

Service Descriptions

□ Timing of Calls

Billing for calls placed over the Company's network is based in part on the duration of the call. Timing of each call begins as specified below, and ends when the Called Station hangs up.

Timing begins when the Called Station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection or other methods.

The following time periods apply to rates for all services unless otherwise stated. Time periods for outbound calls are determined based on the time zone applicable to the origination of the call. Time periods for Inbound calls are determined based on the time zone applicable to the termination of the call.

Peak Rate Period - The Peak Rate Period is 8:00 a.m. to, but not including, 9:00 p.m. Monday through Friday.

Off-Peak Period - The Off-Peak Rate Period is 9:00 p.m. to, but not including, 8:00 a.m. Monday through Friday, and all day Saturday, Sunday and all Holidays.

The minimum call duration for billing purposes is as specified for the subscribed service. For billing purposes, usage is measured and rounded to the next highest billing increment as specified for subscribed services. There is no billing for incomplete calls.

❑ Service Offerings

Outbound Services

Outbound Services permit a Customer to establish a communications path between two stations by using a uniform dialing plan. Customers are connected by access lines to designated central offices.

Inbound Services

Inbound Services permit inward toll-free 800 or 888 number calling from stations located in the United States, Puerto Rico, and the US Virgin Islands.

Operator Assisted Services

(a) Directory Assistance

Interstate Directory Assistance involves the supplying of assistance in determining or attempting to determine the telephone number of a party. Directory Assistance is available exclusively to subscribers.

Calling Card Services

Calling Card Services enable the caller to bill a call to the primary service location when the caller is away from their established primary service location. Customers may be required to access the network by dialing the universal access number plus the called telephone number and the card code. Calling Card Service is a post-paid service.