  
 Operator Station Billed to Third Party, Collect and Sent Paid Non-Coin  
 Person-to-Person Billed Card to Other than Sent Paid Coin

All Mileage Bands

All Times of Day

Rate Per Minute: \$1.15

**C. Operator Service Charges:**

|   |        |
|---|--------|
| Operator 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:               | \$4.99           | \$5.50                   |
| Billed to Third Party: | \$4.99           | \$9.99                   |
| Sent Paid - Non Coin:  | \$4.99           | \$9.99                   |
| Person-to-Person:      | \$9.99           | \$9.99                   |

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.4 Operator Assisted Calling, (Cont'd.)**

**4.4.2 Option 3**

**A.** 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)

**B. Intra/InterLATA Usage Rates:**

Customer & Operator Dialed Calling Card  
 Operator Station Billed to Third Party, Collect and Sent Paid Non-Coin  
 Person-to-Person Billed Card to Other than Sent Paid Coin

All Mileage Bands  
 All Times of Day

Rate Per Minute: \$1.15

**C. Intra/InterLATA Operator Service Charges:**

|   |        |
|---|--------|
| Operator 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: | \$6.99           | \$9.99                   |
| Sent Paid - Non Coin:  | N/A              | \$12.50                  |
| Person-to-Person:      | N/A              | \$12.50                  |

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.4 Operator Assisted Calling, (Cont'd.)**

**4.4.3 Option 4**

**A.** 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)

**B. Intra/InterLATA Usage Rates:**

Customer & Operator Dialed Calling Card  
 Operator Station Billed to Third Party, Collect and Sent Paid Non-Coin  
 Person-to-Person Billed Card to Other than Sent Paid Coin

All Mileage Bands

All Times of Day

Rate Per Minute: \$1.29

**C. Intra/InterLATA Operator Service Charges:**

|   |        |
|---|--------|
| Operator 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: | \$6.99           | \$9.99                   |
| Sent Paid - Non Coin:  | N/A              | \$12.50                  |
| Person-to-Person:      | N/A              | \$12.50                  |

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.4 Operator Assisted Calling, (Cont'd.)**

(N)

**4.4.4 Option 5**

**A.** 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 |

**B. Intra/InterLATA Usage Rates:**

Customer & Operator Dialed Calling Card  
Operator Station Billed to Third Party, Collect and Sent Paid Non-Coin  
Person-to-Person Billed Card to Other than Sent Paid Coin

All Mileage Bands

All Times of Day

|                  |        |
|------------------|--------|
| Rate Per Minute: | \$1.49 |
|------------------|--------|

**C. Intra/InterLATA Operator Service Charges:**

|   |        |
|---|--------|
| Operator 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: | \$6.99           | \$9.99                   |
| Sent Paid - Non Coin:  | N/A              | \$12.50                  |
| Person-to-Person:      | N/A              | \$12.50                  |

(N)

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

(N)

**4.5 CTI Intrastate Service**

**4.5.1 CTI Direct Dial Service**

|                                 | <b>Month to Month</b>       |                                    | <b>One Year Term</b>        |                                    | <b>Two Year Term</b>        |                                    | <b>Three Year Term</b>      |                                    |
|---------------------------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------|
|                                 | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> |
| <b>SWITCHED ACCESS SERVICE</b>  |                             |                                    |                             |                                    |                             |                                    |                             |                                    |
|                                 | \$0.0447                    | \$0.0149                           | \$0.0426                    | \$0.0142                           | \$0.0402                    | \$0.0134                           | \$0.0384                    | \$0.0128                           |
| <b>DEDICATED ACCESS SERVICE</b> |                             |                                    |                             |                                    |                             |                                    |                             |                                    |
| <b>Day</b>                      | \$0.0183                    | \$0.0061                           | \$0.0192                    | \$0.0064                           | \$0.0204                    | \$0.0068                           | \$0.0213                    | \$0.0071                           |
| <b>Non-Day</b>                  | \$0.0183                    | \$0.0061                           | \$0.0192                    | \$0.0064                           | \$0.0204                    | \$0.0068                           | \$0.0213                    | \$0.0071                           |

(N)

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**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.5 CTI Intrastate Service**

**4.5.2 CTI Toll Free Inbound Service**

|                                 | <b>Month to Month</b>       |                                    | <b>One Year Term</b>        |                                    | <b>Two Year Term</b>        |                                    | <b>Three Year Term</b>      |                                    |
|---------------------------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------|-----------------------------|------------------------------------|
|                                 | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> | <b>Initial<br/>18 Secs.</b> | <b>Each<br/>Add'l.<br/>6 Secs.</b> |
| <b>SWITCHED ACCESS SERVICE</b>  |                             |                                    |                             |                                    |                             |                                    |                             |                                    |
|                                 | \$0.0447                    | \$0.0149                           | \$0.0426                    | \$0.0142                           | \$0.0402                    | \$0.0134                           | \$0.0384                    | \$0.0128                           |
| <b>DEDICATED ACCESS SERVICE</b> |                             |                                    |                             |                                    |                             |                                    |                             |                                    |
| <b>Day</b>                      | \$0.0183                    | \$0.0061                           | \$0.0192                    | \$0.0064                           | \$0.0204                    | \$0.0068                           | \$0.0213                    | \$0.0071                           |
| <b>Non-Day</b>                  | \$0.0183                    | \$0.0061                           | \$0.0192                    | \$0.0064                           | \$0.0204                    | \$0.0068                           | \$0.0213                    | \$0.0071                           |

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**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.6 Directory Assistance**

Per Call Rate

\$1.99

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Vicki Crowder – President  
6242 West Desert Inn Road (T)  
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*MD00901*

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.7 Institutional Operator Assisted Calling**

**4.7.1 Option 1**

**A. Local Rates and Charges**

**1. Usage Rate:**

A usage charge of \$0.50 applies to each local call placed by the End User.

**2. Operator Service Charge**

A per call charge applies in addition to usage for each local collect-only operator assisted call.

Per Call Charge: \$0.60

**B. IntraLATA Rates and Charges**

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**1. Usage Rates:**

| Miles  | Day              |               | Evening          |               | Night/Weekend    |               |
|--------|------------------|---------------|------------------|---------------|------------------|---------------|
|        | Initial 1 Minute | Add'l. Minute | Initial 1 Minute | Add'l. Minute | Initial 1 Minute | Add'l. Minute |
| 1-10   | \$0.2100         | \$0.1000      | \$0.1500         | \$0.0700      | \$0.1000         | \$0.0600      |
| 11-16  | \$0.2200         | \$0.1500      | \$0.1800         | \$0.0900      | \$0.1200         | \$0.0700      |
| 17-22  | \$0.2500         | \$0.1700      | \$0.2000         | \$0.1000      | \$0.1300         | \$0.0800      |
| 23-30  | \$0.2700         | \$0.2100      | \$0.2400         | \$0.1400      | \$0.1600         | \$0.0900      |
| 31-40  | \$0.2800         | \$0.2200      | \$0.2500         | \$0.1700      | \$0.1800         | \$0.1100      |
| 41-55  | \$0.2900         | \$0.2300      | \$0.2600         | \$0.1900      | \$0.1900         | \$0.1200      |
| 56-70  | \$0.3000         | \$0.2400      | \$0.2700         | \$0.2000      | \$0.2000         | \$0.1300      |
| 71-124 | \$0.3100         | \$0.2500      | \$0.2800         | \$0.2100      | \$0.2100         | \$0.1400      |

**2. Operator Service Charges:**

Station-to-Station Collect: \$2.00

(D)



**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

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

**4.7.2 Option 2**

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. InterLATA Usage Rates:**

Rate Per Minute: \$0.4500

**B. Per Call Service Charges:**

Station-to-Station Collect: \$3.45

**(D)**

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

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

**4.7.3 Option 3**

**A. Local Rates and Charges**

**1. Usage Rate:**

A flat rate usage charge of \$0.60 applies to each local call placed by the End User.

**2. Operator Service Charge**

A per call charge applies in addition to usage for each local collect-only operator assisted call.

Per Call Charge: \$0.50

**B. InterLATA and IntraLATA Usage Rates:**

**(T)**

Rate Per Minute: \$1.15

**C. Per Call Service Charges:**

Station-to-Station Collect:

IntraLATA \$1.55

InterLATA \$4.99

**(D)**

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**(D)**

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

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

**4.7.4 Option 4**

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

|                            |         |     |
|----------------------------|---------|-----|
| IntraLATA Rate Per Minute: | \$ 0.30 | (T) |
| InterLATA Rate Per Minute: | \$ 0.45 |     |

**B. Per Call Service Charges:**

|                             |         |
|-----------------------------|---------|
| Station-to-Station Collect: |         |
| IntraLATA                   | \$ 3.00 |
| InterLATA                   | \$ 3.00 |

(D)  
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(D)

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

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

**4.7.4 Option 5**

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

**A. Usage Rates:**

|                            |         |     |
|----------------------------|---------|-----|
| IntraLATA Rate Per Minute: | \$ 0.89 | (T) |
| InterLATA Rate Per Minute: | \$ 1.15 |     |

**B. Per Call Service Charges:**

|                             |         |
|-----------------------------|---------|
| Station-to-Station Collect: |         |
| IntraLATA                   | \$ 3.50 |
| InterLATA                   | \$ 5.99 |

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(D)

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**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

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

**4.7.5 Option 6**

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

Rate Per Minute: \$ 0.89

Rate Per Collect Call: \$ 7.99

**4.7.6 Option 7**

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

Rate Per Minute: \$1.29

Rate Per Collect Call: \$7.99

**4.7.7 Option 8**

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

Rate Per Minute: \$1.49

Rate Per Collect Call: \$7.99

(N)  
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(N)

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.8 \*11 Service**

Calls are billed in one (1) minute increments with an initial period for billing purposes of one (1) minute. Calls are not mileage nor time-of-day sensitive.

**4.8.1 Option 1**

Rate Per Minute: \$0.89

(T)

Rate Per Call: \$7.99

(T)

**4.8.2 Option 2**

Rate Per Minute: \$1.15

(N)

Rate Per Call: \$10.50

|

(N)

**SECTION 4.0 - RATES AND CHARGES, (CONT'D.)**

**4.9 Nonsubscriber Service Charge**

Per Call Charge: \$3.50

**4.10 Location Surcharge**

Hospitality \$5.00  
Payphones \$0.25

**4.11 Bill Statement Fee**

Monthly charge, per bill statement: \$2.00 (I)

**4.12 Regulatory Compliance Fee**

Per Call Charge: \$1.50

(N)  
|  
(N)

(D)