

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

*This Interstate and International RTC No. 1
replaces the Rates, Terms and Conditions of Service issued by
Birch Communications Companies
for the below listed carriers*

Terms of service and rates are applicable
to interstate and international communications services furnished
by

Birch Communications, LLC
Birch Telecom of Kansas, LLC
Birch Telecom of Missouri, LLC
Birch Telecom of Oklahoma, LLC
Birch Telecom of Texas Ltd., L.L.P.
Cbeyond Communications, LLC

This Interstate and International Rates, Terms and Conditions document contains the publicly available rates, terms, conditions of service, for interstate services between and among domestic points within the United States and to specified international locations. These Terms of Service are available for review at www.birch.com. Questions regarding these Terms of Service may be directed to Customer Service as listed at www.birch.com,

Service is provided by means of wire, fiber optics, radio or any other suitable technology or combination thereof.

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BACKGROUND

Consistent with the Federal Communications Commission's *Policy and Rules Concerning the Interstate, Interexchange Marketplace, Implementation of 254(g) of the Communications Act of 1934*, Second Report and Order, 11 FCC Rcd 20730 (1996); *Policy and Rules Concerning the Interstate, Interexchange Marketplace, Implementation of 254(g) of the Communications Act of 1934*, Order on Reconsideration, 12 FCC Rcd 15014 (1997) and *Policy and Rules Concerning the Interstate, Interexchange Marketplace, Implementation of 254(g) of the Communications Act of 1934*, Second Order on Reconsideration and Erratum, 14 FCC Rcd 6004 (1999) applicable to former tariffing requirements and the federal regulations concerning posting of international rates and terms, these publicly available Terms of Service are posted at the Company website.

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APPLICATION OF TERMS OF SERVICE

The service rates and regulations set forth in these Terms of Service are generally applicable to the provision of interstate interexchange telecommunications services by the Company.

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SECTION 1 - DEFINITIONS

As used in these Terms of Service, the following terms shall have the following meanings unless the context otherwise requires:

Birch - – Birch Communications, LLC, Birch Telecom of Kansas, LLC, Birch Telecom of Missouri, LLC, Birch Telecom of Oklahoma, LLC, Birch Telecom of Texas Ltd., L.L.P. and Cbeyond Communications, LLC, unless the context indicates otherwise and depending on what state and company Customer has subscribed to for services,

Company, the – Birch Communications, LLC, Birch Telecom of Kansas, LLC, Birch Telecom of Missouri, LLC, Birch Telecom of Oklahoma, LLC and Birch Telecom of Texas Ltd., L.L.P. and Cbeyond Communications, LLC, unless the context indicates otherwise and depending on what state and company Customer has subscribed to for services,

Commission – The Federal Communications Commission, unless the context indicates otherwise.

Customer — The person, firm, corporation or other legal entity which contracts with the Company to receive telecommunications services from the Company.

Customer Premises – One Customer Premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on the same property.

Premises — A building or structure on property not separated by a public right-of-way. The property may be divided by a private right-of-way or easement, such as a railroad right-of-way.

Terms of Service – This document describing the publicly available rates, terms, and conditions governing interstate and international interexchange service provided by the Company.

User — A person, firm, or corporation designated as a user of common carrier services furnished to the Customer. A User must be specifically named in the Customer's application for services.

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SECTION 2 – RULES AND REGULATIONS

- 2.1 The Company shall provide interstate and international interexchange telecommunications service to Customers according to the terms and conditions of these Terms of Service.
- 2.2 Undertaking of the Company
- 2.2.1 The Company undertakes to furnish telecommunications service pursuant to these Terms of Service in connection with interexchange telecommunications transmission between domestic points within the United States and originating at domestic points within the Company's service territory and terminating to certain international destinations.
- 2.2.2 The furnishing of service under these Terms of Service is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
- 2.2.3 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities, offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.2.4 The Company may undertake equipment or facilities additions, removals or rearrangements; routine preventive maintenance; or other service-affecting activities that may occur in normal operation of the Company's business. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from wiring or equipment damage, notification to the Customer may not be possible.
- 2.2.5 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
- 2.3 Limitations of Service
- 2.3.1 Service is offered subject to the availability of the necessary facilities and equipment, necessary arrangements with other carriers and billing capabilities, and is subject to the provisions of these Terms of Service. The Company reserves the right not to provide service to or from a location where legally prohibited.
- 2.3.2 The Company reserves the right to discontinue furnishing service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of any provision in these Terms of Service, the rules and regulations of the Commission, or the law.
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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.4 Use of Service

2.4.1 Permitted Uses

Services provided under these Terms of Service may be used for any lawful purpose for which the service is technically suited.

2.4.2 Minimum Service Period

The minimum period of service is one month (30 days), unless otherwise stated in these Terms of Service.

2.4.3 Fixed Service Period

If Customer and the Company have agreed to a specified term period for the services, then following expiration of the initial term of service, or any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice.

2.4.4 Termination

Any termination shall not relieve Customer of its obligation to pay any charges incurred under these Terms of Service or in any service order prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service request shall survive such termination.

2.5 Liability

2.5.1 The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under these Terms of Service shall not exceed the amount of the credit allowance described in Section 2.6 herein. The extension of credit allowances as described in Section 2.6 shall be the sole remedy of Customer and sole liability of the Company for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under these Terms of Service. In no event will the Company be liable for any direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost income or profits, even if advised of the possibility of the same.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.5 Liability (Cont'd.)

- 2.5.2 The Company shall not be liable for any claim or loss, expense, or damage, due to any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under these Terms of Service, if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any Person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.
- 2.5.3 The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including direct, indirect, special, or consequential damage for:
- A. Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by the Company under these Terms of Service;
 - B. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of the Company or any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by these Terms of Service or any agreement between the Customer and the Company; or
 - C. Any personal injury or death of any person or for any loss of or damage to Customer Premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by gross negligence of the Company.
 - D. Any fraud event as described in Section 2.12.
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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.5 Liability (Cont'd.)

2.5.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.5.5 THE COMPANY MAKES NO WARRANTY REGARDING THE PROVISION OF SERVICE PURSUANT TO THESE TERMS OF SERVICE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.6 Interruption of Service

Customer will be entitled to a credit allowance for an interruption of service which is not caused by or does not result from the negligence or act of Customer or to the failure of channels, equipment, power supplies, and/or communications systems provided by Customer or Persons other than the Company. A credit allowance is subject to the provisions of this section and the other sections of these Terms of Service, including, but not limited to, the general liability provisions set forth in Section 2.5 herein and the terms of Section 2.7 herein. Customer is obligated to notify the Company immediately of any interruption in service for which the Customer desires a credit allowance.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Customer

2.7.1 All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communications systems provided by others are connected to the Company's facilities, Customer assumes additional responsibilities. Customers are responsible for:

- A. Placing orders for service; paying all appropriate charges for service rendered by the Company; complying with the Company's regulations governing the service; and assuring that its users comply with regulations.
- B. Providing:
 - 1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
 - 2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).
- C. Paying the Company for the replacement or repair of the Company's equipment when the damage results from:
 - 1. the negligence or willful act of Customer or user;
 - 2. improper use of service; or
 - 3. any use of equipment or service provided by others.
- D. A Customer who subscribes to the Company's interstate interexchange services and resells these services to others shall be responsible for complying with all laws and regulations, which relate in any way to its provision of interstate interexchange telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and payment of applicable taxes.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Customer (Cont'd.)

2.7.2 Credit Allowances

- A. Credit for failure of service will be allowed only when failure of service is caused by or occurs in facilities or equipment owned, provided and billed for, by the Company.
- B. Credit allowances for failure of service starts when Customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.
- C. Customer shall notify the Company of failures of service and make reasonable attempts to ascertain that the failure is not caused by Customer Provided Equipment, any act or omission of the Customer, or in wiring or equipment.
- D. Only those portions of the service disabled will be credited. No credit allowances will be made for:
 - 1. interruptions of service resulting from the Company performing routine maintenance;
 - 2. interruptions of service for implementation of a Customer order for a change in the service;
 - 3. interruptions caused by the negligence or willful act of omission of Customer or its authorized user; or
 - 4. interruptions of service because of the failure of service or equipment provided by Customer, its authorized user, or other carriers.

The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

2.7.3 Cancellation by Customer

Customer may cancel service any time after meeting the minimum service period.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Customer (Cont'd.)

2.7.4 Payment and Charges for Service

- A. Charges for service are applied on recurring and nonrecurring bases. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of these Terms of Service.
 - B. The Company will not alter the residential billing cycle unless affected Customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a Customer requests a number or billing change or when the Customer disconnects and reconnects service or transfers service from one premise to another.
 - C. Payment will be due pursuant to applicable Commission rules and the provisions of these Terms of Service. The Company includes its name and its toll-free telephone number on all invoices.
 - D. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, 800; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
 - E. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment, the provisions of these Terms of Service and Company credit policies. Restoration of service will be subject to all applicable installation charges.
 - F. Customer is liable for all costs associated with collecting past due charges, including all attorneys' fees.
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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Customer (Cont'd.)

2.7.4 Payment and Charges for Service (Cont'd.)

- G. The Company sets forth the following on residential bills:
- (a) the number of access lines for which charges are stated;
 - (b) the beginning or ending dates of the billing period;
 - (c) the date the bill becomes delinquent if not paid on time;
 - (d) the unpaid balance (if any);
 - (e) an itemization of the amount due for toll service, including the date and duration of each toll call;
 - (f) an itemization of the amount due for taxes, franchise fees, and other surcharges as may be necessary and appropriate;
 - (g) the total amount due;
 - (h) a telephone number where inquiries may be made.
- H. If notice of a dispute as to charges is not received in writing, in person or via telephone message by the Company within 30 days after billing is received by the Customer, the invoice shall be considered correct and binding on the Customer, unless extraordinary circumstances are demonstrated. Any disputed charges that cannot be resolved between Customer and the Company may be appealed to the Commission.
- I. A \$7.95 monthly recurring charge applies to every paper invoice provided to a Customer (except as noted below or to invoices solely for intrastate telecommunications services) in lieu of, or in addition to, an online invoice. This charge does not apply where a Customer has established to Company's satisfaction, or Company determines on its own, that online invoicing is not a reasonable substitute for paper invoicing. A paper invoice charge does not apply to a LifeLine Customer. This charge may be avoided by registering for the Company's e-Bill service.
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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Customer (Cont'd.)

2.7.5 Deposits and Advance Payments

A. Advance Payments

The Company may require a Customer or applicant for service to make an advance payment and the applicant's credit record may be accessed and evaluated by means of a mechanized retrieval system between the Company and national recognized credit bureaus. No security payment will be required of those applicants who meet the Company's criteria, as evaluated by the scoring model. The criteria used in assessing a score include the following: collection judgments, written-off accounts, outstanding collection accounts, various degrees of delinquency history from 30-180 days and not paid in full or current at the time of scoring, bankruptcies, liens, and other public records.

The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Customer (Cont'd.)

2.7.5 Deposits and Advance Payments

B. Deposits

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations. A Deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

Deposits for interstate interexchange services held for one year or greater, if any, will accrue simple interest at a rate of 6% per annum.

2.7.6 Bad Check Charge

The Company will bill Customer a one-time charge of \$25.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Customer (Cont'd.)

2.7.7 Late Payment Charge

The Company may apply a late payment charge if any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment. The late payment charge shall be applied to the portion of the payment not received by the date due, multiplied by a factor. The late factor shall be 1.5% per month. A Finance Charge of 1.5% shall apply to the outstanding balance of charges, as at the end of the "Due Before Date", with effect from the second month after the charges are first applied, and every month thereafter.

Collection procedures are unaffected by the application of the late payment charge. The late payment charge does not apply to final amounts.

2.8 Responsibility of the Company

2.8.1 Provision of Services

The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in these Terms of Service and applicable rules of the Commission.

2.8.2 Credit Allowance – Information Records

For listings in telephone directories and information records, no liability shall be attached to the Company.

2.8.3 Cancellation Credit

Where the Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day after the service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer's account.

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.8 Responsibility of the Company (Cont'd.)

2.8.4 Disconnection of Service by the Company

The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the following reasons:

- A. Nonpayment of an undisputed delinquent charge; or
 - B. Without notice for tampering with the Company's equipment, hazardous conditions, or Customer use of equipment where it adversely affects the Company's equipment or services; or
 - C. Without notice in the event of a violation of any law, rule, or regulation of any government authority having jurisdiction over the service; or
 - D. Without notice in the event the Company is prohibited from furnishing services by order of a court or other federal, state or local government authority, bureau, agency or commission, or
 - E. Without notice if the Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of common carrier communications services or its planned use of service(s); or
 - F. Without notice if the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or
 - G. Without notice if the Customer states that it will not or fails to comply with a request of the Company for security for the payment for service(s) or advance payments, as specified in these Terms of Service; or
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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.8 Responsibility of the Company (Cont'd.)

2.8.4 Disconnection of Service by the Company (Cont'd.)

- H. Without notice if the Customer uses service to transmit a message, locate a person or otherwise give or obtain information without payment for the service; or
 - I. Without notice if the Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the specified charges for the service by using tricks, schemes, false or invalid numbers, false credit devices, electronic devices, or other means; or
 - J. Without notice if the Customer's use of equipment adversely affects the Company's service to others or endangers public safety or health; or
 - K. Without notice if upon condemnation of any material portion of the Customer's facilities used by the Company to provide service to the Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair; or
 - L. Without notice for fraudulent use or suspected fraudulent use of the Company's network.
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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.8 Responsibility of the Company (Cont'd.)

2.8.4 Disconnection of Service by the Company (Cont'd.)

Residential service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

Residential Customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated. Five (5) days written notice must be given prior to disconnection of service.

2.9 Restoration of Service

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which include charges for service and facilities during the period of disconnection and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order, personal check or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check. When a Customer's service has been disconnected in accordance with these Terms of Service and the service has been terminated through the completion of the Company's service request, service will be reestablished only upon a basis of an application for new service.

2.10 Taxes and Surcharges

2.10.1 Customer will be billed and is responsible for payment of applicable federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used. All charges and fees subject to Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

2.10.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, etc.) will be listed as separate line items and are not included in the quoted rates.

2.11 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.12 Terminal Equipment

The Company's facilities and service may be used with or terminated in Customer provided terminal equipment or Customer provided communications systems, such as PBX, key systems or other telecommunications devices. Such terminal equipment shall be furnished and maintained at the expense and at the sole risk of the Customer. The Customer is responsible for all costs at its premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission. Customer is solely responsible and shall hold the Company harmless and indemnify the Company for any loss, cost or expense to any party caused by or in any way resulting from the failure of Customer to maintain its customer premises equipment, including ensuring no fraudulent calls are placed or carried on the Company's or any third party's networks via Customer's line or number. Customer shall be responsible for meeting, at a minimum, the security criteria included in Section 6 herein.

2.13 Billing Disputes

In the event of a dispute between a customer and the Company regarding any bill for telephone service, the Company shall make an investigation as required by the particular case, and report the results to the customer. In the event the dispute is not resolved, the Company shall inform the customer of the complaint procedures of the Commission.

Notwithstanding any other section of the Company's tariffs, the customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed 60 days. The customer is obligated to pay any billings not disputed.

2.14 Dispute Resolution

This Section applies to any dispute, controversy, or claim, whether based in contract, tort, equity, statute or any other legal theory, between the Customer and the Company arising out of, or relating to, any service, product, facilities, charge, advertising, representation, act or omission of the Company, or any other dispute, controversy, or claim arising from the relationship between the parties that either the Customer or the Company has against the other, regardless of the date of accrual and even if the dispute, controversy, or claim arises after service has terminated (hereinafter collectively referred to herein as "Dispute" or "Disputes"). All Disputes must be resolved as described in this section. **BY ORDERING AND/OR CONTINUING SERVICES PROVIDED IN THIS TARIFF, THE CUSTOMER AGREES THAT ANY DISPUTE WILL BE RESOLVED BY THE DISPUTE RESOLUTION PROCESS DESCRIBED HEREIN AND NOT BY A JUDGE OR JURY IN COURT.**

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.14 Dispute Resolution (Cont'd.)

If the Customer has a Dispute with the Company, the Customer must first call the Company's Customer Service department, at the number listed on the Customer's invoice, to attempt to resolve the Dispute. The Customer must describe the Dispute and provide the Company with any supporting documentation reasonably requested by the Company. Likewise, if the Company has a Dispute with the Customer it will notify the Customer by letter sent to the Customer's billing address and attempt to resolve it before pursuing arbitration.

If the parties are unable to resolve the Dispute within 60 days of the initial notice, either party may request arbitration as described below.

MANDATORY ARBITRATION OF DISPUTES. ANY DISPUTE OF ANY KIND BETWEEN THE CUSTOMER AND THE COMPANY, OR ANY EMPLOYEE, AGENT, PRIVY OR AFFILIATED ENTITY OF EITHER PARTY, WILL BE RESOLVED BY FINAL AND BINDING ARBITRATION AS PRESCRIBED IN THIS SECTION. THE FEDERAL ARBITRATION ACT, NOT STATE LAW, GOVERNS THIS PROCESS, INCLUDING THE ARBITRABILITY OF ANY DISPUTE UNDER THIS TARIFF AND THE REVIEW OF ANY AWARD.

The arbitration will be conducted by and under the then-applicable commercial arbitration rules of the American Arbitration Association ("AAA") at the nearest AAA Case Management Center or other location as agreed upon by Customer and Company. A single neutral arbitrator engaged in the practice of law will conduct the arbitration. The arbitrator will be selected according to the rules of the American Arbitration Association or, alternatively, may be selected by agreement of the parties, who will cooperate in good faith to select the arbitrator. All expedited procedures prescribed by the applicable rules will apply. All required fees and costs will be paid equally by the parties as set forth in the AAA commercial arbitration rules. The arbitrator's decision and award will be final and binding, and judgment on the award rendered by the arbitrator may be entered in any court with jurisdiction.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.14 Dispute Resolution (Cont'd.)

No Dispute may be joined with another lawsuit, claim, dispute, or arbitration brought by any other person, or resolved on a class-wide basis. The arbitrator may not award damages that are barred by this tariff and may not award punitive damages.

If any party files a judicial or administrative action to resolve a Dispute without first complying with the provisions of this Section and another party successfully stays such action and/or compels arbitration, the party filing that judicial or administrative action must pay the other party's costs and expenses incurred in seeking such stay and/or compelling arbitration, including attorney's fees.

Notwithstanding the provisions of this Section, the Customer may file a complaint with the Commission.

If any portion of this Section is determined to be invalid or unenforceable, the remainder of this Section and this Tariff shall remain in full force and effect.

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SECTION 2 – RULES AND REGULATIONS (CONT'D.)

2.15 Customized Pricing Arrangements (“CPAs”) Offerings

The Company may offer CPAs to eligible Customers. Each CPA is customized to meet the specific needs of a Customer. Rates quoted are different from the tariffed rates. CPA rates are provided under contract to a Customer. Customized service packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Customers of the Company for proposals or for competitive bids. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the tariff. All CPA offerings will specify, among other things, the length of service, minimum volume of service required, non-telecommunications related fees and charges, and the rates and charges for the services provided. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 3 – SERVICE OFFERINGS

3.1 Toll Service

Provides facilities to complete interstate interexchange calls between two domestic points within the United States. Customer makes call by dialing directly. Direct Dialing includes 1 + Area Code (where necessary) + telephone number.

No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using the Company for both local and long distance service. A minimum monthly billing requirement of \$4.95 per account per month will apply for customers using the Company for long distance service only.

3.2 Calling Card Service

Calling card service provides facilities to complete interstate interexchange calls between two points when the Customer is away from his/her premises. The requesting Customer is provided with a calling card which includes instructions for its use.

3.3 Toll-free Service

Toll-free service provides for facilities for the Customer(s) to receive interstate calls. The Customer will be assigned unique toll-free number(s) that, when dialed, will be routed via the Company's network and terminate at Customer's designated local access line(s).

3.4 Directory Assistance and Operator Services

The Company furnishes Directory Assistance and Operator Assistance Service in selected locations whereby Customers may request assistance in determining telephone numbers. The terms and rates of such services are determined based on the originating location of the telephone call and are located in the relevant state's interexchange services tariff.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES

4.1 Toll Service

4.1.1 From Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands:

| | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> |
|-----------------|-------------------|----------------|--------------------------|
| Business (1) | \$0.09 | 30 seconds | 30 seconds |
| Residential (1) | \$0.095 | 1 minute | 1 minute |
| Business | \$0.089 | 30 seconds | 30 seconds |

(1) Effective March 11, 2004, these rates are only available to existing customers.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.2 Monthly Rate Plan

From Customer's Premises in in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands:

| | <u>Monthly Recurring</u> | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> |
|-----------------|--------------------------|-------------------|----------------|--------------------------|
| Residential (1) | \$5.00 | \$0.07 | 1 minute | 1 minute |

(1) Effective March 11, 2004, these rates are only available to existing customers.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates*

From Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to the countries listed below.

An International Wireless Surcharge is applicable to all international calls terminating to a wireless device and is included under the per-minute rate included the "Mobile Rate" column below.

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates*

The following rates are billed per minute. Rates apply 24 hours a day.

| Country | Land-Line Rate | Mobile Rate |
|------------------|----------------|-------------|
| Afghanistan | \$1.03 | \$1.06 |
| Albania | \$1.54 | \$1.72 |
| Algeria | \$0.97 | \$1.05 |
| Andorra | \$0.64 | \$0.87 |
| Angola | \$2.06 | \$2.14 |
| Anguilla | \$0.89 | \$0.89 |
| Antarctica | \$2.60 | \$2.60 |
| Antigua | \$0.73 | \$0.73 |
| Argentina | \$0.43 | \$0.61 |
| Armenia | \$1.32 | \$1.45 |
| Aruba | \$0.64 | \$0.74 |
| Ascension Island | \$1.56 | \$1.56 |
| Australia | \$0.25 | \$0.38 |
| Austria | \$0.22 | \$0.34 |
| Azerbaijan | \$1.70 | \$1.82 |
| Bahamas | \$0.36 | \$0.36 |
| Bahrain | \$1.12 | \$1.15 |
| Bangladesh | \$1.49 | \$1.51 |
| Barbados | \$0.62 | \$0.62 |
| Belarus | \$1.01 | \$1.05 |
| Belgium | \$0.22 | \$0.38 |
| Belize | \$0.76 | \$0.78 |
| Benin | \$0.92 | \$0.97 |
| Bermuda | \$0.30 | \$0.30 |
| Bhutan | \$2.57 | \$2.57 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates* (Cont'd.)

| Country | Land-Line Rate | Mobile Rate |
|---------------------------|-----------------------|--------------------|
| Bolivia | \$0.65 | \$0.69 |
| Bosnia & Herzegovina | \$1.10 | \$1.26 |
| Botswana | \$1.14 | \$1.27 |
| Brazil | \$0.36 | \$0.55 |
| British Virgin Islands | \$0.64 | \$0.64 |
| Brunei | \$1.18 | \$1.20 |
| Bulgaria | \$0.90 | \$1.23 |
| Burkina Faso | \$1.26 | \$1.32 |
| Burundi | \$2.45 | \$2.45 |
| Cambodia | \$3.13 | \$3.15 |
| Cameroon | \$1.39 | \$1.48 |
| Canada | \$0.12 | \$0.12 |
| Canada - Yukon | \$0.24 | \$0.24 |
| Cape Verde Islands | \$1.14 | \$1.25 |
| Cayman Islands | \$0.65 | \$0.65 |
| Central African Republic | \$2.10 | \$2.10 |
| Chad | \$3.42 | \$3.42 |
| Chile | \$0.34 | \$0.52 |
| Chile - Easter Island | \$0.89 | \$0.89 |
| Chile - Rural | \$0.94 | \$0.94 |
| China | \$0.23 | \$0.23 |
| Christmas & Cocos Islands | \$0.25 | \$0.38 |
| Colombia | \$0.43 | \$0.46 |
| Comoros | \$4.93 | \$5.02 |
| Congo | \$1.56 | \$1.56 |
| Cook Islands | \$2.32 | \$2.32 |
| Costa Rica | \$0.46 | \$0.48 |
| Croatia | \$0.77 | \$0.95 |
| Cuba | \$2.02 | \$2.02 |
| Cuba - Guantanamo Bay | \$2.02 | \$2.02 |
| Cyprus | \$0.82 | \$0.87 |
| Czech Republic | \$0.78 | \$0.96 |
| Denmark | \$0.22 | \$0.38 |
| Diego Garcia | \$2.33 | \$2.33 |
| Djibouti | \$1.36 | \$1.36 |
| Dominica | \$0.76 | \$0.76 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates* (Cont'd.)

| Country | Land-Line Rate | Mobile Rate |
|--------------------|-----------------------|--------------------|
| Dominican Republic | \$0.29 | \$0.29 |
| East Timor | \$2.89 | \$2.89 |
| Ecuador | \$0.70 | \$0.81 |
| Egypt | \$1.06 | \$1.08 |
| El Salvador | \$0.43 | \$0.53 |
| Equatorial Guinea | \$3.61 | \$3.63 |
| Eritrea | \$1.74 | \$1.74 |
| Estonia | \$1.27 | \$1.56 |
| Ethiopia | \$1.52 | \$1.56 |
| Faeroe Islands | \$0.84 | \$0.84 |
| Falkland Islands | \$2.06 | \$2.06 |
| Fiji Islands | \$1.43 | \$1.52 |
| Finland | \$0.22 | \$0.33 |
| France | \$0.28 | \$0.40 |
| French Antilles | \$0.90 | \$1.11 |
| French Guiana | \$0.90 | \$0.99 |
| French Polynesia | \$1.85 | \$1.85 |
| Gabon Republic | \$1.52 | \$1.57 |
| Gambia | \$0.95 | \$0.95 |
| Georgia | \$1.44 | \$1.53 |
| Germany | \$0.31 | \$0.47 |
| Ghana | \$0.95 | \$1.02 |
| Gibraltar | \$1.43 | \$1.64 |
| Greece | \$0.22 | \$0.39 |
| Greenland | \$0.90 | \$1.07 |
| Grenada | \$0.78 | \$0.78 |
| Guadeloupe | \$0.89 | \$1.17 |
| Guatemala | \$0.88 | \$0.93 |
| Guinea | \$1.14 | \$1.17 |
| Guinea-Bissau | \$2.32 | \$2.32 |
| Guyana | \$1.37 | \$1.37 |
| Haiti | \$0.76 | \$0.84 |
| Honduras | \$0.96 | \$0.98 |
| Hong Kong | \$0.11 | \$0.11 |
| Hungary | \$0.71 | \$0.86 |
| Iceland | \$0.72 | \$0.91 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates* (Cont'd.)

| Country | Land Line Rate | Mobile Rate |
|------------------------|-----------------------|--------------------|
| India | \$0.58 | \$0.58 |
| Indonesia | \$0.38 | \$0.40 |
| INMARSAT - 870 | \$12.48 | \$12.48 |
| INMARSAT - 871 | \$12.48 | \$12.48 |
| INMARSAT - 872 | \$12.48 | \$12.48 |
| INMARSAT - 873 | \$12.48 | \$12.48 |
| INMARSAT - 874 | \$12.48 | \$12.48 |
| International Networks | \$12.48 | \$12.48 |
| Intl Network Satellite | \$12.48 | \$12.48 |
| Iran | \$1.76 | \$1.76 |
| Iraq | \$1.68 | \$1.75 |
| Ireland | \$0.22 | \$0.39 |
| Iridium | \$12.48 | \$12.48 |
| Israel | \$0.31 | \$0.39 |
| Israel - Palestine | \$0.31 | \$0.39 |
| Italy | \$0.31 | \$0.47 |
| Ivory Coast | \$1.73 | \$1.79 |
| Jamaica | \$0.77 | \$0.77 |
| Japan | \$0.11 | \$0.22 |
| Japan - Military | \$0.11 | \$0.22 |
| Jordan | \$1.26 | \$1.32 |
| Kazakhstan | \$0.26 | \$0.38 |
| Kenya | \$1.19 | \$1.24 |
| Kiribati | \$1.85 | \$1.85 |
| Kuwait | \$1.31 | \$1.36 |
| Kyrgyzstan | \$1.54 | \$1.54 |
| Laos | \$3.38 | \$3.38 |
| Latvia | \$1.31 | \$1.44 |
| Lebanon | \$1.68 | \$1.77 |
| Lesotho | \$1.19 | \$1.25 |
| Liberia | \$0.90 | \$0.90 |
| Libya | \$1.34 | \$1.39 |
| Liechtenstein | \$0.22 | \$1.88 |
| Lithuania | \$1.68 | \$1.82 |
| Luxembourg | \$0.22 | \$0.44 |
| Macau | \$1.07 | \$1.07 |
| Macedonia | \$0.82 | \$1.04 |
| Madagascar | \$2.95 | \$2.95 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates* (Cont'd.)

| Country | Land-Line Rate | Mobile Rate |
|----------------------|-----------------------|--------------------|
| Malawi | \$1.01 | \$1.03 |
| Malaysia | \$0.22 | \$0.22 |
| Maldives | \$2.02 | \$2.02 |
| Mali Republic | \$1.45 | \$1.56 |
| Malta | \$1.01 | \$1.18 |
| Marshall Islands | \$1.02 | \$1.02 |
| Mauritania | \$1.37 | \$1.37 |
| Mauritius | \$1.73 | \$1.77 |
| Mayotte Island | \$1.39 | \$1.39 |
| Mexico | \$0.22 | \$0.37 |
| Micronesia | \$1.09 | \$1.09 |
| Moldova | \$1.70 | \$1.79 |
| Monaco | \$0.22 | \$0.47 |
| Mongolia | \$2.36 | \$2.47 |
| Montenegro | \$0.92 | \$0.92 |
| Montserrat | \$0.76 | \$0.76 |
| Morocco | \$1.14 | \$1.29 |
| Mozambique | \$1.76 | \$1.90 |
| Myanmar | \$3.00 | \$3.00 |
| Namibia | \$1.10 | \$1.24 |
| Nauru | \$1.79 | \$1.79 |
| Nepal | \$1.79 | \$1.89 |
| Netherlands | \$0.28 | \$0.50 |
| Netherlands Antilles | \$0.71 | \$0.74 |
| New Caledonia | \$2.02 | \$2.02 |
| New Zealand | \$0.36 | \$0.57 |
| Nicaragua | \$0.92 | \$1.00 |
| Niger | \$1.27 | \$1.27 |
| Nigeria | \$1.40 | \$1.46 |
| Niue | \$2.58 | \$2.58 |
| Norfolk Island | \$2.60 | \$2.60 |
| North Korea | \$4.26 | \$4.29 |
| Norway | \$0.22 | \$0.37 |
| Oman | \$1.45 | \$1.52 |
| Pakistan | \$1.16 | \$1.16 |
| Palau, Republic of | \$1.86 | \$1.86 |
| Palestine | \$0.47 | \$0.47 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates* (Cont'd.)

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|---------------------|-----------------------|--------------------|
| Panama | \$0.65 | \$0.74 |
| Papua New Guinea | \$1.44 | \$1.44 |
| Paraguay | \$0.86 | \$1.00 |
| Peru | \$0.41 | \$0.57 |
| Peru - Rural | \$0.57 | \$0.57 |
| Philippines | \$0.58 | \$0.62 |
| Poland | \$0.55 | \$0.72 |
| Portugal | \$0.22 | \$0.38 |
| Qatar | \$1.45 | \$1.49 |
| Reunion Island | \$1.39 | \$1.60 |
| Romania | \$1.19 | \$1.33 |
| Russia | \$0.26 | \$0.29 |
| Rwanda | \$1.64 | \$1.66 |
| San Marino | \$1.07 | \$1.07 |
| Sao Tome | \$2.36 | \$2.36 |
| Saudi Arabia | \$1.28 | \$1.33 |
| Senegal | \$1.99 | \$2.08 |
| Serbia | \$0.92 | \$1.01 |
| Seychelles Islands | \$2.08 | \$2.08 |
| Sierra Leone | \$1.39 | \$1.39 |
| Singapore | \$0.42 | \$0.42 |
| Slovak Republic | \$0.86 | \$1.04 |
| Slovenia | \$0.82 | \$1.10 |
| Solomon Islands | \$2.02 | \$2.02 |
| Somalia | \$2.32 | \$2.32 |
| South Africa | \$0.66 | \$0.79 |
| South Korea | \$0.24 | \$0.80 |
| Spain | \$0.28 | \$0.42 |
| Sri Lanka | \$1.49 | \$1.52 |
| St. Helena | \$3.89 | \$3.89 |
| St. Kitts | \$0.73 | \$0.73 |
| St. Lucia | \$0.73 | \$0.73 |
| St. Pierre/Miquelon | \$0.77 | \$0.77 |
| St. Vincent | \$0.86 | \$0.86 |
| Sudan | \$1.91 | \$1.94 |
| Suriname | \$1.73 | \$1.73 |
| Swaziland | \$1.06 | \$1.25 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.3 Toll Service – International Rates* (Cont'd.)

| Country | Land-Line Rate | Mobile Rate |
|-----------------------|-----------------------|--------------------|
| Sweden | \$0.22 | \$0.36 |
| Switzerland | \$0.22 | \$0.43 |
| Syrian Arab Republic | \$1.74 | \$1.79 |
| Taiwan | \$0.11 | \$0.18 |
| Tajikistan | \$0.61 | \$0.61 |
| Tanzania | \$1.40 | \$1.49 |
| Thailand | \$0.38 | \$0.38 |
| Togo | \$1.52 | \$1.52 |
| Tokelau | \$2.32 | \$2.32 |
| Tonga Islands | \$2.16 | \$2.16 |
| Trinidad & Tobago | \$0.86 | \$0.86 |
| Tunisia | \$1.09 | \$1.27 |
| Turkey | \$0.82 | \$0.96 |
| Turkey - North Cyprus | \$0.82 | \$0.96 |
| Turkmenistan | \$1.49 | \$1.49 |
| Turks & Caicos | \$0.82 | \$0.82 |
| Tuvalu | \$2.54 | \$2.54 |
| Uganda | \$1.12 | \$1.14 |
| Ukraine | \$0.40 | \$0.47 |
| United Arab Emirates | \$0.84 | \$0.86 |
| United Kingdom | \$0.14 | \$0.50 |
| Uruguay | \$0.86 | \$0.99 |
| Uzbekistan | \$0.65 | \$0.67 |
| Vanuatu | \$3.59 | \$3.59 |
| Vatican City | \$0.31 | \$0.47 |
| Venezuela | \$0.46 | \$0.61 |
| Vietnam | \$0.86 | \$0.88 |
| Wallis & Futuna | \$4.03 | \$4.03 |
| Western Samoa | \$1.43 | \$1.58 |
| Yemen Arab Republic | \$1.45 | \$1.58 |
| Zaire, Republic of | \$1.09 | \$1.09 |
| Zambia | \$1.18 | \$1.30 |
| Zimbabwe | \$1.09 | \$1.37 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.4 Toll Service – International Rates Buydown Plan*

Birch Buydown International Plan – a \$1.00 monthly recurring account level charge applies to this rate plan. An optional rate plan designed to provide improved terminating usage rates over the Company's Standard International Plan.

The following rates are billed per minute. Rates apply 24 hours a day.

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|------------------------|-----------------------|--------------------|
| Afghanistan | \$0.8858 | \$0.9158 |
| Albania | \$0.4399 | \$0.4399 |
| Algeria | \$0.3999 | \$0.3999 |
| Andorra | \$0.2499 | \$0.2499 |
| Angola | \$0.4999 | \$0.4999 |
| Anguilla | \$0.4499 | \$0.4499 |
| Antarctica | \$2.2400 | \$2.2400 |
| Antigua | \$0.3799 | \$0.5299 |
| Argentina | \$0.1199 | \$0.3999 |
| Armenia | \$0.2999 | \$0.5399 |
| Aruba | \$0.3399 | \$0.4699 |
| Ascension Island | \$1.1699 | \$1.1699 |
| Australia | \$0.0899 | \$0.3399 |
| Austria | \$0.0899 | \$0.2849 |
| Azerbaijan | \$0.5499 | \$0.5499 |
| Bahamas | \$0.1999 | \$0.2399 |
| Bahrain | \$0.4999 | \$0.6599 |
| Bangladesh | \$0.3499 | \$0.3499 |
| Barbados | \$0.3399 | \$0.3399 |
| Belarus | \$0.4499 | \$0.4999 |
| Belgium | \$0.0899 | \$0.3399 |
| Belize | \$0.4699 | \$0.5999 |
| Benin | \$0.2999 | \$0.2999 |
| Bermuda | \$0.1899 | \$0.1899 |
| Bhutan | \$0.4999 | \$0.4999 |
| Bolivia | \$0.3199 | \$0.3199 |
| Bosnia & Herzegovina | \$0.3999 | \$0.3999 |
| Botswana | \$0.7699 | \$0.7699 |
| Brazil | \$0.1299 | \$0.2499 |
| British Virgin Islands | \$0.3299 | \$0.3299 |
| Brunei | \$0.3999 | \$0.3999 |
| Bulgaria | \$0.3299 | \$0.5699 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.4 Toll Service – International Rates Buydown Plan* (Cont'd.)

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|---------------------------|-----------------------|--------------------|
| Bulgaria | \$0.3299 | \$0.5699 |
| Burkina Faso | \$0.3999 | \$0.5999 |
| Burundi | \$0.3999 | \$0.4499 |
| Cambodia | \$0.5299 | \$0.5299 |
| Cameroon | \$0.5999 | \$0.5999 |
| Canada | \$0.0699 | \$0.0699 |
| Canada - Yukon | \$0.1999 | \$0.1999 |
| Cape Verde Islands | \$0.4399 | \$0.4399 |
| Cayman Islands | \$0.3299 | \$0.3299 |
| Central African Republic | \$0.5299 | \$0.5299 |
| Chad | \$0.4899 | \$0.4899 |
| Chile | \$0.1499 | \$0.3799 |
| Chile - Easter Island | \$0.5499 | \$0.5499 |
| Chile - Rural | \$0.7399 | \$0.7399 |
| China | \$0.1099 | \$0.1099 |
| Christmas & Cocos Islands | \$0.2099 | \$0.2099 |
| Colombia | \$0.1599 | \$0.1899 |
| Comoros | \$0.6999 | \$0.6999 |
| Congo | \$0.4399 | \$0.4399 |
| Cook Islands | \$1.5699 | \$1.5699 |
| Costa Rica | \$0.1699 | \$0.1899 |
| Croatia | \$0.1399 | \$0.3999 |
| Cuba | \$0.9699 | \$0.9699 |
| Cuba - Guantanamo Bay | \$0.9699 | \$0.9699 |
| Cyprus | \$0.1899 | \$0.2399 |
| Czech Republic | \$0.0899 | \$0.1899 |
| Denmark | \$0.0899 | \$0.3399 |
| Diego Garcia | \$2.0000 | \$2.0000 |
| Djibouti | \$0.5699 | \$0.5699 |
| Dominica | \$0.3399 | \$0.3399 |
| Dominican Republic | \$0.1599 | \$0.1599 |
| East Timor | \$2.2900 | \$2.2900 |
| Ecuador | \$0.2299 | \$0.2599 |
| Egypt | \$0.3599 | \$0.3599 |
| El Salvador | \$0.2299 | \$0.2299 |
| Equatorial Guinea | \$0.6999 | \$0.6999 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.4 Toll Service – International Rates Buydown Plan* (Cont'd.)

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|------------------|-----------------------|--------------------|
| Eritrea | \$0.7799 | \$0.7799 |
| Estonia | \$0.0899 | \$0.5699 |
| Ethiopia | \$0.7499 | \$0.7499 |
| Faeroe Islands | \$0.6799 | \$0.6799 |
| Falkland Islands | \$1.5999 | \$1.5999 |
| Fiji Islands | \$0.5999 | \$0.5999 |
| Finland | \$0.1399 | \$0.2899 |
| France | \$0.0899 | \$0.2999 |
| French Antilles | \$0.2499 | \$0.5699 |
| French Guiana | \$0.2999 | \$0.2999 |
| French Polynesia | \$0.5699 | \$0.5699 |
| Gabon Republic | \$0.3499 | \$0.3499 |
| Gambia | \$0.3899 | \$0.4999 |
| Georgia | \$0.1299 | \$0.2999 |
| Germany | \$0.0899 | \$0.4199 |
| Ghana | \$0.2599 | \$0.3299 |
| Gibraltar | \$0.1299 | \$0.4499 |
| Greece | \$0.0899 | \$0.3299 |
| Greenland | \$0.7740 | \$0.7740 |
| Grenada | \$0.4499 | \$0.4499 |
| Guadeloupe | \$0.3399 | \$0.6299 |
| Guatemala | \$0.2299 | \$0.2299 |
| Guinea | \$0.5199 | \$0.5999 |
| Guinea-Bissau | \$0.7199 | \$0.7199 |
| Guyana | \$0.5999 | \$0.5999 |
| Haiti | \$0.4699 | \$0.4699 |
| Honduras | \$0.4799 | \$0.4799 |
| Hong Kong | \$0.0899 | \$0.0899 |
| Hungary | \$0.0999 | \$0.3999 |
| Iceland | \$0.1099 | \$0.1699 |
| India | \$0.3999 | \$0.3999 |
| Indonesia | \$0.1499 | \$0.2999 |
| INMARSAT - 870 | \$11.99 | \$11.99 |
| INMARSAT - 871 | \$11.99 | \$11.99 |
| INMARSAT - 872 | \$11.99 | \$11.99 |
| INMARSAT - 873 | \$11.99 | \$11.99 |
| INMARSAT - 874 | \$11.99 | \$11.99 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.4 Toll Service – International Rates Buydown Plan* (Cont'd.)

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|------------------------|-----------------------|--------------------|
| International Networks | \$11.99 | \$11.99 |
| Intl Network Satellite | \$11.99 | \$11.99 |
| Iran | \$0.3199 | \$0.4299 |
| Iraq | \$1.1699 | \$1.1699 |
| Ireland | \$0.0899 | \$0.2199 |
| Iridium | \$11.9900 | \$11.9900 |
| Israel | \$0.0799 | \$0.1699 |
| Israel - Palestine | \$0.1949 | \$0.2299 |
| Italy | \$0.0899 | \$0.3199 |
| Ivory Coast | \$0.4399 | \$0.4399 |
| Jamaica | \$0.1899 | \$0.2599 |
| Japan | \$0.0899 | \$0.1499 |
| Japan - Military | \$0.0899 | \$0.1499 |
| Jordan | \$0.3999 | \$0.7899 |
| Kazakhstan | \$0.1099 | \$0.2736 |
| Kenya | \$0.5299 | \$0.6299 |
| Kiribati | \$1.3499 | \$1.3499 |
| Kuwait | \$0.2999 | \$0.4499 |
| Kyrgyzstan | \$0.3999 | \$0.4999 |
| Laos | \$0.1599 | \$0.1999 |
| Latvia | \$0.0899 | \$0.2199 |
| Lebanon | \$0.2499 | \$0.2999 |
| Lesotho | \$0.3999 | \$0.3999 |
| Liberia | \$0.3999 | \$0.4299 |
| Libya | \$0.5399 | \$0.5399 |
| Liechtenstein | \$0.0999 | \$1.7999 |
| Lithuania | \$0.2299 | \$0.4899 |
| Luxembourg | \$0.1299 | \$0.2299 |
| Macau | \$0.2699 | \$0.2699 |
| Macedonia | \$0.3299 | \$0.6999 |
| Madagascar | \$0.5299 | \$0.5299 |
| Malawi | \$0.2299 | \$0.2599 |
| Malaysia | \$0.1499 | \$0.1849 |
| Maldives | \$0.7299 | \$0.7299 |
| Mali Republic | \$0.4199 | \$0.4199 |
| Malta | \$0.3299 | \$0.5999 |
| Marshall Islands | \$0.4999 | \$0.4999 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.4 Toll Service – International Rates Buydown Plan* (Cont'd.)

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|----------------------|-----------------------|--------------------|
| Mauritania | \$0.4699 | \$0.4699 |
| Mauritius | \$0.3999 | \$0.3999 |
| Mayotte Island | \$0.5499 | \$1.0990 |
| Mexico | \$0.1499 | \$0.1999 |
| Micronesia | \$0.5699 | \$0.5699 |
| Moldova | \$0.3599 | \$0.3599 |
| Monaco | \$0.1399 | \$0.2899 |
| Mongolia | \$0.5999 | \$0.5999 |
| Montenegro | \$0.3799 | \$0.3799 |
| Montserrat | \$0.4599 | \$0.4599 |
| Morocco | \$0.5199 | \$0.5199 |
| Mozambique | \$0.2499 | \$0.3999 |
| Myanmar | \$0.8999 | \$0.8999 |
| Namibia | \$0.2199 | \$0.2199 |
| Nauru | \$1.5399 | \$1.5399 |
| Nepal | \$0.7599 | \$0.7599 |
| Netherlands | \$0.1099 | \$0.2399 |
| Netherlands Antilles | \$0.3299 | \$0.3999 |
| New Caledonia | \$0.7999 | \$0.7999 |
| New Zealand | \$0.2199 | \$0.3799 |
| Nicaragua | \$0.3899 | \$0.4199 |
| Niger | \$0.3199 | \$0.3799 |
| Nigeria | \$0.3999 | \$0.5999 |
| Niue | \$1.1990 | \$1.1990 |
| Norfolk Island | \$2.3990 | \$2.3990 |
| North Korea | \$1.2999 | \$1.2999 |
| Norway | \$0.0899 | \$0.2549 |
| Oman | \$0.4699 | \$0.4699 |
| Pakistan | \$0.3199 | \$0.4199 |
| Palau, Republic of | \$0.5999 | \$0.5999 |
| Palestine | \$0.2899 | \$0.2899 |
| Panama | \$0.2199 | \$0.2499 |
| Papua New Guinea | \$1.0699 | \$1.0699 |
| Paraguay | \$0.2799 | \$0.4599 |
| Peru | \$0.1499 | \$0.3899 |
| Peru - Rural | \$0.3899 | \$0.3899 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.4 Toll Service – International Rates Buydown Plan* (Cont'd.)

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|----------------------|-----------------------|--------------------|
| Philippines | \$0.2499 | \$0.2699 |
| Poland | \$0.1399 | \$0.3999 |
| Portugal | \$0.0899 | \$0.2199 |
| Qatar | \$0.8299 | \$0.8299 |
| Reunion Island | \$0.2199 | \$0.4299 |
| Romania | \$0.2399 | \$0.4899 |
| Russia | \$0.1299 | \$0.1499 |
| Rwanda | \$0.3599 | \$0.3599 |
| San Marino | \$0.0899 | \$0.3199 |
| Sao Tome | \$1.1699 | \$1.1699 |
| Saudi Arabia | \$0.4899 | \$0.6199 |
| Senegal | \$0.5199 | \$0.5199 |
| Serbia | \$0.3799 | \$0.3799 |
| Seychelles Islands | \$0.3599 | \$0.3599 |
| Sierra Leone | \$0.5999 | \$0.5999 |
| Singapore | \$0.0899 | \$0.1599 |
| Slovak Republic | \$0.1299 | \$0.5499 |
| Slovenia | \$0.1399 | \$0.3999 |
| Solomon Islands | \$1.5999 | \$1.5999 |
| Somalia | \$1.1299 | \$1.1299 |
| South Africa | \$0.2499 | \$0.2499 |
| South Korea | \$0.0899 | \$0.1499 |
| Spain | \$0.0899 | \$0.2699 |
| Sri Lanka | \$0.3199 | \$0.3199 |
| St. Helena | \$3.1190 | \$3.1190 |
| St. Kitts | \$0.5899 | \$0.5899 |
| St. Lucia | \$0.4499 | \$0.4499 |
| St. Pierre/Miquelon | \$0.4499 | \$0.4499 |
| St. Vincent | \$0.4299 | \$0.4299 |
| Sudan | \$0.3899 | \$0.3899 |
| Suriname | \$0.7499 | \$0.7499 |
| Swaziland | \$0.3199 | \$0.3799 |
| Sweden | \$0.0899 | \$0.2699 |
| Switzerland | \$0.0999 | \$0.2392 |
| Syrian Arab Republic | \$0.7499 | \$0.7499 |
| Taiwan | \$0.0946 | \$0.0946 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.4 Toll Service – International Rates Buydown Plan* (Cont'd.)

| <u>Country</u> | <u>Land-Line Rate</u> | <u>Mobile Rate</u> |
|-----------------------|-----------------------|--------------------|
| Tajikistan | \$0.3999 | \$0.3999 |
| Tanzania | \$0.5999 | \$0.5999 |
| Thailand | \$0.2299 | \$0.2299 |
| Togo | \$0.4999 | \$0.4999 |
| Tokelau | \$1.1990 | \$1.1990 |
| Tonga Islands | \$0.6499 | \$0.6499 |
| Trinidad & Tobago | \$0.2999 | \$0.2999 |
| Tunisia | \$0.5199 | \$0.5199 |
| Turkey | \$0.2299 | \$0.4399 |
| Turkey - North Cyprus | \$0.2299 | \$0.4399 |
| Turkmenistan | \$0.4299 | \$0.4299 |
| Turks & Caicos | \$0.4699 | \$0.4699 |
| Tuvalu | \$1.1999 | \$1.1999 |
| Uganda | \$0.3299 | \$0.3299 |
| Ukraine | \$0.2599 | \$0.3599 |
| United Arab Emirates | \$0.4999 | \$0.4999 |
| United Kingdom | \$0.0899 | \$0.4399 |
| Uruguay | \$0.2199 | \$0.2899 |
| Uzbekistan | \$0.4799 | \$0.4799 |
| Vanuatu | \$1.1999 | \$1.1999 |
| Vatican City | \$0.0899 | \$0.3199 |
| Venezuela | \$0.1799 | \$0.3299 |
| Vietnam | \$0.5699 | \$0.7299 |
| Wallis & Futuna | \$1.5999 | \$1.5999 |
| Western Samoa | \$0.4299 | \$0.4699 |
| Yemen Arab Republic | \$0.6999 | \$0.6999 |
| Zaire, Republic of | \$0.3999 | \$0.7699 |
| Zambia | \$0.3499 | \$0.3499 |
| Zimbabwe | \$0.2399 | \$0.4799 |

* Effective April 1, 2018 this plan is grandfathered and available for existing Customers only.

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates

The following rates are billed per minute. Rates apply 24 hours a day.

| | | | |
|---------------------------------|-----------|--------------------------------|-----------|
| Afghanistan | \$ 0.4380 | Antigua - Mobile/SS | \$ 0.6812 |
| Afghanistan - Mobile/SS | \$ 0.4301 | Antigua & Barbuda (Mobile B) | \$ 0.4809 |
| Afghanistan (Mobile A) Roshan | \$ 0.4301 | Antigua and Barbuda-Mobile | \$ 0.4363 |
| Afghanistan (Mobile B) | \$ 0.4401 | Argentina | \$ 0.0894 |
| Afghanistan (Mobile C) MTN | \$ 0.4301 | Argentina - Buenos Aires | \$ 0.0534 |
| Afghanistan (Mobile D) Etisalat | \$ 0.4301 | Argentina - Mobile/SS | \$ 0.3060 |
| Afghanistan (Mobile E) AWCC | \$ 0.4301 | Argentina (Corredores) | \$ 0.0933 |
| Afghanistan (Mobile F) Salaam | \$ 0.4301 | Argentina (Special) | \$ 0.0894 |
| Albania | \$ 0.4026 | Argentina-Bahia Blanca | \$ 0.0761 |
| Albania - Mobile/SS | \$ 1.0079 | Argentina-Campana | \$ 0.0828 |
| Albania - Tirana | \$ 0.3922 | Argentina-Merlo | \$ 0.0816 |
| Albania (AMC) | \$ 0.4026 | Argentina-Moreno | \$ 0.0783 |
| Albania (Olo Group) | \$ 0.4659 | Argentina-Santa Fe | \$ 0.0816 |
| Albania (Tirana) | \$ 0.4026 | Argentina-Tucuman | \$ 0.0839 |
| Algeria | \$ 0.2899 | Armenia | \$ 0.4630 |
| Algeria - Mobile/SS | \$ 1.3344 | Armenia - Mobile/SS | \$ 0.4630 |
| Algeria - Mobile/SS ORASCOM | \$ 0.9886 | Armenia - Yerevan | \$ 0.4108 |
| Algeria - Mobile/SS WATANIYA | \$ 1.2214 | Armenia (Mobile A) | \$ 0.4630 |
| Algeria (VSAT) | \$ 0.8623 | Armenia (Mobile B) Karabakh | \$ 0.4630 |
| Algeria-Algiers | \$ 0.2899 | Armenia (Premium Service) | \$ 0.4630 |
| Algeria-CAT | \$ 0.2899 | Armenia (Yerevan) | \$ 0.4630 |
| Andorra | \$ 0.0876 | Aruba | \$ 0.2007 |
| Andorra - Mobile/SS | \$ 0.3412 | Aruba - Mobile/SS | \$ 0.4246 |
| Angola | \$ 0.1534 | Aruba (Mobile A) Digicel | \$ 0.2688 |
| Angola - Mobile/SS | \$ 0.3510 | Aruba-Mobile | \$ 0.2007 |
| Angola (Mobile A) | \$ 0.6041 | Ascension Island | \$ 4.1044 |
| Angola (Mobile B) Movitel | \$ 0.6041 | Australia | \$ 0.0682 |
| Anguilla | \$ 0.4686 | Australia - Melbourne | \$ 0.0643 |
| Anguilla - Mobile/SS | \$ 0.6873 | Australia - Mobile/SS | \$ 0.0744 |
| Anguilla (Mobile B) | \$ 0.4686 | Australia - Mobile/SS OPTUS | \$ 0.1138 |
| Anguilla-Info | \$ 0.5686 | Australia - Mobile/SS TELSTRA | \$ 0.1112 |
| Antarctica | \$ 4.2484 | Australia - Mobile/SS VODAFONE | \$ 0.1062 |
| Antarctica (Casey) | \$ 4.2484 | Australia - Sydney | \$ 0.0632 |
| Antarctica (Scott) | \$ 4.2484 | Australia (Metro) | \$ 0.0682 |
| Antarctica-Norfolk Island | \$ 3.3800 | Australia (Mobile A) | \$ 0.1119 |
| Antigua | \$ 0.4363 | Australia (Mobile B) Satellite | \$ 0.2137 |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|---------------------------------|-----------|-----------------------------------|-----------|
| Australia (Mobile E) Reach | \$ 0.1112 | Bangladesh - Chittagong | \$ 0.0993 |
| Australia (Mobile F) Hutchison | \$ 0.1138 | Bangladesh - Dhaka | \$ 0.0993 |
| Australia (Special Services) | \$ 0.0970 | Bangladesh - Mobile/SS | \$ 0.0981 |
| Australia-Adelaide | \$ 0.0664 | Bangladesh (Mobile A) | \$ 0.0981 |
| Australia-External Territories | \$ 0.0711 | Bangladesh (Sylhet) | \$ 0.0993 |
| Australia-Mobile Optus | \$ 0.0744 | Bangladesh-Sylhet | \$ 0.0993 |
| Australia-Mobile Telstra | \$ 0.0744 | Barbados | \$ 0.4563 |
| Australia-Perth | \$ 0.0676 | Barbados - Mobile/SS | \$ 0.8387 |
| Australia-Satellite | \$ 0.0744 | Barbados - Mobile/SS DIGICEL | \$ 0.5592 |
| Austria | \$ 0.2933 | Barbados (Mobile A) Digicel | \$ 0.5551 |
| Austria - Mobile/SS | \$ 0.5229 | Barbados (Mobile B) Lime | \$ 0.5551 |
| Austria - Mobile/SS Mobilkom | \$ 0.5256 | Barbados (Mobile C) | \$ 0.5551 |
| Austria - Mobile/SS Premium | \$ 0.5822 | Barbados-Mobile | \$ 0.4563 |
| Austria - Vienna | \$ 0.2919 | Barbados-Mobile Digicel | \$ 0.4563 |
| Austria (Mobile A) Mobilkom | \$ 0.5256 | Belarus | \$ 0.6566 |
| Austria (Mobile C) | \$ 0.5256 | Belarus - Minsk | \$ 0.6574 |
| Austria (Mobile D) Hutchison 3G | \$ 0.5229 | Belarus - Mobile/SS | \$ 0.9113 |
| Austria-Corporate Services | \$ 0.2933 | Belarus-Mobile | \$ 0.6566 |
| Austria-Mobile Connect | \$ 0.4007 | Belarus-Mobile MTS | \$ 0.6756 |
| Austria-NGN | \$ 0.2933 | Belgium | \$ 0.2116 |
| Azerbaijan | \$ 0.5423 | Belgium - Mobile/SS | \$ 0.2410 |
| Azerbaijan - Mobile/SS | \$ 0.6570 | Belgium - Mobile/SS BASE | \$ 0.1729 |
| Azerbaijan (Baku) | \$ 0.5423 | Belgium - Mobile/SS MOBISTAR | \$ 0.1923 |
| Bahamas | \$ 0.2786 | Belgium - Mobile/SS PROXIMUS | \$ 0.1923 |
| Bahamas - Mobile/SS | \$ 0.3350 | Belgium (Mobile C) Base | \$ 0.1923 |
| Bahamas (Mobile A) | \$ 0.2786 | Belgium (Mobile D) | \$ 0.2604 |
| Bahamas (Mobile B) NewCo | \$ 0.2786 | Belgium (Mobile E) Telenet | \$ 0.2604 |
| Bahamas-Info | \$ 0.2786 | Belgium (OLO) | \$ 0.2116 |
| Bahamas-Mobile | \$ 0.2786 | Belgium (Universal Access Number) | \$ 0.2116 |
| Bahrain | \$ 0.2346 | Belgium-Brussels | \$ 0.2116 |
| Bahrain - Mobile/SS | \$ 0.2911 | Belgium-NGN | \$ 0.2116 |
| Bahrain (Batelco) | \$ 0.2346 | Belize | \$ 0.4542 |
| Bahrain (Mobile A) | \$ 0.2911 | Belize - Mobile/SS | \$ 0.4590 |
| Bahrain (Mobile B) Zain | \$ 0.2911 | Belize (Mobile A) | \$ 0.4590 |
| Bahrain (Mobile C) Viva | \$ 0.2911 | Belize (Mobile B) Speednet | \$ 0.4590 |
| Bangladesh | \$ 0.0993 | Belize (Speednet) | \$ 0.4542 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|---|-----------|------------------------------------|-----------|
| Belize-Belize City | \$ 0.4542 | Botswana | \$ 0.2257 |
| Benin | \$ 0.5877 | Botswana - Mobile/SS | \$ 0.3490 |
| Benin - Mobile/SS | \$ 0.6884 | Botswana (Mobile A) | \$ 0.4723 |
| Benin (Mobile B) MTN | \$ 0.6884 | Botswana (Mobile B) | \$ 0.4834 |
| Benin-Mobile Libericom | \$ 0.6884 | Botswana (Mobile C) Orange | \$ 0.5057 |
| Benin-Mobile MOOV | \$ 0.6884 | Brazil | \$ 0.0633 |
| Bermuda | \$ 0.1104 | Brazil - Belo Horizonte | \$ 0.0628 |
| Bermuda (Mobile A) | \$ 0.1104 | Brazil - Mobile/SS | \$ 0.2077 |
| Bermuda-Info | \$ 0.1104 | Brazil - Mobile/SS TIM | \$ 0.0752 |
| Bhutan | \$ 0.1764 | Brazil - Rio de Janeiro | \$ 0.0617 |
| Bhutan (Mobile A) | \$ 0.1764 | Brazil - Sao Paulo | \$ 0.0622 |
| Bolivia | \$ 0.4346 | Brazil (Behlo Horizonte) | \$ 0.0578 |
| Bolivia - Cochabamba | \$ 0.2617 | Brazil (Governador Valadares) | \$ 0.0607 |
| Bolivia - La Paz | \$ 0.2513 | Brazil (Rio de Janeiro) | \$ 0.0540 |
| Bolivia - Mobile/SS | \$ 0.3652 | Brazil (Sao Paulo State Interior) | \$ 0.0627 |
| Bolivia - Mobile/SS ENTEL | \$ 0.3659 | Brazil (Sao Paulo) | \$ 0.0513 |
| Bolivia - Mobile/SS NUEVATEL | \$ 0.3643 | Brazil (Tier 1 Cities) | \$ 0.0592 |
| Bolivia - Santa Cruz | \$ 0.2454 | Brazil-Campinas | \$ 0.0633 |
| Bolivia (Cochabamba) | \$ 0.2451 | Brazil-Imperatriz | \$ 0.0633 |
| Bolivia (Equal Access) | \$ 0.3353 | Brazil-Joinville | \$ 0.0633 |
| Bolivia (La Paz) | \$ 0.2348 | Brazil-Mobile 1 | \$ 0.0633 |
| Bolivia (Mobile C) | \$ 0.3652 | Brazil-Mobile 2 | \$ 0.0633 |
| Bolivia (Mobile D) Telcel | \$ 0.3652 | Brazil-Natal | \$ 0.0633 |
| Bolivia (Santa Cruz) | \$ 0.3353 | Brazil-Sao Paulo | \$ 0.0622 |
| Bolivia (VOIP) | \$ 0.4346 | British Virgin Islands | \$ 0.4088 |
| Bosnia & Herzegovina | \$ 0.3537 | British Virgin Islands - Mobile/SS | \$ 0.6712 |
| Bosnia & Herzegovina - Mobile/SS | \$0.5093 | British Virgin Islands (Mobile A) | |
| Bosnia/Herzegovina-Mobile BH | \$0.7240 | Digicel | \$ 0.4088 |
| Bosnia/Herzegovina-Mobile Eronet | \$0.7240 | British Virgin Islands (Mobile B) | \$ 0.6712 |
| Bosnia/Herzegovina-Mobile SRPSKE | \$0.7240 | British Virgin Islands-Info | \$ 0.6282 |
| Bosnia/Herzegovina-Mostar | \$0.3537 | British Virgin Islands-Mobile | \$ 0.5872 |
| Bosnia/Herzegovina-Sarajevo | \$ 0.3537 | Brunei | \$ 0.1172 |
| Bosnia-Herzegovina (Mobile A) BH Telecom | \$ 0.7240 | Brunei (Mobile A) | \$ 0.1233 |
| Bosnia-Herzegovina (Mobile B) Mobis Telecom | \$ 0.7240 | Brunei (Mobile B) DST On-Net | \$ 0.1233 |
| Bosnia-Herzegovina (Mobile C) Mobile 1 | \$ 0.3629 | Brunei-Mobile | \$ 0.1172 |
| Bosnia-Herzegovina (Telecom Network) | \$ 0.3537 | Bulgaria | \$ 0.2146 |
| | | Bulgaria - Mobile/SS | \$ 0.7990 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|-----------------------------|-----------|-----------------------------------|-----------|
| Bulgaria - Sofia | \$ 0.2154 | Canada - 819 ITC | \$ 0.0638 |
| Bulgaria (Mobile B) Mobitel | \$ 0.7990 | Canada - 867 ITC | \$ 0.3643 |
| Bulgaria (Olo Group) | \$ 0.2154 | Canada - Yukon | \$ 0.3643 |
| Burkina Faso | \$ 0.6042 | Canada (High Cost Area) | \$ 0.0609 |
| Burkina Faso - Mobile/SS | \$ 0.6668 | Canada-Info | \$ 0.9703 |
| Burkina Faso-Mobile Airtel | \$ 0.6668 | Canada-Special Services 600 | \$ 0.0588 |
| Burkina Faso-Mobile Telecel | \$ 0.6668 | Cape Verde Islands | \$ 0.5094 |
| Burkina Faso-Mobile Telemob | \$ 0.6668 | Cape Verde Islands - Mobile/SS | \$ 0.5690 |
| Burundi | \$ 1.3546 | Cayman Islands | \$ 0.2520 |
| Burundi - Mobile/SS | \$ 1.1890 | Cayman Islands - Mobile/SS | \$ 0.5050 |
| Burundi-Mobile Onatel | \$ 1.1890 | Cayman Islands (Mobile A) Digicel | \$ 0.4073 |
| Cambodia | \$ 0.1668 | Cayman Islands-Info | \$ 0.3389 |
| Cambodia - Mobile/SS | \$ 0.1636 | Cayman Islands-Mobile | \$ 0.3389 |
| Cambodia (Metfone) | \$ 0.1668 | Cayman Islands-Mobile Digicel | \$ 0.3389 |
| Cambodia (Mobile A) | \$ 0.1636 | Cayman Islands-NGN | \$ 0.3389 |
| Cambodia (Mobile B) Metfone | \$ 0.1636 | Central African Republic | \$ 1.6064 |
| Cambodia-Mobile | \$ 0.1668 | Central African Republic-Mobile | \$ 1.6064 |
| Cambodia-Phnom Penh | \$ 0.1668 | Chad | \$ 1.2146 |
| Cameroon | \$ 0.4284 | Chad - Mobile/SS | \$ 1.4559 |
| Cameroon - Mobile/SS | \$ 0.6783 | Chad Republic (Mobile B) | \$ 1.4559 |
| Cameroon - Mobile/SS ORANGE | \$ 0.7601 | Chad-Mobile | \$ 1.4559 |
| Cameroon (Mobile A) MTN | \$ 0.7970 | Chile | \$ 0.0789 |
| Cameroon (Mobile C) | \$ 0.7970 | Chile - Mobile/SS | \$ 0.0931 |
| Canada | \$ 0.0609 | Chile - Rural | \$ 0.9911 |
| Canada - 249 ITC | \$ 0.0638 | Chile - Santiago | \$ 0.0696 |
| Canada - 250 ITC | \$ 0.0638 | Chile (Coyhaique) | \$ 0.0789 |
| Canada - 418 ITC | \$ 0.0638 | Chile (Mobile A) | \$ 0.1540 |
| Canada - 450 ITC | \$ 0.0638 | Chile (Mobile B) Mobilink | \$ 0.2423 |
| Canada - 519 ITC | \$ 0.0638 | Chile (Rural Hubbing) | \$ 0.7847 |
| Canada - 579 ITC | \$ 0.0638 | Chile-Easter Island | \$ 0.9911 |
| Canada - 581 ITC | \$ 0.0638 | Chile-Rural | \$ 0.7847 |
| Canada - 613 ITC | \$ 0.0638 | China | \$ 0.0907 |
| Canada - 705 ITC | \$ 0.0638 | China - Mobile/SS | \$ 0.0907 |
| Canada - 807 ITC | \$ 0.0638 | Chile (Mobile B) Mobilink | \$ 0.0638 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|-------------------------------|-----------|-----------------------------------|-----------|
| China (Mobile A) | \$ 0.0907 | Comoros-Mobile Mayotte | \$ 0.7149 |
| China-Beijing | \$ 0.0907 | Congo | \$ 1.0403 |
| China-Fuzhou | \$ 0.0907 | Congo (Mobile A) | \$ 1.0403 |
| China-Mobile | \$ 0.0907 | Cook Islands | \$ 1.6150 |
| China-Shanghai | \$ 0.0907 | Costa Rica | \$ 0.0796 |
| Colombia | \$ 0.1050 | Costa Rica - Mobile/SS | \$ 0.1400 |
| Colombia - Baranquilla | \$ 0.1050 | Costa Rica - Mobile/SS Claro | \$ 0.1429 |
| Colombia - Bogota | \$ 0.2078 | Costa Rica - Mobile/SS Telefonica | \$ 0.1738 |
| Colombia - Cali | \$ 0.2111 | Costa Rica (Mobile B) Telefonica | \$ 0.1400 |
| Colombia - Lex | \$ 0.2137 | Costa Rica (Mobile D) MVNO | \$ 0.1381 |
| Colombia - Medellin | \$ 0.2068 | Costa Rica (Other) | \$ 0.1034 |
| Colombia - Mobile/SS | \$ 0.1061 | Costa Rica (Special Service) | \$ 0.0828 |
| Colombia - Mobile/SS COMCEL | \$ 0.0991 | Costa Rica-NGN | \$ 0.1012 |
| Colombia - Mobile/SS MOVISTAR | \$ 0.1358 | Costa Rica-OLO | \$ 0.0796 |
| Colombia - Mobile/SS TIGO | \$ 0.1478 | Croatia | \$ 0.2353 |
| Colombia - Pereira | \$ 0.1050 | Croatia - Mobile/SS | \$ 0.5563 |
| Colombia (Armenia) | \$ 0.1050 | Croatia (Mobile C) Vipnet | \$ 0.2353 |
| Colombia (Barranquilla) | \$ 0.1050 | Croatia-Mobile | \$ 0.3461 |
| Colombia (Bogota) | \$ 0.1050 | Croatia-NGN | \$ 0.3461 |
| Colombia (Bucaramanga) | \$ 0.1050 | Cuba | \$ 1.4324 |
| Colombia (Cali) | \$ 0.0919 | Cuba - Guantanamo Bay | \$ 1.6332 |
| Colombia (Cartagena) | \$ 0.1050 | Cuba (Guantanamo Bay) | \$ 1.6417 |
| Colombia (Local Extendida) | \$ 0.2137 | Cuba (Mobile A) | \$ 1.4324 |
| Colombia (Manizales) | \$ 0.1061 | Cuba-Guantanamo | \$ 1.4324 |
| Colombia (Mobile A) | \$ 0.1520 | Cyprus | \$ 0.0623 |
| Colombia (Mobile B) Movistar | \$ 0.1358 | Cyprus - Mobile/SS | \$ 0.2200 |
| Colombia (Mobile C) Comcel | \$ 0.1079 | Cyprus (Mobile A) CYTA | \$ 0.0989 |
| Colombia (Mobile E) Avantel | \$ 0.1537 | Cyprus (Mobile C) MTN | \$ 0.0989 |
| Colombia (Mobile F) MSRN | \$ 0.1459 | Cyprus (Mobile D) PrimeTel | \$ 0.1128 |
| Colombia (Pereira) | \$ 0.1050 | Cyprus (Mobile E) Voice Mail | \$ 0.1088 |
| Colombia-Rural | \$ 0.2137 | Cyprus (Mobile F) Lemontel | \$ 0.1128 |
| Comoros | \$ 0.7149 | Cyprus (Other) | \$ 0.0623 |
| Comoros - Mobile/SS | \$ 0.8244 | Cyprus (Special Services) | \$ 0.2200 |
| Comoros-Mayotte Island | \$ 0.7149 | Cyprus-NGN | \$ 0.0623 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|--|-----------|---|-----------|
| Czech Republic | \$ 0.0781 | Dominica - Mobile/SS | \$ 0.6853 |
| Czech Republic - Mobile/SS | \$ 0.1362 | Dominica-Info | \$ 0.4658 |
| Czech Republic - Prague | \$ 0.0779 | Dominican Republic | \$ 0.0840 |
| Czech Republic (Mobile A) | \$ 0.1449 | Dominican Republic - Mobile/SS | \$ 0.1742 |
| Dem Rep of the Congo | \$ 0.8080 | Dominican Republic (Mobile A) Centennial | \$ 0.1337 |
| Dem Rep of the Congo (Mobile C) Airtel | \$ 0.7883 | Dominican Republic (Mobile B) Verizon | \$ 0.1742 |
| Dem Rep of the Congo (Mobile D) Vodacom | \$ 0.8013 | Dominican Republic (Mobile C) Orange | \$ 0.1742 |
| Dem Rep of the Congo (Mobile E) CCT | \$ 0.8013 | Dominican Republic (Santo Domingo) | \$ 0.1247 |
| Dem Rep of the Congo (Mobile F) Tigo | \$ 0.8013 | Dominican Republic-Info | \$ 0.0842 |
| Dem Rep of the Congo (Mobile G) MTN | \$ 0.8013 | Dominican Republic-Mobile 809 | \$ 0.0842 |
| Dem Rep of the Congo (Mobile H) Tatem | \$ 0.8013 | Dominican Republic-Mobile 829 | \$ 0.0842 |
| Dem Rep of the Congo (Mobile K) Africell | \$ 0.8013 | Dominican Republic-Mobile 849 | \$ 0.0842 |
| Dem Rep of the Congo (Special Services) | \$ 1.1118 | Dominican Republic-Mobile Orange 809 | \$ 0.0842 |
| Dem. Rep. of Congo-Mobile | \$ 0.7668 | Dominican Republic-Mobile Orange 849 | \$ 0.0842 |
| Dem. Rep. of Congo-Mobile Airtel | \$ 0.7668 | East Timor | \$ 1.5359 |
| Dem. Rep. of Congo-Mobile Vodacom | \$ 0.8080 | Ecuador | \$ 0.2822 |
| Dem. Rep. of Congo-NGN | \$ 0.8080 | Ecuador - Cuenca | \$ 0.2822 |
| Denmark | \$ 0.0734 | Ecuador - Etapa | \$ 0.2822 |
| Denmark - Mobile/SS | \$ 0.0840 | Ecuador - Guayaquil | \$ 0.2822 |
| Denmark - Mobile/SS H3G | \$ 0.0877 | Ecuador - Mobile/SS | \$ 0.4056 |
| Denmark - Mobile/SS SONOFON | \$ 0.0862 | Ecuador - Mobile/SS Movistar | \$ 0.4010 |
| Denmark - Mobile/SS TDC | \$ 0.0862 | Ecuador - Mobile/SS PORTA | \$ 0.3680 |
| Denmark - Mobile/SS Telia | \$ 0.0862 | Ecuador - Quito | \$ 0.2822 |
| Denmark (Mobile A) Telenor | \$ 0.0908 | Ecuador (CNT) | \$ 0.2822 |
| Denmark (Mobile B) | \$ 0.0908 | Ecuador (Etapatelecom) | \$ 0.2822 |
| Denmark (Mobile C) TDC | \$ 0.0908 | Ecuador (Linkotel) | \$ 0.2822 |
| Denmark (Mobile D) Telia | \$ 0.0862 | Ecuador (Mobile A) Allegro PCS | \$ 0.4056 |
| Denmark-Copenhagen | \$ 0.0612 | Ecuador (Mobile B) Porta | \$ 0.4056 |
| Denmark-Mobile | \$ 0.0734 | Ecuador (Mobile D) | \$ 0.4056 |
| Denmark-NGN | \$ 0.0734 | Ecuador (Telecom) | \$ 0.2822 |
| Diego Garcia | \$ 2.7243 | Ecuador-Mobile Porta | \$ 0.4056 |
| Djibouti | \$ 0.6533 | Ecuador-Setel | \$ 0.2822 |
| Djibouti-Mobile | \$ 0.6533 | Ecuador-TelMex | \$ 0.2822 |
| Dominica | \$ 0.4267 | Egypt | \$ 0.1698 |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|-----------------------------------|-----------|---------------------------------|-----------|
| Egypt - Mobile/SS | \$ 0.2306 | Eritrea-Mobile | \$ 0.4677 |
| Egypt - Mobile/SS Etisalat | \$ 0.2289 | Estonia | \$ 0.0768 |
| Egypt-Alexandria | \$ 0.1698 | Estonia - Mobile/SS | \$ 0.9856 |
| Egypt-Cairo | \$ 0.1698 | Estonia (Mobile A) Elisa | \$ 0.7148 |
| Egypt-Mobile | \$ 0.1698 | Estonia (Mobile B) EMT | \$ 0.7148 |
| Egypt-Mobile Etisalat | \$ 0.1698 | Estonia (Mobile C) Tele2 | \$ 0.7081 |
| El Salvador | \$ 0.3567 | Estonia (Mobile D) | \$ 0.9856 |
| El Salvador - CTE | \$ 0.2912 | Estonia-Mobile Elisa | \$ 0.3803 |
| El Salvador - Mobile/SS | \$ 0.3653 | Estonia-Mobile EMT | \$ 0.3703 |
| El Salvador - Mobile/SS DIGI | \$ 0.3241 | Ethiopia | \$ 0.5456 |
| El Salvador - Mobile/SS PERS | \$ 0.3653 | Ethiopia - Addis Ababa | \$ 0.5367 |
| El Salvador - Mobile/SS TFON | \$ 0.3899 | Ethiopia - Mobile/SS | \$ 0.5969 |
| El Salvador - Mobile/SS TMOV | \$ 0.3471 | Ethiopia (Mobile A) Addis Ababa | \$ 0.5969 |
| El Salvador - Personal | \$ 0.3310 | Ethiopia (Mobile B) | \$ 0.5969 |
| El Salvador - Telefonica | \$ 0.3556 | Ethiopia-Mobile | \$ 0.5456 |
| El Salvador - Telemovil | \$ 0.3466 | Faeroe Islands | \$ 0.3594 |
| El Salvador (Digicel) | \$ 0.3513 | Falkland Islands | \$ 3.6452 |
| El Salvador (Mobile A) CTE | \$ 0.3561 | Fiji | \$ 0.5740 |
| El Salvador (Mobile B) | \$ 0.3653 | Fiji Islands (Mobile A) | \$ 0.5740 |
| El Salvador (Mobile C) Digicel | \$ 0.3236 | Fiji Islands (Mobile B) DIGICEL | \$ 0.5740 |
| El Salvador (Mobile D) Telefonica | \$ 0.3653 | Finland | \$ 0.1057 |
| El Salvador (Mobile E) Telemovil | \$ 0.3653 | Finland - Mobile/SS | \$ 0.1203 |
| El Salvador (On-Net) | \$ 0.3099 | Finland (Mobile A) Elisa | \$ 0.1049 |
| El Salvador (Telefonica) | \$ 0.3567 | Finland (Mobile B) | \$ 0.1049 |
| El Salvador (Telemovil) | \$ 0.3567 | Finland (Mobile C) Sonera | \$ 0.1049 |
| El Salvador-Mobile Personal | \$ 0.3997 | Finland (Portable Numbers) | \$ 0.1242 |
| El Salvador-Mobile Telefonica | \$ 0.3631 | Finland (Services) | \$ 0.1203 |
| El Salvador-Personal | \$ 0.3567 | Finland-Corporate Services | \$ 0.1087 |
| Equatorial Guinea | \$ 0.8972 | Finland-Helsinki | \$ 0.0997 |
| Equatorial Guinea (Mobile A) | \$ 0.8972 | Finland-Mobile Elisa | \$ 0.1087 |
| Equatorial Guinea (Mobile B) Muni | \$ 0.8972 | Finland-Mobile Finnett | \$ 0.1049 |
| Equatorial Guinea-Mobile | \$ 0.8972 | Finland-Mobile Sonera | \$ 0.1087 |
| Eritrea | \$ 0.4677 | Finland-NGN | \$ 0.1087 |
| Eritrea (Mobile A) | \$ 0.4677 | France | \$ 0.0541 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|-------------------------------|-----------|------------------------------|------------|
| France - Mobile/SS | \$ 0.5729 | Georgia-Mobile Mobitel | \$ 0.6556 |
| France - Mobile/SS BOUGUYES | \$ 0.1469 | Georgia-Tbilisi | \$ 0.5252 |
| France - Mobile/SS ORANGE | \$ 0.1469 | Germany | \$ 0.0559 |
| France - Mobile/SS SFR | \$ 0.1451 | Germany - Mobile/SS | \$ 0.0733 |
| France - Paris | \$ 0.0528 | Germany - Mobile/SS EPLUS | \$ 0.2584 |
| France (CLEC) | \$ 0.0541 | Germany - Mobile/SS O2 | \$ 0.2584 |
| France (Mobile A) Orange | \$ 0.3538 | Germany - Mobile/SS TMOBILE | \$ 0.2584 |
| France (Mobile B) SFR | \$ 0.3538 | Germany - Mobile/SS VODAFONE | \$ 0.2584 |
| France (Mobile C) Bouygues | \$ 0.3538 | Germany (Mobile D) Vodafone | \$ 0.2584 |
| France (Mobile D) | \$ 0.3538 | Germany (Mobile E) Eplus | \$ 0.2584 |
| France (Mobile E) Global Star | \$ 0.5908 | Germany (Mobile F) | \$ 0.0733 |
| France (Mobile F) Free | \$ 0.3538 | Germany (Mobile G) MNVO | \$ 0.2584 |
| France-Mobile Bouygues | \$ 0.2867 | Germany (Other) | \$ 0.0559 |
| France-Mobile Globalstar | \$ 0.2867 | Germany-Berlin | \$ 0.0559 |
| France-Mobile Orange | \$ 0.2867 | Germany-Frankfurt | \$ 0.0559 |
| France-Mobile SFR | \$ 0.2867 | Germany-Hamburg | \$ 0.0559 |
| French Antilles | \$ 0.0808 | Germany-Munich | \$ 0.0559 |
| French Antilles - Mobile/SS | \$ 0.1829 | Germany-NGN | \$ 0.0559 |
| French Guiana | \$ 0.1558 | Ghana | \$ 0.5451 |
| French Guiana - Mobile/SS | \$ 0.4826 | Ghana - Accra | \$ 0.5457 |
| French Polynesia | \$ 0.4714 | Ghana - Mobile/SS | \$ 0.5506 |
| French Polynesia (Mobile A) | \$ 0.5379 | Ghana - Mobile/SS MTN | \$ 0.5697 |
| French Polynesia-Mobile | \$ 0.4714 | Ghana (Mobile B) MTN | \$ 0.5757 |
| Gabon | \$ 0.9706 | Gibraltar | \$ 0.1234 |
| Gabon - Mobile/SS | \$ 1.0458 | Gibraltar - Mobile/SS | \$ 0.3560 |
| Gambia | \$ 1.7497 | Gibraltar (Mobile A) | \$ 0.3560 |
| Gambia - Mobile/SS | \$ 1.7537 | Global Mobile | \$ 14.2654 |
| Gambia-Mobile Gamcell | \$ 1.7537 | Global Mobile-Ellipso | \$ 14.2654 |
| Georgia | \$ 0.5133 | Global Mobile-Globalstar | \$ 14.2654 |
| Georgia - Mobile/SS | \$ 0.6556 | Global Mobile-Iridium | \$ 14.2654 |
| Georgia (Mobile A) | \$ 0.5189 | Greece | \$ 0.0783 |
| Georgia-Abkhazia | \$ 0.5189 | Greece - Athens | \$ 0.0783 |
| Georgia-Mobile Geocell | \$ 0.6556 | Greece - Mobile/SS | \$ 0.1261 |
| Georgia-Mobile Magticom | \$ 0.6556 | Greece - Mobile/SS Cosmote | \$ 0.1421 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|----------------------------------|-----------|-----------------------------------|-----------|
| Greece - Mobile/SS Vodaphone | \$ 0.1421 | Guinea Bissau (Mobile B) Spacetel | \$ 1.1812 |
| Greece - Mobile/SS Wind | \$ 0.1421 | Guinea-Mobile Gamma | \$ 1.3742 |
| Greece (Mobile A) | \$ 0.0783 | Guinea-Mobile Intercel | \$ 1.3742 |
| Greece-Mobile | \$ 0.1091 | Guinea-Mobile Wimax | \$ 1.3742 |
| Greenland | \$ 0.8997 | Guinea-NGN | \$ 1.3742 |
| Greenland (Mobile A) | \$ 1.0514 | Guyana | \$ 0.4661 |
| Greenland-Mobile | \$ 0.8997 | Guyana - Mobile/SS | \$ 0.5007 |
| Grenada | \$ 0.5006 | Guyana - Mobile/SS Digicel | \$ 0.3798 |
| Grenada - Mobile/SS | \$ 0.6540 | Guyana (Mobile B) | \$ 0.5007 |
| Grenada (Mobile A) | \$ 0.5723 | Haiti | \$ 0.7998 |
| Grenada (Premium Service) | \$ 0.5723 | Haiti - Mobile/SS | \$ 0.7953 |
| Grenada-Info | \$ 0.5006 | Haiti - Mobile/SS COMCEL | \$ 0.7067 |
| Grenada-Mobile | \$ 0.5006 | Haiti - Mobile/SS DIGI | \$ 0.7067 |
| Guadeloupe | \$ 0.0746 | Haiti - Mobile/SS NATCOM | \$ 0.6961 |
| Guadeloupe - Mobile/SS | \$ 0.1758 | Haiti (Haitel) | \$ 0.6884 |
| Guadeloupe - Mobile/SS Orange | \$ 0.1791 | Haiti (Mobile A) Haitel | \$ 0.7953 |
| Guadeloupe-Mobile Outer Mer | \$ 0.1758 | Haiti (Mobile D) | \$ 0.7998 |
| Guatemala | \$ 0.3106 | Haiti (Natcom) | \$ 0.6884 |
| Guatemala - Mobile/SS | \$ 0.3106 | Haiti-Mobile Comcel | \$ 0.7067 |
| Guatemala - Mobile/SS COMCEL | \$ 0.2936 | Honduras | \$ 0.2880 |
| Guatemala - Mobile/SS PCS | \$ 0.2866 | Honduras - Mobile/SS | \$ 0.3002 |
| Guatemala - Mobile/SS Telefonica | \$ 0.3111 | Honduras - Mobile/SS CELTEL | \$ 0.4249 |
| Guatemala - Telgua | \$ 0.2567 | Honduras - Mobile/SS Claro | \$ 0.3167 |
| Guatemala (Mobile A) PCS | \$ 0.2534 | Honduras - Mobile/SS DIGICELL | \$ 0.3167 |
| Guatemala (Mobile D) Telefonica | \$ 0.2901 | Honduras (Mobile A) Hondutel | \$ 0.3199 |
| Guatemala-Atel | \$ 0.3106 | Honduras (On-Net) | \$ 0.2880 |
| Guatemala-Mobile Comcel | \$ 0.3127 | Honduras-Mobile Digicel ON | \$ 0.3167 |
| Guinea | \$ 1.3742 | Hong Kong | \$ 0.0719 |
| Guinea (Mobile A) | \$ 1.3742 | Hong Kong - Mobile/SS | \$ 0.0883 |
| Guinea (Mobile B) MTN | \$ 1.3742 | Hong Kong (Mobile A) | \$ 0.0838 |
| Guinea (Mobile C) Cellcom | \$ 1.3742 | Hungary | \$ 0.0592 |
| Guinea (Mobile D) Mobile 1 | \$ 1.5188 | Hungary - Budapest | \$ 0.0591 |
| Guinea Bissau | \$ 1.1812 | Hungary - Mobile/SS | \$ 0.1411 |
| Guinea Bissau (Mobile A) | \$ 1.1812 | Hungary-Corporate Networks | \$ 0.0592 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|------------------------------------|-----------|---|------------|
| Hungary-Internet | \$ 0.0592 | Indonesia | \$ 0.1326 |
| Hungary-Mobile | \$ 0.0592 | Indonesia - Jakarta | \$ 0.0847 |
| Iceland | \$ 0.0727 | Indonesia - Mobile/SS | \$ 0.1336 |
| Iceland - Mobile/SS | \$ 0.0866 | Indonesia - Mobile/SS EXCELCOM | \$ 0.0950 |
| Iceland (Mobile A) Iceland Telecom | \$ 0.0866 | Indonesia - Mobile/SS INDOSAT | \$ 0.0982 |
| Iceland (Mobile B) Og Vodafone | \$ 0.0866 | Indonesia - Mobile/SS TELEKOM | \$ 0.1002 |
| Iceland (Mobile C) | \$ 0.0866 | Indonesia - Surabaya | \$ 0.0924 |
| Iceland (Mobile D) TAL | \$ 0.0866 | Indonesia (Mobile A) | \$ 0.1176 |
| India | \$ 0.0826 | Indonesia (Mobile C) Code 868 | \$ 0.1336 |
| India - Bangalore | \$ 0.0826 | Indonesia (Mobile E) Excelcomindo | \$ 0.1176 |
| India - Bombay | \$ 0.0826 | Indonesia (Mobile F) Hutchinson | \$ 0.1176 |
| India - Calcutta | \$ 0.0826 | Indonesia-Bandung | \$ 0.1221 |
| India - Hyderabad | \$ 0.0826 | Indonesia-Denpasar | \$ 0.1326 |
| India - Madras | \$ 0.0826 | Inmarsat | \$ 15.4788 |
| India - Mobile/SS | \$ 0.0826 | Inmarsat (SNAC Aero) | \$ 10.8791 |
| India - Mobile/SS BSNL | \$ 0.0826 | Inmarsat (SNAC B HSD) | \$ 15.1531 |
| India - New Delhi | \$ 0.0826 | Inmarsat (SNAC B) | \$ 9.1012 |
| India - Pune | \$ 0.0826 | Inmarsat (SNAC BGAN HSD) | \$ 14.7124 |
| India - Punjab | \$ 0.0826 | Inmarsat (SNAC BGAN) | \$ 10.7790 |
| India (Ahmedabad) | \$ 0.0826 | Inmarsat (SNAC C) | \$ 15.4842 |
| India (Bangalore) | \$ 0.0826 | Inmarsat (SNAC GAN HSD) | \$ 13.5566 |
| India (Ernakulum) | \$ 0.0826 | Inmarsat (SNAC M) | \$ 8.8677 |
| India (Gujarat) | \$ 0.0826 | Inmarsat (SNAC Mini-M) | \$ 8.8566 |
| India (Jalandhar) | \$ 0.0826 | International Networks | \$ 16.6862 |
| India (Kerala) | \$ 0.0826 | International Networks (Aeromobile) | \$ 12.0817 |
| India (Mobile A) | \$ 0.0826 | International Networks (MCP) | \$ 12.0817 |
| India (Punjab) | \$ 0.0826 | International Networks (MT Maritime) | \$ 12.3037 |
| India (Tamil Nadu) | \$ 0.0826 | International Networks (On Air) | \$ 12.6116 |
| India-Andhra Pradesh | \$ 0.0826 | International Networks (Orange) | \$ 3.3781 |
| India-Mobile | \$ 0.0826 | International Networks (Seonet) | \$ 12.0817 |
| India-Mobile 98 | \$ 0.0826 | International Networks (Thuraya) | \$ 7.7641 |
| India-Mobile Bharti | \$ 0.0826 | International Networks (Vodafone Malta) | \$ 8.1054 |
| India-Mobile Reliance | \$ 0.0826 | Iran | \$ 0.3747 |
| India-Mobile TATA | \$ 0.0826 | Iran - Mobile/SS | \$ 0.3832 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|------------------------------|-----------|---------------------------------|-----------|
| Iran - Tehran | \$ 0.3131 | Italy - Mobile/SS | \$ 0.3391 |
| Iran (Mobile A) | \$ 0.3832 | Italy - Mobile/SS H3G | \$ 0.3297 |
| Iran (Mobile B) Irancell | \$ 0.3832 | Italy - Mobile/SS TIM | \$ 0.5747 |
| Iraq | \$ 0.2983 | Italy - Mobile/SS VODAFONE | \$ 0.3297 |
| Iraq - Baghdad | \$ 0.2958 | Italy - Mobile/SS WIND | \$ 0.3297 |
| Iraq - Mobile/SS | \$ 0.3940 | Italy (Mobile A) Telecom Italia | \$ 0.5587 |
| Iraq - Mobile/SS ASIA CELL | \$ 0.3811 | Italy (Mobile C) Wind | \$ 0.6011 |
| Iraq - Mobile/SS KOREK | \$ 0.3697 | Italy (Mobile D) | \$ 0.8461 |
| Iraq - Mobile/SS Zain | \$ 0.3411 | Italy (Mobile E) H3G | \$ 0.6011 |
| Iraq (Mobile D) Mobitel | \$ 0.3940 | Italy (Mobile F) Noverca | \$ 0.6526 |
| Iraq (Mobile F) WLL Fanoos | \$ 0.3940 | Italy (Mobile G) Lycamobile | \$ 0.6011 |
| Iraq (Mobile G) Zain | \$ 0.3411 | Italy-Milan | \$ 0.0517 |
| Iraq-Mobile Saana | \$ 0.3940 | Italy-Mobile | \$ 0.0517 |
| Iraq-NGN | \$ 0.3746 | Italy-Mobile Elsacom | \$ 0.3391 |
| Iraq-Sulaimaniya | \$ 0.3298 | Italy-Mobile H3G | \$ 0.3391 |
| Ireland | \$ 0.0557 | Italy-Mobile TIM | \$ 0.3391 |
| Ireland - Mobile/SS | \$ 0.1634 | Italy-Mobile Wind | \$ 0.3391 |
| Ireland - Mobile/SS VODAFONE | \$ 0.2390 | Italy-Rome | \$ 0.0517 |
| Ireland (FOLO) | \$ 0.0588 | Ivory Coast | \$ 0.7128 |
| Ireland (Mobile A) O2 | \$ 0.1406 | Ivory Coast - Mobile/SS | \$ 0.9561 |
| Ireland (Mobile B) | \$ 0.2676 | Ivory Coast (Mobile A) | \$ 0.8993 |
| Ireland (Mobile C) Meteor | \$ 0.1494 | Ivory Coast (Mobile B) MTN | \$ 0.9561 |
| Ireland (Mobile E) Carphone | \$ 0.2676 | Ivory Coast (Mobile C) Orange | \$ 0.9561 |
| Ireland (Universal Access) | \$ 0.2224 | Ivory Coast (MTN) | \$ 0.7128 |
| Ireland-Dublin | \$ 0.0557 | Ivory Coast-Abidjan | \$ 0.7128 |
| Israel | \$ 0.0543 | Ivory Coast-Mobile | \$ 0.8980 |
| Israel - Mobile/SS | \$ 0.0828 | Jamaica | \$ 0.3467 |
| Israel - Mobile/SS PALTEL | \$ 0.3489 | Jamaica - Mobile/SS | \$ 0.4361 |
| Israel - Palestine | \$ 0.3354 | Jamaica - Mobile/SS CW | \$ 0.4768 |
| Israel (Mobile A) | \$ 0.0828 | Jamaica - Mobile/SS DIGI | \$ 0.4787 |
| Israel-Jerusalem | \$ 0.0543 | Jamaica (Mobile A) Digicel | \$ 0.4130 |
| Israel-Mobile | \$ 0.0543 | Jamaica (Mobile B) C&W | \$ 0.4130 |
| Israel-Paltel | \$ 0.0543 | Jamaica (Mobile C) Oceanic | \$ 0.4130 |
| Italy | \$ 0.0517 | Jamaica-Info | \$ 0.4130 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|-----------------------------------|-----------|---------------------------|-----------|
| Jamaica-Mobile | \$ 0.3467 | Kosovo (Special Services) | \$ 0.4763 |
| Jamaica-Mobile CW | \$ 0.3467 | Kuwait | \$ 0.1498 |
| Jamaica-Mobile Oceanic | \$ 0.3467 | Kuwait - Mobile/SS | \$ 0.1563 |
| Japan | \$ 0.0767 | Kuwait-Mobile | \$ 0.1498 |
| Japan - Mobile/SS | \$ 0.1352 | Kuwait-NGN | \$ 0.1498 |
| Japan - Osaka | \$ 0.0767 | Kyrgyzstan | \$ 0.2569 |
| Japan - Tokyo | \$ 0.0766 | Kyrgyzstan - Mobile/SS | \$ 0.5206 |
| Japan-Mobile | \$ 0.0767 | Kyrgyzstan-Bishkek | \$ 0.2541 |
| Jordan | \$ 0.3193 | Laos | \$ 0.1756 |
| Jordan - Amman | \$ 0.3131 | Laos (Mobile A) | \$ 0.1756 |
| Jordan - Mobile/SS | \$ 0.3509 | Latvia | \$ 0.7891 |
| Jordan - Mobile/SS FASTLINK | \$ 0.3509 | Latvia - Mobile/SS | \$ 1.5703 |
| Jordan - Mobile/SS UMNIAH | \$ 0.3606 | Latvia - Riga | \$ 0.3978 |
| Jordan (Mobile A) Zain | \$ 0.3606 | Latvia (Mobile A) Tele2 | \$ 1.0631 |
| Jordan (Mobile B) Orange | \$ 0.3606 | Latvia (Mobile B) | \$ 1.0764 |
| Jordan (Mobile C) | \$ 0.3606 | Latvia (Mobile C) Bite | \$ 1.0631 |
| Jordan-Mobile Mobilcom | \$ 0.3509 | Latvia (Mobile D) LTM | \$ 1.0631 |
| Kazakhstan | \$ 0.1550 | Latvia (Mobile E) Baltija | \$ 1.0631 |
| Kazakhstan - Mobile/SS | \$ 0.3322 | Latvia (Other) | \$ 1.0631 |
| Kazakhstan (Alternative Networks) | \$ 0.3050 | Latvia (Premium Service) | \$ 1.5703 |
| Kazakhstan (Metro) | \$ 0.1253 | Latvia-Mobile | \$ 1.0631 |
| Kazakhstan (Other Cities) | \$ 0.1550 | Latvia-Mobile GSM | \$ 1.0631 |
| Kenya | \$ 0.4157 | Latvia-Mobile Tele2 | \$ 1.0631 |
| Kenya - Mobile/SS | \$ 0.4523 | Latvia-NGN | \$ 1.0631 |
| Kenya - Mobile/SS SAFARICOM | \$ 0.3596 | Lebanon | \$ 0.2319 |
| Kenya - Nairobi | \$ 0.3603 | Lebanon - Mobile/SS | \$ 0.3561 |
| Kenya (Mobile B) Zain Mobile | \$ 0.4608 | Lebanon-Beirut | \$ 0.2319 |
| Kenya (Mobile C) Safaricom | \$ 0.3912 | Lebanon-Mobile | \$ 0.2577 |
| Kenya (Mobile D) Orange | \$ 0.4150 | Lesotho | \$ 0.5394 |
| Kenya-Mobile Airtel | \$ 0.4270 | Lesotho - Mobile/SS | \$ 0.5022 |
| Kenya-Mombassa | \$ 0.4012 | Liberia | \$ 0.8263 |
| Kiribati | \$ 2.3370 | Liberia - Mobile/SS | \$ 0.9626 |
| Kosovo | \$ 0.4763 | Liberia - Mobile/SS MTN | \$ 0.7322 |
| Kosovo (Mobile A) | \$ 0.4763 | Libya | \$ 0.4772 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|--|-----------|----------------------------------|-----------|
| Libya - Mobile/SS | \$ 0.5841 | Malaysia - Mobile/SS | \$ 0.0741 |
| Libya (Mobile A) | \$ 0.5841 | Malaysia (Mobile A) | \$ 0.1042 |
| Liechtenstein | \$ 0.1958 | Malaysia (Mobile B) Celcom | \$ 0.1042 |
| Liechtenstein - Mobile/SS | \$ 1.1108 | Malaysia (Mobile C) Digi | \$ 0.1042 |
| Liechtenstein (Mobile B) Mobility Services | \$ 1.8391 | Malaysia (Mobile D) Maxis | \$ 0.1042 |
| Liechtenstein (Mobile C) Voice Mail | \$ 1.0132 | Malaysia (Mobile E) MVNO | \$ 0.1042 |
| Lithuania | \$ 0.6572 | Malaysia (Mobile F) IP Telephony | \$ 0.1042 |
| Lithuania - Mobile/SS | \$ 1.1082 | Malaysia-Johar Bahru | \$ 0.0738 |
| Lithuania - Personal | \$ 1.2182 | Malaysia-Mobile Celcom | \$ 0.0741 |
| Lithuania-Mobile | \$ 1.0106 | Malaysia-Mobile U Mobile | \$ 0.0741 |
| Lithuania-NGN | \$ 0.6572 | Maldives | \$ 1.4877 |
| Luxembourg | \$ 0.0771 | Maldives - Mobile/SS | \$ 1.6212 |
| Luxembourg - Mobile/SS | \$ 0.1449 | Mali | \$ 0.4950 |
| Luxembourg (Mobile F) Eltrona | \$ 0.1662 | Mali - Mobile/SS | \$ 0.7219 |
| Luxembourg (VAS) | \$ 0.0808 | Mali - Mobile/SS MALITEL | \$ 0.7330 |
| Luxembourg-Mobile | \$ 0.0771 | Malta | \$ 0.0612 |
| Macau | \$ 0.1928 | Malta - Mobile/SS | \$ 0.0714 |
| Macau - Mobile/SS | \$ 0.1928 | Malta (Mobile A) | \$ 0.0812 |
| Macedonia | \$ 0.3061 | Marshall Island | \$ 0.5854 |
| Macedonia - Mobile/SS | \$ 0.4838 | Mauritania | \$ 1.1372 |
| Macedonia (Mobile A) | \$ 0.7249 | Mauritania (Chinguitel) | \$ 1.1160 |
| Macedonia-Mobile | \$ 0.3061 | Mauritania (Mattel) | \$ 1.1569 |
| Madagascar | \$ 1.5767 | Mauritania (Mauritel) | \$ 1.1073 |
| Madagascar - Mobile/SS | \$ 1.3926 | Mauritania (Mobile B) Mattel | \$ 1.1569 |
| Madagascar (Mobile A) | \$ 1.3926 | Mauritania (Mobile C) Mauritel | \$ 1.1073 |
| Madagascar (Mobile B) Blueline | \$ 1.3926 | Mauritania (Mobile D) Chinguitel | \$ 1.1569 |
| Madagascar-Mobile | \$ 1.3926 | Mauritius | \$ 0.2818 |
| Madagascar-Mobile Telecel | \$ 1.1944 | Mauritius - Mobile/SS | \$ 0.2818 |
| Malawi | \$ 0.6490 | Mauritius (Mobile A) | \$ 0.2818 |
| Malawi - Mobile/SS | \$ 0.7637 | Mayotte Island | \$ 0.3069 |
| Malawi-Mobile Airtel | \$ 0.7637 | Mayotte Island (Mobile A) | \$ 0.4233 |
| Malawi-Mobile TNM | \$ 0.7637 | Mexico | \$ 0.0503 |
| Malaysia | \$ 0.0738 | Mexico - Acapulco | \$ 0.0503 |
| Malaysia - Kuala Lumpur | \$ 0.0738 | Mexico - Aguascalientes | \$ 0.0503 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|------------------------------|-----------|--------------------------------|-----------|
| Mexico - Apatzingan | \$ 0.0503 | Mexico - Patzcuaro | \$ 0.0503 |
| Mexico - Apizaco | \$ 0.0503 | Mexico - Poza Rica | \$ 0.0503 |
| Mexico - Atlixco | \$ 0.0503 | Mexico - Puebla | \$ 0.0503 |
| Mexico - Autlan | \$ 0.0503 | Mexico - Puerto Vallarta | \$ 0.0503 |
| Mexico - Celaya | \$ 0.0503 | Mexico - Queretaro | \$ 0.0503 |
| Mexico - Chihuahua | \$ 0.0503 | Mexico - Rio Verde | \$ 0.0503 |
| Mexico - Ciudad Guzman | \$ 0.0503 | Mexico - Sahuayo | \$ 0.0503 |
| Mexico - Ciudad Juarez | \$ 0.0503 | Mexico - Salamanca | \$ 0.0503 |
| Mexico - Ciudad Victoria | \$ 0.0503 | Mexico - San Luis de la Paz | \$ 0.0503 |
| Mexico - Cordoba | \$ 0.0503 | Mexico - San Luis Potisi | \$ 0.0503 |
| Mexico - Cautla | \$ 0.0503 | Mexico - San Miguel de Allende | \$ 0.0503 |
| Mexico - Cuernavaca | \$ 0.0503 | Mexico - Santiago Ixcuintla | \$ 0.0503 |
| Mexico - EA | \$ 0.0503 | Mexico - Satellite | \$ 0.0597 |
| Mexico - Guadalajara | \$ 0.0503 | Mexico - Silao | \$ 0.0503 |
| Mexico - Guanajuato | \$ 0.0503 | Mexico - Tampico | \$ 0.0503 |
| Mexico - Irapuato | \$ 0.0503 | Mexico - Tecoman | \$ 0.0503 |
| Mexico - Izucar de Matamoros | \$ 0.0503 | Mexico - Tehuacan | \$ 0.0503 |
| Mexico - Jalapa | \$ 0.0503 | Mexico - Tepatitlan | \$ 0.0503 |
| Mexico - La Barca | \$ 0.0503 | Mexico - Tepic | \$ 0.0503 |
| Mexico - Leon | \$ 0.0503 | Mexico - Tijuana | \$ 0.0503 |
| Mexico - Matamoros | \$ 0.0503 | Mexico - Tlaxcala | \$ 0.0503 |
| Mexico - Mexico City | \$ 0.0503 | Mexico - Toluca | \$ 0.0503 |
| Mexico - Mobile/SS IUSACELL | \$ 0.0826 | Mexico - Torreon | \$ 0.0503 |
| Mexico - Mobile/SS MOVISTAR | \$ 0.0898 | Mexico - Tulancingo | \$ 0.0503 |
| Mexico - Mobile/SS NEA | \$ 0.0786 | Mexico - Tuxtepec | \$ 0.0503 |
| Mexico - Mobile/SS Telcel | \$ 0.0786 | Mexico - Uruapan | \$ 0.0503 |
| Mexico - Monclova | \$ 0.0503 | Mexico - Veracruz | \$ 0.0503 |
| Mexico - Monterey | \$ 0.0503 | Mexico - Zacatecas | \$ 0.0503 |
| Mexico - Morelia | \$ 0.0503 | Mexico (Equal Access) | \$ 0.0503 |
| Mexico - Moroleon | \$ 0.0503 | Mexico (Guadalajara) | \$ 0.0503 |
| Mexico - Oaxaca | \$ 0.0503 | Mexico (Mexico City) | \$ 0.0503 |
| Mexico - Ocotlan | \$ 0.0503 | Mexico (Mobile A) Movistar | \$ 0.0888 |
| Mexico - Orizaba | \$ 0.0503 | Mexico (Mobile B) Iusacell | \$ 0.0826 |
| Mexico - Pachuca | \$ 0.0503 | Mexico (Mobile D) Nextel | \$ 0.0786 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|------------------------------|-----------|-------------------------------|-----------|
| Mexico (Mobile E) NEA | \$ 0.0888 | Montserrat-Mobile | \$ 0.6113 |
| Mexico (Mobile F) Other | \$ 0.0898 | Morocco | \$ 0.2010 |
| Mexico (Monterrey) | \$ 0.0503 | Morocco - Casablanca | \$ 0.1682 |
| Mexico (MSRN Iusacel) | \$ 0.0581 | Morocco - Mobile/SS | \$ 0.7430 |
| Mexico (MSRN Nextel) | \$ 0.0686 | Morocco - Mobile/SS MEDITEL | \$ 0.7249 |
| Mexico (MSRN Telcel) | \$ 0.0628 | Morocco - Rabat | \$ 0.1682 |
| Mexico (MSRN Telefonica) | \$ 0.0581 | Morocco (Mobile B) | \$ 0.7430 |
| Mexico-Mobile Equal Access 1 | \$ 0.0786 | Morocco (Mobile C) Wana | \$ 0.7430 |
| Mexico-Mobile Equal Access 2 | \$ 0.0786 | Morocco-NGN | \$ 0.2010 |
| Mexico-Mobile Guadalajara | \$ 0.0786 | Mozambique | \$ 0.1507 |
| Mexico-Mobile Mexico City | \$ 0.0786 | Mozambique - Mobile/SS | \$ 0.2644 |
| Mexico-Mobile Monterrey | \$ 0.0786 | Mozambique - Mobile/SS MCEL | \$ 0.4120 |
| Micronesia | \$ 1.0568 | Mozambique (Mobile A) | \$ 0.4426 |
| Micronesia (Mobile A) | \$ 1.0568 | Mozambique (Mobile B) Vodacom | \$ 0.5586 |
| Moldova | \$ 0.7547 | Myanmar | \$ 0.4401 |
| Moldova - Mobile/SS | \$ 0.6761 | Myanmar (Mobile A) | \$ 0.4401 |
| Moldova - Pridnestrovie | \$ 0.5628 | Myanmar (Mobile B) Telenor | \$ 0.4401 |
| Monaco | \$ 0.1748 | Myanmar (Mobile C) Ooredoo | \$ 0.4401 |
| Monaco - Mobile/SS | \$ 0.7430 | Myanmar-Rangoon | \$ 0.4401 |
| Monaco - Mobile/SS KFOR | \$ 0.8074 | Namibia | \$ 0.1646 |
| Monaco (Mobile B) Kosovo | \$ 0.1748 | Namibia - Mobile/SS | \$ 0.1784 |
| Monaco-Mobile KFOR | \$ 0.7430 | Nauru | \$ 2.2381 |
| Mongolia | \$ 0.1107 | Nauru (Mobile A) Digicel | \$ 2.2381 |
| Mongolia (Mobile A) | \$ 0.1107 | Nauru-Mobile | \$ 2.2381 |
| Mongolia-Mobile | \$ 0.1107 | Nepal | \$ 0.2863 |
| Mongolia-NGN | \$ 0.1107 | Nepal - Kathmandu | \$ 0.2666 |
| Montenegro | \$ 0.3052 | Nepal - Mobile/SS | \$ 0.2862 |
| Montenegro - Mobile/SS | \$ 0.7073 | Nepal - Mobile/SS Spice | \$ 0.2853 |
| Montenegro-Mobile | \$ 0.3300 | Nepal (Kathmandu) | \$ 0.2282 |
| Montenegro-NGN | \$ 0.3300 | Nepal (Mobile A) Spice | \$ 0.2862 |
| Montserrat | \$ 0.6113 | Nepal (Mobile B) | \$ 0.2822 |
| Montserrat (Mobile A) | \$ 0.6113 | Nepal (Mobile C) UTL | \$ 0.2822 |
| Montserrat (Premium Service) | \$ 0.6944 | Nepal (Mobile D) NTC GSM | \$ 0.2822 |
| Montserrat-Info | \$ 0.6113 | Nepal (UTL) | \$ 0.2480 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|---|-----------|---------------------------------|-----------|
| Netherland Antilles | \$ 0.2387 | Nicaragua | \$ 0.2704 |
| Netherland Antilles-Bonaire | \$ 0.2320 | Nicaragua - Mobile/SS | \$ 0.3696 |
| Netherland Antilles-Curacao | \$ 0.2131 | Nicaragua - Mobile/SS Claro | \$ 0.4691 |
| Netherland Antilles-Mobile | \$ 0.2590 | Nicaragua - Mobile/SS Movistar | \$ 0.4719 |
| Netherland Antilles-NGN | \$ 0.2601 | Nicaragua (Mobile A) | \$ 0.4756 |
| Netherland Antilles-St Maarten | \$ 0.2387 | Nicaragua (Mobile C) Globalstar | \$ 0.4756 |
| Netherlands | \$ 0.0563 | Nicaragua (Mobile D) CLARO | \$ 0.3764 |
| Netherlands - Mobile/SS | \$ 0.0754 | Nicaragua-Mobile | \$ 0.2704 |
| Netherlands - Mobile/SS KPN | \$ 0.0997 | Nicaragua-NGN | \$ 0.2704 |
| Netherlands - Mobile/SS TMOBILE | \$ 0.0982 | Niger | \$ 0.7037 |
| Netherlands - Mobile/SS VODAFONE | \$ 0.1011 | Niger - Mobile/SS | \$ 0.7596 |
| Netherlands (Mobile A) KPN | \$ 0.1003 | Niger Republic (Mobile A) | \$ 0.7596 |
| Netherlands (Mobile B) | \$ 0.1017 | Niger Republic (Mobile B) | |
| Netherlands (Mobile D) Telfort | \$ 0.1003 | Orange | \$ 0.7596 |
| Netherlands (Mobile G) Tele2 | \$ 0.0988 | Nigeria | \$ 0.2380 |
| Netherlands (Special Services) | \$ 0.1137 | Nigeria - Lagos | \$ 0.2324 |
| Netherlands Antilles - Mobile/SS | \$ 0.2590 | Nigeria - Mobile/SS | \$ 0.2332 |
| Netherlands Antilles (Curacao) | \$ 0.2387 | Nigeria - Mobile/SS Etisalat | \$ 0.2397 |
| Netherlands Antilles (Mobile A) CTM | \$ 0.2590 | Nigeria - Mobile/SS Globacom | \$ 0.2262 |
| Netherlands Antilles (Mobile B) | \$ 0.2590 | Nigeria - Mobile/SS MTN | \$ 0.2263 |
| Netherlands Antilles (Mobile C) Digicel | \$ 0.2590 | Nigeria (Mobile B) | \$ 0.2444 |
| Netherlands Antilles (St Maarten) | \$ 0.2387 | Nigeria (Mobile D) Zain Mobile | \$ 0.2380 |
| Netherlands-Mobile Tele2 | \$ 0.0754 | Nigeria-Mobile | \$ 0.2380 |
| Netherlands-NGN | \$ 0.0563 | Nigeria-Mobile MTN | \$ 0.2444 |
| Netherlands-Rotterdam | \$ 0.0563 | Nigeria-Mobile Visafone | \$ 0.2444 |
| New Caledonia | \$ 0.4909 | Niger-Mobile Space | \$ 0.7037 |
| New Zealand | \$ 0.0652 | Niger-NGN | \$ 0.7037 |
| New Zealand - Mobile/SS | \$ 0.0871 | Niue | \$ 2.7648 |
| New Zealand (Mobile A) | \$ 0.1151 | North Korea | \$ 1.2559 |
| New Zealand (Mobile B) Vodafone | \$ 0.1151 | Northern Marianas | \$ 0.1056 |
| New Zealand (Mobile C) Pager | \$ 0.1151 | Norway | \$ 0.0714 |
| New Zealand (Mobile D) Vodafone Roaming | \$ 0.1151 | Norway - Mobile/SS | \$ 0.2234 |
| New Zealand (Mobile E) Scott Base | \$ 0.3683 | Norway - Mobile/SS NETCOM | \$ 0.0961 |
| New Zealand-Auckland | \$ 0.0652 | Norway - Mobile/SS TELENOR | \$ 0.0961 |
| | | Norway (Mobile A) | \$ 0.1209 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|--------------------------------|-----------|-------------------------------|-----------|
| Norway (Mobile C) Telenor | \$ 0.1208 | Panama - Mobile/SS Movistar | \$ 0.2546 |
| Norway (Special Services) | \$ 0.2234 | Panama - Panama City | \$ 0.0903 |
| Norway-Mobile Telenor | \$ 0.1032 | Panama (Mobile B) | \$ 0.2574 |
| Norway-NGN | \$ 0.0717 | Panama (Mobile C) Claro | \$ 0.2574 |
| Norway-Oslo | \$ 0.0659 | Panama (Mobile D) Digicel | \$ 0.2574 |
| Oman | \$ 0.3367 | Panama (On-Net) | \$ 0.0903 |
| Oman - Mobile/SS | \$ 0.5539 | Panama (Premium) | \$ 0.0903 |
| Oman (Mobile A) | \$ 0.6201 | Panama (Telecarrier) | \$ 0.0903 |
| Oman (Mobile B) Nawras | \$ 0.6201 | Panama-Mobile | \$ 0.0903 |
| Pakistan | \$ 0.1769 | Panama-Mobile Claro | \$ 0.1736 |
| Pakistan - Karachi | \$ 0.1769 | Panama-Mobile Digicel | \$ 0.1736 |
| Pakistan - Lahore | \$ 0.1769 | Papua New Guinea | \$ 2.0759 |
| Pakistan - Mobile/SS | \$ 0.1769 | Papua New Guinea-NGN | \$ 2.0759 |
| Pakistan - Mobile/SS Mobilink | \$ 0.1742 | Paraguay | \$ 0.1024 |
| Pakistan - Mobile/SS Telenor | \$ 0.1499 | Paraguay - Asuncion | \$ 0.0998 |
| Pakistan - Mobile/SS Ufone | \$ 0.1744 | Paraguay - Mobile/SS | \$ 0.1328 |
| Pakistan - Mobile/SS Warid | \$ 0.1759 | Paraguay - Mobile/SS TIGO | \$ 0.1382 |
| Pakistan (Islamabad) | \$ 0.1769 | Paraguay (Mobile A) | \$ 0.1908 |
| Pakistan (Mobile B) | \$ 0.1769 | Paraguay (Mobile B) Vox | \$ 0.2000 |
| Pakistan-Kashmir | \$ 0.1769 | Paraguay (Mobile C) Personal | \$ 0.2000 |
| Pakistan-Mobile Itsaphone | \$ 0.1759 | Paraguay (Mobile E) Claro | \$ 0.2000 |
| Pakistan-Mobile Mobilink | \$ 0.1742 | Peru | \$ 0.0709 |
| Pakistan-Mobile Paktel | \$ 0.1742 | Peru - Lima | \$ 0.0558 |
| Pakistan-Mobile Telenor | \$ 0.1499 | Peru - Mobile/SS | \$ 0.0782 |
| Pakistan-Mobile Ufone | \$ 0.1744 | Peru - Mobile/SS Telefonica | \$ 0.2019 |
| Pakistan-Mobile Warid | \$ 0.1759 | Peru - Rural | \$ 0.6312 |
| Pakistan-NGN | \$ 0.1769 | Peru (High Cost) | \$ 0.0957 |
| Palau | \$ 0.5537 | Peru (Mobile A) Telefonica | \$ 0.2018 |
| Palau Republic (Mobile A) | \$ 0.6794 | Peru (Mobile B) | \$ 0.3844 |
| Palau Republic (Mobile B) PNCC | \$ 0.5537 | Peru (Mobile C) America Movil | \$ 0.1312 |
| Palestine | \$ 0.3271 | Peru (Mobile D) Nextel | \$ 0.1312 |
| Palestine - Mobile/SS | \$ 0.3600 | Peru (Mobile E) Tesam | \$ 0.3597 |
| Panama | \$ 0.0903 | Peru (Mobile F) Virtual Moval | \$ 0.3597 |
| Panama - Mobile/SS | \$ 0.1736 | Peru (SSEE) | \$ 0.0957 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|--------------------------------|-----------|-------------------------------|-----------|
| Peru-Mobile Telefonica | \$ 0.1257 | Poland-Mobile Era | \$ 0.1534 |
| Peru-Mobile TIM | \$ 0.1312 | Poland-Mobile P4 | \$ 0.1534 |
| Philippines | \$ 0.2337 | Poland-NGN | \$ 0.1380 |
| Philippines - Manila | \$ 0.2367 | Portugal | \$ 0.0887 |
| Philippines - Mobile/SS | \$ 0.2569 | Portugal - Azores | \$ 0.0887 |
| Philippines - Mobile/SS DIGI | \$ 0.2857 | Portugal - Mobile/SS | \$ 0.1036 |
| Philippines - Mobile/SS GLOBE | \$ 0.2756 | Portugal - Mobile/SS Optimus | \$ 0.2627 |
| Philippines - Mobile/SS SMART | \$ 0.2951 | Portugal - Mobile/SS Vodafone | \$ 0.2627 |
| Philippines (Bayantel) | \$ 0.2256 | Portugal (Mobile A) | \$ 0.2627 |
| Philippines (Digitel) | \$ 0.2367 | Portugal (Mobile B) TMN | \$ 0.2627 |
| Philippines (EPTI) | \$ 0.2256 | Portugal (Mobile C) Vodafone | \$ 0.2627 |
| Philippines (Globe) | \$ 0.2096 | Principe and Sao Tome | \$ 2.0567 |
| Philippines (IPRS) | \$ 0.2337 | Qatar | \$ 0.3342 |
| Philippines (Mobile D) | \$ 0.2982 | Qatar - Mobile/SS | \$ 0.3503 |
| Philippines (Paptelco) | \$ 0.2256 | Qatar (Mobile A) | \$ 0.3739 |
| Philippines (Personal Numbers) | \$ 0.2337 | Qatar (Mobile B) Vodafone | \$ 0.3739 |
| Poland | \$ 0.0926 | Reunion Island | \$ 0.3464 |
| Poland - Mobile/SS | \$ 0.1534 | Reunion Island - Mobile/SS | \$ 0.3810 |
| Poland - Mobile/SS ERA | \$ 0.2599 | Reunion Island-Mobile | \$ 0.3136 |
| Poland - Mobile/SS ORANGE | \$ 0.1962 | Romania | \$ 0.0551 |
| Poland - Mobile/SS P4 | \$ 0.1962 | Romania - Bucharest | \$ 0.0551 |
| Poland - Mobile/SS PLUS | \$ 0.3338 | Romania - Mobile/SS | \$ 0.0661 |
| Poland - Warsaw | \$ 0.0621 | Romania - Other | \$ 0.0562 |
| Poland (Mobile A) | \$ 0.3402 | Romania (Mobile A) Orange | \$ 0.0860 |
| Poland (Mobile B) P4 | \$ 0.1962 | Romania (Mobile B) Vodafone | \$ 0.0860 |
| Poland (Mobile D) MVNO | \$ 0.3402 | Romania (Mobile C) Cosmote | \$ 0.0860 |
| Poland (Mobile E) Era | \$ 0.2599 | Romania (Mobile D) | \$ 0.0860 |
| Poland (Mobile F) Orange | \$ 0.1962 | Romania (Mobile E) Romtelecom | \$ 0.0860 |
| Poland (Mobile G) Plus | \$ 0.2632 | Romania (Mobile F) Telemobil | \$ 0.0860 |
| Poland (Non-Tariff Barriers) | \$ 0.0787 | Romania (Mobile G) MNVO | \$ 0.0860 |
| Poland (Warsaw) | \$ 0.0621 | Romania-Mobile TeleMobil | \$ 0.0661 |
| Poland-Gdansk | \$ 0.0727 | Russia | \$ 0.1500 |
| Poland-Krakow | \$ 0.0727 | Russia - Mobile/SS | \$ 0.1511 |
| Poland-Lublin | \$ 0.0727 | Russia - Mobile/SS GlobalTel | \$ 0.1501 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|-------------------------------|------------|--------------------------------|------------|
| Russia - Moscow | \$ 0.0693 | Satellite Network-Enum2go | \$ 10.6000 |
| Russia - St. Petersburg | \$ 0.0620 | Satellite Network-GN | \$ 16.6862 |
| Russia - Zone2 | \$ 0.0931 | Satellite Network-Oration | \$ 16.6862 |
| Russia (Abkhazia) | \$ 0.2803 | Saudi Arabia | \$ 0.1926 |
| Russia (Mobile A) | \$ 0.4829 | Saudi Arabia - Mobile/SS | \$ 0.2232 |
| Russia (Mobile B) Beeline | \$ 0.4203 | Saudi Arabia - Mobile/SS Zain | \$ 0.2711 |
| Russia (Mobile C) Megafone | \$ 0.4287 | Saudi Arabia - Riyadh | \$ 0.1913 |
| Russia (Mobile D) Abkhazia | \$ 0.3648 | Saudi Arabia (Mobile A) Mobily | \$ 0.3180 |
| Russia (Mobile E) MTS | \$ 0.2610 | Saudi Arabia (Mobile B) | \$ 0.2772 |
| | | Saudi Arabia (Mobile C) Al | |
| Russia (Mobile F) Aquafon | \$ 0.3648 | Jawwall | \$ 0.2772 |
| Russia (Mobile G) Rostelecom | \$ 0.2702 | Saudi Arabia (Mobile E) Lebara | \$ 0.2772 |
| Russia (Mobile I) Iridium | \$ 0.3471 | Saudi Arabia (Mobile F) Virgin | \$ 0.2647 |
| Russia (Zone 1) | \$ 0.1108 | Saudi Arabia-Dhahran | \$ 0.1926 |
| Russia (Zone 3) | \$ 0.1109 | Saudi Arabia-Jeddah | \$ 0.1926 |
| Russia (Zone 4) | \$ 0.1222 | Saudi Arabia-Mecca | \$ 0.1926 |
| Russia (Zone 5) | \$ 0.1524 | Saudi Arabia-Riyadh | \$ 0.1926 |
| Russia-Kazakhstan | \$ 0.1524 | Senegal | \$ 0.5942 |
| Russia-Kazakhstan NGN | \$ 0.1524 | Senegal - Mobile/SS | \$ 0.9318 |
| Russia-Mobile Abkhazia | \$ 0.1511 | Senegal (Mobile A) | \$ 0.7807 |
| Russia-Mobile Beeline | \$ 0.3481 | Senegal (Mobile B) Tigo | \$ 0.9318 |
| Russia-Mobile Megafon | \$ 0.1511 | Senegal (Mobile C) Mobile 1 | \$ 0.9318 |
| Russia-Mobile South Ossetia | \$ 0.3481 | Senegal-Dakar | \$ 0.5942 |
| Russia-OnNet | \$ 0.1459 | Senegal-NGN | \$ 0.9318 |
| Russia-Rostov | \$ 0.1083 | Serbia | \$ 0.5194 |
| Russia-Rural | \$ 0.1500 | Serbia - Mobile/SS | \$ 0.7972 |
| Russia-Ufa | \$ 0.1222 | Serbia - Orion | \$ 0.6131 |
| Russia-Volgograd | \$ 0.1083 | Serbia (Mobile A) | \$ 0.7972 |
| Rwanda | \$ 0.6148 | Serbia (OLO) | \$ 0.6131 |
| Rwanda - Mobile/SS | \$ 0.6103 | Serbia (Special Services) | \$ 0.5194 |
| Saipan-Info | \$ 0.8469 | Serbia-Belgrade | \$ 0.5194 |
| San Marino | \$ 1.6342 | Serbia-Kosovo | \$ 0.5194 |
| San Marino (Mobile A) | \$ 1.6342 | Seychelles Island | \$ 1.6890 |
| San Marino (Special Services) | \$ 1.6342 | Seychelles Island-NGN | \$ 1.6890 |
| Satellite Network-EMSAT | \$ 16.6862 | Sierra Leone | \$ 0.8817 |

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|---------------------------------|-----------|--------------------------------|-----------|
| Sierra Leone (Mobile A) | \$ 0.8964 | South Korea | \$ 0.0618 |
| Sierra Leone-Mobile Comium | \$ 0.8817 | South Korea - Mobile/SS | \$ 0.0652 |
| Singapore | \$ 0.0821 | South Korea (IP) | \$ 0.0620 |
| Singapore - Mobile/SS | \$ 0.0824 | South Korea (Mobile A) | \$ 0.0720 |
| Sint Maarten | \$ 0.4078 | South Korea (Mobile B) | \$ 0.0720 |
| Slovak Republic | \$ 0.0513 | South Korea (Mobile C) Roaming | \$ 0.0720 |
| Slovak Republic - Mobile/SS | \$ 0.0716 | South Korea (PNS) | \$ 0.0620 |
| Slovakia (Mobile A) Orange | \$ 0.1663 | South Korea-Mobile KTF | \$ 0.0652 |
| Slovakia (Mobile B) T-Mobile | \$ 0.1533 | South Korea-Mobile LG | \$ 0.0652 |
| Slovakia (Mobile C) Telefonica | \$ 0.1758 | South Korea-Mobile SKT | \$ 0.0652 |
| Slovakia (Mobile E) Swan | \$ 0.2021 | South Korea-Seoul | \$ 0.0618 |
| Slovakia (VAS) | \$ 0.0752 | South Sudan | \$ 0.9332 |
| Slovenia | \$ 0.3347 | South Sudan (Mobile A) | \$ 0.9332 |
| Slovenia - Mobile/SS | \$ 0.8164 | Spain | \$ 0.0579 |
| Slovenia (Mobile B) T2 | \$ 0.7140 | Spain - Barcelona | \$ 0.0577 |
| Slovenia (Mobile C) | \$ 0.5221 | Spain - Madrid | \$ 0.0577 |
| Solomon Island | \$ 2.1713 | Spain - Mobile/SS | \$ 0.3567 |
| Somalia | \$ 1.2327 | Spain - Mobile/SS Orange | \$ 0.2162 |
| South Africa | \$ 0.1013 | Spain - Mobile/SS Telefonica | \$ 0.2350 |
| South Africa - Capetown | \$ 0.1006 | Spain - Mobile/SS VODAFONE | \$ 0.2202 |
| South Africa - Johannesburg | \$ 0.1006 | Spain (Mobile A) Movistar | \$ 0.2088 |
| South Africa - Mobile/SS | \$ 0.1089 | Spain (Mobile B) Vodafone | \$ 0.2202 |
| South Africa - Mobile/SS MTN | \$ 0.1573 | Spain (Mobile C) | \$ 0.2088 |
| South Africa (Mobile A) Vodacom | \$ 0.1378 | Spain (Mobile D) Amena | \$ 0.2088 |
| South Africa (Mobile B) MTN | \$ 0.1658 | Spain (Value Added Services) | \$ 0.3567 |
| South Africa (Mobile C) Cell-C | \$ 0.1378 | Spain-Mobile Telefonica | \$ 0.1126 |
| South Africa (Mobile D) Telkom | \$ 0.1378 | Spain-Mobile Yoigo | \$ 0.0863 |
| South Africa (Mobile E) Neotel | \$ 0.1378 | Sri Lanka | \$ 0.3127 |
| South Africa (Mobile F) | \$ 0.1089 | Sri Lanka - Mobile/SS | \$ 0.3503 |
| South Africa (Mobile G) WIRLS | \$ 0.1378 | Sri Lanka - Mobile/SS DIALOG | \$ 0.3271 |
| South Africa (VNG Hubbing) | \$ 0.1378 | Sri Lanka (Lankabell) | \$ 0.3127 |
| South Africa-Mobile | \$ 0.1144 | Sri Lanka (Mobile A) | \$ 0.3503 |
| South Africa-NGN | \$ 0.1144 | Sri Lanka (Mobile B) Mobitel | \$ 0.3503 |
| South Africa-Pretoria | \$ 0.1013 | Sri Lanka (Mobile C) Tigo | \$ 0.3503 |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|--|-----------|----------------------------------|-----------|
| Sri Lanka (Mobile D) Airtel | \$ 0.3503 | Suriname (Mobile A) Digicel | \$ 0.7101 |
| Sri Lanka (Mobile E) Dialog | \$ 0.3503 | Suriname (Mobile B) | \$ 0.5459 |
| Sri Lanka (Mobile F) Hutch | \$ 0.3503 | Suriname (Mobile C) Uniq | \$ 0.6979 |
| Sri Lanka (On-Net) | \$ 0.3127 | Swaziland | \$ 0.1221 |
| Sri Lanka (Suntel) | \$ 0.3127 | Swaziland - Mobile/SS | \$ 0.3888 |
| Sri Lanka-Colombo | \$ 0.3127 | Sweden | \$ 0.0501 |
| St Helena | \$ 4.4561 | Sweden - Mobile/SS | \$ 0.0751 |
| St Kitts & Nevis | \$ 0.4327 | Sweden - Mobile/SS COMVIQ | \$ 0.0702 |
| St Kitts & Nevis (Mobile A) C&W | \$ 0.6516 | Sweden - Mobile/SS H3G | \$ 0.0751 |
| St Kitts & Nevis (Mobile B) | \$ 0.6516 | Sweden - Mobile/SS Telenor | \$ 0.0751 |
| St Lucia | \$ 0.4358 | Sweden - Mobile/SS TELIA | \$ 0.0751 |
| St Lucia (Mobile A) | \$ 0.6894 | Sweden (Mobile A) Telia | \$ 0.0702 |
| St Lucia (Mobile B) C&W | \$ 0.6894 | Sweden (Mobile B) Telenor | \$ 0.0702 |
| St Maarten (Mobile A) | \$ 0.4078 | Sweden (Mobile C) Comviq | \$ 0.0702 |
| St Pierre & Miquelon | \$ 0.8818 | Sweden (Mobile D) | \$ 0.0751 |
| St Pierre & Miquelon (Mobile A) | \$ 0.8818 | Sweden-Mobile | \$ 0.0501 |
| St Vincent & Grenadines | \$ 0.4353 | Sweden-Mobile Vodafone | \$ 0.0588 |
| St Vincent & Grenadines (Mobile A) C&W | \$ 0.6922 | Sweden-NGN | \$ 0.0501 |
| St Vincent & Grenadines (Mobile B) | \$ 0.6922 | Sweden-Stockholm | \$ 0.0501 |
| St. Helena-Tristan De Cunha | \$ 4.4561 | Switzerland | \$ 0.0704 |
| St. Kitts - Mobile/SS | \$ 0.4772 | Switzerland - Mobile/SS | \$ 1.1314 |
| St. Kitts-Info | \$ 0.4426 | Switzerland - Mobile/SS Orange | \$ 0.8593 |
| St. Lucia - Mobile/SS | \$ 0.6894 | Switzerland - Mobile/SS Sunrise | \$ 1.2769 |
| St. Lucia-Info | \$ 0.4358 | Switzerland - Mobile/SS Swisscom | \$ 0.8406 |
| St. Vincent - Mobile/SS | \$ 0.4811 | Switzerland (Mobile A) Swisscom | \$ 1.1314 |
| Sudan | \$ 0.3959 | Switzerland (Mobile D) | \$ 1.1314 |
| Sudan - Mobile/SS | \$ 0.3567 | Switzerland (Mobile E) Sunrise | \$ 1.2769 |
| Sudan (Canar) | \$ 0.3959 | Switzerland (Mobile F) Lycatel | \$ 0.4889 |
| Sudan (Mobile A) | \$ 0.3959 | Switzerland-Geneva | \$ 0.0654 |
| Sudan (Mobile B) MTN | \$ 0.3608 | Switzerland-Mobile | \$ 0.4711 |
| Sudan (Mobile C) Now | \$ 0.3567 | Switzerland-Mobile Bebbicell | \$ 1.0587 |
| Sudan (Mobile D) Zain | \$ 0.3630 | Switzerland-Mobile Inphone | \$ 0.4711 |
| Suriname | \$ 0.3313 | Switzerland-Mobile Swisscom | \$ 0.4711 |
| Suriname - Mobile/SS | \$ 0.5459 | Switzerland-NGN | \$ 0.4711 |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|-------------------------------|-----------|-------------------------------|-----------|
| Switzerland-Zurich | \$ 0.0654 | Trinidad & Tobago | \$ 0.3270 |
| Syria | \$ 0.2124 | Trinidad & Tobago - Mobile/SS | \$ 0.4508 |
| | | Trinidad & Tobago (Mobile A) | |
| Syria - Mobile/SS | \$ 0.2961 | Digicel | \$ 0.3773 |
| Taiwan | \$ 0.0717 | Trinidad & Tobago (Mobile B) | \$ 0.3773 |
| Taiwan - Mobile/SS | \$ 0.1409 | Trinidad & Tobago (Premium) | \$ 0.3270 |
| Taiwan - Taipei | \$ 0.0717 | Trinidad and Tobago-Info | \$ 0.3378 |
| Taiwan (Mobile A) | \$ 0.2101 | Trinidad and Tobago-Mobile | \$ 0.3378 |
| Taiwan (Mobile B) Chti | \$ 0.2101 | Tunisia | \$ 1.3564 |
| Taiwan (Mobile D) Vibo | \$ 0.2101 | Tunisia - Mobile/SS | \$ 1.7573 |
| Taiwan (Mobile E) APT | \$ 0.2101 | Tunisia - Mobile/SS ORASCOM | \$ 1.4229 |
| Taiwan-Mobile | \$ 0.0717 | Tunisia - Mobile/SS TUNTEL | \$ 1.3444 |
| Tajikistan | \$ 0.3346 | Tunisia (Mobile A) | \$ 1.3444 |
| Tajikistan (Special Services) | \$ 0.3346 | Tunisia (Mobile D) Lycamobile | \$ 2.0679 |
| Tajikistan-Mobile | \$ 0.3346 | Tunisia (Orange) | \$ 1.3564 |
| Tanzania | \$ 0.8304 | Tunisia (VAS Codes) | \$ 2.0679 |
| Tanzania - Mobile/SS | \$ 0.8901 | Turkey | \$ 0.1079 |
| Tanzania (Mobile A) | \$ 0.8304 | Turkey - Ankara | \$ 0.1041 |
| Tanzania (Premium Service) | \$ 0.8304 | Turkey - Istanbul | \$ 0.1041 |
| Tanzania-Dar es Salaam | \$ 0.8304 | Turkey - Mobile/SS | \$ 0.1663 |
| Tanzania-Mobile Airtel | \$ 0.8901 | Turkey - Mobile/SS Avea | \$ 0.2700 |
| Tanzania-Mobile Mobitel | \$ 0.8901 | Turkey - Mobile/SS TURKCELL | \$ 0.2866 |
| Tanzania-Mobile Vodacom | \$ 0.8704 | Turkey - Mobile/SS Vodafone | \$ 0.1802 |
| Thailand | \$ 0.0740 | Turkey - North Cyprus | \$ 0.1192 |
| Thailand - Bangkok | \$ 0.0740 | Turkey (Cities) | \$ 0.1079 |
| Thailand - Mobile/SS | \$ 0.1096 | Turkey (Mobile A) Turkcell | \$ 0.2866 |
| Thailand (Mobile A) | \$ 0.1096 | Turkey (Mobile B) Telsim | \$ 0.2970 |
| Thailand (Mobile B) Aces | \$ 0.1096 | Turkey (Mobile D) | \$ 0.2949 |
| Thailand (Mobile C) AWN | \$ 0.0751 | Turkey (Mobile E) TRNC | \$ 0.3124 |
| Thailand (VOIP) | \$ 0.0751 | Turkey (Nomadic) | \$ 0.1079 |
| Togo | \$ 0.8192 | Turkey-Metro | \$ 0.1079 |
| Togo-Mobile Moov | \$ 0.8192 | Turkey-North Cyprus Mobile | \$ 0.1957 |
| Togo-Mobile Togocel | \$ 0.8192 | Turkmenistan | \$ 0.3078 |
| Tokelau | \$ 3.0386 | Turkmenistan (Mobile A) | \$ 0.3078 |
| Tonga | \$ 1.5419 | Turks & Caicos | \$ 0.4568 |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|--|-----------|--|-----------|
| Turks & Caicos - Mobile/SS | \$ 0.7110 | Ukraine | \$ 0.3406 |
| Turks & Caicos Islands (Mobile A) Digicel | \$ 0.6678 | Ukraine - Kiev | \$ 0.3393 |
| Turks & Caicos Islands (Mobile B) | \$ 0.4568 | Ukraine - Lviv | \$ 0.3393 |
| Turks & Caicos Islands-Info | \$ 0.5622 | Ukraine - Mobile/SS | \$ 0.4791 |
| Tuvalu | \$ 2.1452 | Ukraine - Odessa | \$ 0.3363 |
| Uganda | \$ 0.6263 | Ukraine (Mobile D) | \$ 0.4173 |
| Uganda - Mobile/SS | \$ 0.6340 | Ukraine (Mobile G) Telesystems People Premium | \$ 0.4173 |
| Uganda - Mobile/SS CELTEL | \$ 0.5106 | UK-Unassigned | \$ 0.0513 |
| Uganda (Mobile A) UTL | \$ 0.6340 | UK-VoIP and Multimedia | \$ 0.0600 |
| Uganda (Mobile B) MTN | \$ 0.6340 | UK-Wide | \$ 0.0702 |
| Uganda (Mobile C) | \$ 0.6340 | United Arab Emirates | \$ 0.3033 |
| Uganda (Mobile D) ITEL | \$ 0.6340 | United Arab Emirates - Mobile/SS | \$ 0.3078 |
| Uganda (Mobile F) Belgacom | \$ 0.6374 | United Arab Emirates (DU) | \$ 0.3033 |
| Uganda-Kampala | \$ 0.6263 | United Arab Emirates (Mobile A) | \$ 0.3248 |
| UK | \$ 0.0513 | United Arab Emirates (Mobile B) DU | \$ 0.3379 |
| UK-Corporate | \$ 0.0513 | United Arab Emirates-Dubai | \$ 0.3033 |
| UK-Freephone | \$ 0.1019 | United Kingdom - Mobile/SS NTS | \$ 0.6022 |
| UK-London | \$ 0.0513 | United Kingdom - Mobile/SS ORANGE | \$ 0.0738 |
| UK-Mobile | \$ 0.2662 | United Kingdom (Mobile D) T-Mobile | \$ 0.2826 |
| UK-Mobile H3G | \$ 0.3412 | United Kingdom (Mobile E) | \$ 0.5501 |
| UK-Mobile O2 | \$ 0.0737 | United Kingdom (Mobile K) Lyca | \$ 0.5537 |
| UK-Mobile Orange | \$ 0.2662 | Uruguay | \$ 0.1416 |
| UK-Mobile T-Mobile | \$ 0.0738 | Uruguay - Mobile/SS | \$ 0.2204 |
| UK-Mobile Vodafone | \$ 0.3412 | Uruguay - Montevideo | \$ 0.1204 |
| UK-NGN | \$ 0.0513 | Uruguay (Mobile A) | \$ 0.3386 |
| UK-NGN 81 | \$ 0.0513 | Uruguay (Mobile B) Ancel | \$ 0.3150 |
| UK-NGN 820 | \$ 0.0513 | Uruguay (Mobile C) CTI | \$ 0.3390 |
| UK-NGN 83 | \$ 0.0513 | Uruguay (Montevideo) | \$ 0.1369 |
| UK-NGN 84 | \$ 0.0513 | Uzbekistan | \$ 0.1423 |
| UK-NGN 845 | \$ 0.6022 | Uzbekistan - Mobile/SS | \$ 0.1546 |
| UK-NGN 870 | \$ 0.6022 | Uzbekistan (Mobile A) | \$ 0.1546 |
| UK-NGN 9 | \$ 0.0513 | Uzbekistan (Tashkent) | \$ 0.0918 |
| UK-Paging 76 | \$ 0.5501 | Uzbekistan-Tashkent | \$ 0.1010 |
| UK-PNS | \$ 0.6500 | Vanuatu | \$ 2.3124 |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.1 Toll Service (Cont'd.)

4.1.5 Toll Service – International Rates (Cont'd.)

| | | | |
|----------------------------------|----------|-----------------------------|-----------|
| Vatican City | \$0.0654 | Western Samoa | \$ 1.8258 |
| Venezuela | \$0.1150 | Western Samoa (Mobile A) | \$ 1.8258 |
| Venezuela – Caracas | \$0.0928 | Yemen | \$ 0.3187 |
| Venezuela - Mobile/SS | \$0.2364 | Yemen - Mobile/SS | \$ 0.3187 |
| Venezuela - Mobile/SS DIGI | \$0.2338 | Yemen-Mobile | \$ 0.3187 |
| Venezuela - Mobile/SS Movilnet | \$0.2004 | Zaire - Mobile/SS | \$ 0.7668 |
| Venezuela (Caracas CANTV) | \$0.0928 | Zambia | \$ 0.8831 |
| Venezuela (Caracas) | \$0.0928 | Zambia - Mobile/SS | \$ 1.0696 |
| Venezuela (Mobile A) Movistar | \$0.2364 | Zambia-Lusaka | \$ 0.8831 |
| Venezuela (Mobile B) | \$0.2364 | Zambia-Mobile | \$ 0.8831 |
| Venezuela (Mobile E) Tesam | \$0.2364 | Zimbabwe | \$ 0.2601 |
| Venezuela (ROC CANTV) | \$0.1150 | Zimbabwe - Mobile/SS | \$ 0.6056 |
| Venezuela-Maracaibo | \$0.1150 | Zimbabwe - Mobile/SS ECONET | \$ 0.9288 |
| Venezuela-Valencia | \$0.1150 | Zimbabwe - Mobile/SS TELCEL | \$ 0.7106 |
| Vietnam | \$0.1417 | | |
| Vietnam - Hanoi | \$0.1339 | | |
| Vietnam - Ho Chi Minh City | \$0.1391 | | |
| Vietnam - Mobile/SS | \$0.1559 | | |
| Vietnam (Da Nang) | \$0.1376 | | |
| Vietnam (Hanoi) | \$0.1298 | | |
| Vietnam (Ho Chi Minh City) | \$0.1350 | | |
| Vietnam (Mobile B) Viettel | \$0.1558 | | |
| Vietnam (Mobile C) Hanoi Telecom | \$0.1558 | | |
| Vietnam (Mobile D) GTEL | \$0.1558 | | |
| Vietnam (Mobile E) VMS | \$0.1558 | | |
| Vietnam (Mobile G) Vinaphone | \$0.1518 | | |
| Vietnam (Mobile K) Sphone | \$0.1558 | | |
| Vietnam (Off-Net Cities) | \$0.1402 | | |
| Vietnam (On-Net Cities) | \$0.1376 | | |
| Vietnam (Premium Service) | \$0.1518 | | |
| Vietnam (VAS1) | \$0.1518 | | |
| Vietnam (VAS2) | \$0.1518 | | |
| Vietnam (VSAT) | \$0.1518 | | |
| Wallis & Futuna | \$1.7117 | | |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.2 Toll-Free Service

Payphone origination charge - \$0.55 per call

To Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming from any point in the Continental United States, Alaska, Hawaii, Puerto Rico, American Samoa, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

| | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> | <u>Monthly Charge</u> |
|----------|-------------------|----------------|--------------------------|-----------------------|
| Business | \$.089 | 30 seconds | 30 seconds | \$5.00 |

4.3 SIPconnect - Small Town Calls

If at any time Customer's total minute usage terminating to a Non-Regional Bell Operating Company OCN (Operating Company Number) becomes greater than twenty percent (20%) of the total minute usage, the charge per minute will be seven and one-half cents (\$0.075) to cover additional network costs.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.4 Calling Card Service

From Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

| | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> |
|-----------------------------|-------------------|----------------|--------------------------|
| Business | \$0.20 | 30 seconds | 30 seconds |
| Residential | \$0.20 | 30 seconds | 30 seconds |
| Payphone origination charge | \$0.55 per call | | |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

- 4.5 Birch Price Protection Plan (1)
- 4.5.1 The Company offers optional discounts for Customers that agree to a term commitment of 12 or 24 months. Customer is eligible for Price Protection Plan (“PPP”) term pricing only where Customer has a minimum of three Birch Basic Business Line or Trunk, as defined in the Company’s intrastate tariffs, within an account. The 24-month commitment also qualifies Customers for a Local Exchange Service discount as provided in the relevant state’s interexchange services tariff.
- 4.5.2 Customers subscribing to the PPP must commit to a written term service agreement in a form designated by the Company, which shall include, without limitation, Customer’s term selection.
- 4.5.3 The term will commence on the billing date for the first new line or the first billing date after Customer executes a term service agreement if the service is currently being provided to Customer.
- 4.5.4 All rules, regulations, fees, charges, taxes and surcharges normally applicable to Birch Basic Business Line or Trunk services shall apply. Any charges in any proposal or quotation are exclusive of taxes and surcharges. Term pricing may not be combined with any other offer.
- 4.5.5 If monthly term rates as specified in this Section decrease during the term period, Customer may elect to obtain the new rates by executing a new term service agreement with the new rates, with a new term commencement date, and an agreement to the same or greater commitment term period.
- 4.5.6 For Customers who establish a term service agreement, monthly Birch Basic Business Line rates will not change as a result of a Company-initiated increase; however, if a Local Exchange Rate Group Reclassification occurs, as set forth in the relevant state’s interexchange services tariff., an adjustment for the remaining term of the term service agreement will be made.
- 4.5.7 If Customer disconnects Services or otherwise terminates its term service agreement prior to the end of the current term for any reason except for a failure by the Company to meet the terms of the Term Customer Service Level Objectives specified below, Customer agrees on the next monthly invoice to pay a termination charge as liquidated damages and not as a penalty, equal to the greater of:
1. \$50.00 per terminated line, or
 2. \$10.00 per terminated line multiplied by the number of months remaining in the current term.
- (1) Effective July 1, 2008, this is no longer available for new service.
-

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.5 Birch Price Protection Plan (Cont'd.)

- 4.5.8 Customer may add or terminate new voice lines without termination liability, provided that Customer maintains service to its primary billed telephone number for the remainder of the term commitment and remits payment for any applicable charges, surcharges and fees.
- 4.5.9 The following Service Level Objectives apply to the PPP only, and are subject to all other provisions of this Tariff, including specifically but without limitation, any and all limitations of liability. The Company will use commercially reasonable efforts to provide Services in accordance with the following Service Level Objectives:
- A. Complete loss of Service caused solely by a Company network problem will be remedied within 8 business hours from Customer notification to Birch Network Maintenance (“BNM”).
 - B. Partial loss of Service caused solely by a Company network problem will be remedied within 12 business hours from notification to BNM.
 - C. Noise or static caused solely by a Company network problem will be remedied within 16 business hours from notification to BNM.
- 4.5.10 As Customer’s sole remedy for any failure to meet any of the above Service Level Objectives, unless such Service Level Objective is caused by an event outside the reasonable control of the Company, any event of force majeure, or any failure resulting from facilities, inside wiring or equipment of Customer or third parties, Customer may terminate its term commitment obligation without incurring termination liability. If Customer continues to use the Company service following any such notice of termination, Customer may continue to receive term pricing and pricing update notices.
- 4.5.11 A Service Level Objective failure shall be deemed to commence upon the opening of a trouble ticket with BNM, as requested by Customer, and shall be deemed to terminate upon the clearing of the same trouble ticket. No failure shall be deemed to have occurred unless Customer has provided reasonable assistance in an effort to diagnose the reported problem. Reasonable assistance includes, but is not limited to, requesting the opening of a trouble ticket from BNM promptly, providing Company access to Customer’s premises, if necessary, and assisting the Company with problem identification and resolution.
-

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.5 Birch Price Protection Plan (Cont'd.)

- 4.5.12 Customer shall be responsible at all times for the proper installation, operation and maintenance of any Customer-provided equipment used in connection with the Services. In addition, Customer shall ensure that all such equipment is technically and operationally compatible with the Services and in compliance with applicable laws and regulations.
- 4.5.13 If Customer relocates to another location in a Company market where the same Services are available, Customer may transfer Services to the new location if the new Services equal or exceed the number of lines at the old location, upon payment of installation charges for the new location, if applicable; however, rates may vary by location, and Customer's rates may increase.
- 4.5.14 Services are for Customer's use only and may not be resold, and the term service agreement may not be transferred or assigned, by operation of law or otherwise, without Birch's prior written approval. Any attempted assignment or transfer without Birch's prior written approval shall be void.
- 4.5.15 In the event a governmental agency determines the term service agreement violates any law, rule or regulation, the Company shall have the option of terminating the term service agreement without further obligation to Customer or revising such agreement to comply with such law, rule or regulation.
-

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.5 Birch Price Protection Plan (Cont'd.)

4.5.16 Birch Price Protection Plan Rates

A. Toll Service for calls from Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

B. Rates

| <u>12-Month Term Commitment</u> | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> |
|---------------------------------|-------------------|----------------|--------------------------|
| No Volume Commitment | \$0.059 | 30 seconds | 30 seconds |
| \$10.00 Volume Commitment | \$0.055 | 30 seconds | 30 seconds |
| \$50.00 Volume Commitment | \$0.050 | 30 seconds | 30 seconds |
| \$100.00 Volume Commitment | \$0.045 | 30 seconds | 30 seconds |
| \$250.00 Volume Commitment | \$0.040 | 30 seconds | 30 seconds |
| \$500.00 Volume Commitment | \$0.035 | 30 seconds | 30 seconds |

| <u>24-Month Term Commitment</u> | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> |
|---------------------------------|-------------------|----------------|--------------------------|
| No Volume Commitment | \$0.059 | 30 seconds | 30 seconds |
| \$10.00 Volume Commitment | \$0.055 | 30 seconds | 30 seconds |
| \$50.00 Volume Commitment | \$0.050 | 30 seconds | 30 seconds |
| \$100.00 Volume Commitment | \$0.045 | 30 seconds | 30 seconds |
| \$250.00 Volume Commitment | \$0.040 | 30 seconds | 30 seconds |
| \$500.00 Volume Commitment | \$0.035 | 30 seconds | 30 seconds |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.5 Birch Price Protection Plan (Cont'd.)

4.5.16 Birch Price Protection Plan Rates (Cont'd.)

C. Toll Free Service for calls to Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming from any point in the Continental United States, Alaska, Hawaii, Puerto Rico, American Samoa, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

D. Rates

| | <u>Per</u> | | <u>Billing</u> |
|---------------------------------|---------------|----------------|------------------|
| <u>12-Month Term Commitment</u> | <u>Minute</u> | <u>Minimum</u> | <u>Increment</u> |
| No Volume Commitment | \$0.059 | 30 seconds | 30 seconds |
| \$10.00 Monthly Commitment | \$0.055 | 30 seconds | 30 seconds |
| \$50.00 Monthly Commitment | \$0.050 | 30 seconds | 30 seconds |
| \$100.00 Monthly Commitment | \$0.045 | 30 seconds | 30 seconds |
| \$250 Per Monthly Commitment | \$0.045 | 30 seconds | 30 seconds |
| \$500 Per Monthly Commitment | \$0.045 | 30 seconds | 30 seconds |

| | <u>Per</u> | | <u>Billing</u> |
|---------------------------------|---------------|----------------|------------------|
| <u>24-Month Term Commitment</u> | <u>Minute</u> | <u>Minimum</u> | <u>Increment</u> |
| No Volume Commitment | \$0.059 | 30 seconds | 30 seconds |
| \$10.00 Monthly Commitment | \$0.055 | 30 seconds | 30 seconds |
| \$50.00 Monthly Commitment | \$0.050 | 30 seconds | 30 seconds |
| \$100.00 Monthly Commitment | \$0.045 | 30 seconds | 30 seconds |
| \$250.00 Monthly Commitment | \$0.045 | 30 seconds | 30 seconds |
| \$500.00 Monthly Commitment | \$0.045 | 30 seconds | 30 seconds |

| | | |
|----|--------------------------|-----------------------|
| E. | Monthly Recurring Charge | Per Account \$5.00 |
|----|--------------------------|-----------------------|

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INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.6 Birch Business Volume Commitment Plans – Rates

The volume commitment level can be met by a combination of Toll, Toll-Free and Calling Card Services usage.

4.6.1 Toll Service

From Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

| <u>Total Usage – No Volume Commitment</u> | <u>Rate Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> |
|---|-----------------------------------|------------------------------|--|
| | See Section 4.1 | | |
| <u>Total Usage – \$10.00 Volume Commitment</u> Interstate | <u>Rate Per Minute</u> \$0.069 | <u>Minimum</u> 30 seconds | <u>Billing Increment</u> 30 seconds |
| <u>Total Usage – \$25.00 Volume Commitment</u> Interstate (1) | <u>Rate Per Minute</u> \$0.08 | <u>Minimum</u> 30 seconds | <u>Billing Increment</u> 30 seconds |
| <u>Total Usage – \$100.00 Volume Commitment</u> Interstate (1) | <u>Rate Per Minute</u> \$0.059 | <u>Minimum</u> 30 seconds | <u>Billing Increment</u> 30 seconds |
| <u>Total Usage – \$250.00 Volume Commitment</u> Interstate (1) | <u>Rate Per Minute</u> \$0.054 | <u>Minimum</u> 30 seconds | <u>Billing Increment</u> 30 seconds |
| <u>Total Usage – \$500.00 Volume Commitment</u> Interstate (1) | <u>Rate Per Minute</u> \$0.049 | <u>Minimum</u> 30 seconds | <u>Billing Increment</u> 30 seconds |
| <u>Total Usage – \$1,000.00 Volume Commitment</u> Interstate (1) | <u>Rate Per Minute</u> \$0.044 | <u>Minimum</u> 30 seconds | <u>Billing Increment</u> 30 seconds |

(1) Effective March 12, 2004, these rates are only available to existing customers.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.6 Birch Business Volume Commitment Plans – Rates

4.6.2 Toll-Free Service (1)

From Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

1. Rates

| <u>Monthly Usage for Volume Commitment</u> | <u>Rate per minute</u> |
|--|------------------------|
| No Volume Commitment | \$0.09 |
| \$10.00 Volume Commitment (1) | \$0.089 |
| \$10.00 Volume Commitment | \$0.069 |
| \$25.00 Volume Commitment (1) | \$0.09 |
| \$100.00 Volume Commitment (1) | \$0.069 |
| \$250.00 Volume Commitment (1) | \$0.064 |
| \$500.00 Volume Commitment (1) | \$0.059 |
| \$1,000.00 Volume Commitment (1) | \$0.054 |

| | |
|-----------------------------|-----------------------|
| 2. Monthly Recurring Charge | Per Account \$5.00 |
|-----------------------------|-----------------------|

(1) Effective March 12, 2004, these rates are only available to existing customers.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.6 Birch Business Volume Commitment Plans – Rates

4.6.3 Calling Card

From Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico and the U. S Virgin Islands::

| <u>Monthly Usage for Volume Commitment</u> | <u>Rate per minute</u> |
|--|------------------------|
| No Volume Commitment | \$0.20 |
| \$10.00 Volume Commitment | \$0.20 |
| \$25.00 Volume Commitment (1) | \$0.20 |
| \$100.00 Volume Commitment (1) | \$0.20 |
| \$250.00 Volume Commitment (1) | \$0.20 |
| \$500.00 Volume Commitment (1) | \$0.20 |
| \$1,000.00 Volume Commitment (1) | \$0.20 |

(1) Effective March 12, 2004, these rates are only available to existing customers.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.7 Birch Business and Residential Long Distance Only

No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using the Company for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using the Company for long distance service only.

Monthly Recurring Charge \$1.95 Per Line

4.7.1 Toll Service

From Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming to any point in the Continental United States, Hawaii, Puerto Rico, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

| | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> | |
|----------------------------|-------------------|----------------|------------------------------|-----|
| \$100 Per Month Commitment | \$0.069 | 30 seconds | 30 seconds | (1) |
| \$500 Per Month Commitment | \$0.065 | 30 seconds | 30 seconds | (1) |

(1) Effective July 1, 2008, monthly commitments are not available for new service - long distance only customers.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.7 Birch Business and Residential Long Distance Only (Cont'd.)

4.7.2 Toll Free Service

To Customer's Premises in Alabama, Alaska, Arkansas, Arizona, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia, Wisconsin, or Wyoming from any point in the Continental United States, Alaska, Hawaii, Puerto Rico, American Samoa, Commonwealth of the Mariana Islands, Guam and the U. S Virgin Islands

1. Rates

| | <u>Per Minute</u> | <u>Minimum</u> | <u>Billing Increment</u> | |
|----------------------------|-------------------|----------------|------------------------------|-----|
| \$100 Per Month Commitment | \$0.089 | 30 seconds | 30 seconds | (1) |
| \$500 Per Month Commitment | \$0.089 | 30 seconds | 30 seconds | (1) |

| | |
|-----------------------------|-----------------------|
| 2. Monthly Recurring Charge | Per Account \$5.00 |
|-----------------------------|-----------------------|

- (1) Effective July 1, 2008, monthly commitments are not available for new service - long distance only customers.
-

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.8 Non-recurring charges

Non-recurring charges apply to all Company business and residential products.

Toll Service non-recurring charges:

| | |
|---|---------|
| Add toll free number to account, per number | \$10.00 |
| Move toll free number from one account to another, per number | \$10.00 |
| Change number, restriction, terminating number, per number | \$10.00 |

Toll Free Service non-recurring charges:

| | |
|--|---------|
| Add validated account codes, per account, per request | \$10.00 |
| Replace all/change all digit length account codes, per account | \$50.00 |

4.9 Default Rate

Default (also known as Casual) Rate: A per-minute rate, with a three-minute minimum, is applicable to interLATA or intraLATA intrastate calls placed by callers who access the Company service by dialing Birch's 1010XXXX numbers or are no longer a Company local customers but did not change their long distance carrier.

This charge does not apply to any former residential or business customers who qualify for Birch Long Distance Only Plans.

Rate: \$0.099

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.10 International Block

International Block will allow interstate calls to complete for any number on the North American Dialing Plan (NADP) but block any international call attempted. The NADP includes all of the mainland U.S, off shore U.S, Canada, and all 809 NPA's. This feature will be provided on a demand basis and is available to business and residential customers. Business or Residential customers who request this feature, after the customer has converted their local service to the Company, will be billed the non-recurring charge. The non-recurring charge will be waived if the customer requests this feature at the time of conversion

4.10.1 Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the services with which this feature is associated.

| | <u>Monthly Rates</u> | <u>Non recurring Charge</u> |
|---------------------|----------------------|-----------------------------|
| International Block | \$0.00 | \$10.00 |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.11 Mexico Toll Free Service (MTFS) (1)

The Company will offer to residential and business Customers the ability to receive toll free calls originating from Mexico terminating in the United States. The toll free number must terminate to a Company local line designated by Customer.

New Customers who sign up for the Company's local service, can also sign up for MTFS. The Customer will be assigned a new toll free number. No term plan is required for MTFS. All non-recurring charges will be waived if MTFS is added as part of a new account at the time of sale.

Existing Customers can add MTFS to their account as a new service. The existing Customer will receive a new toll free number for their account.

Customers cannot convert to the Company using an existing toll free number for their existing MTFS service. Mexico Toll Free Service is not offered as a stand-alone service; Customers must also sign up for or already have Company local service.

4.11.1 Rates and Charges

Usage Rate: \$0.17 Per Minute

Monthly Recurring Charge:

Toll Free number, each \$10.00

Non-recurring Charge:

Installation or Change, per order \$10.00

(1) Effective July 1, 2008, this service is no longer available for new service.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.12 Location-to-Location Long Distance Calling Plan (1)

Location-to-Location Long Distance Calling Plan is an offering available to new multi-location Birch Basic Business Line or BirchLink T service Customers who sign a term agreement for no greater than five lines. The Customer subscribing to this Plan will receive a discounted dial “1” long distance rate for up to five lines at only those Customer locations in which Customer has selected the Company as its presubscribed interexchange carrier. Eligible locations under Customer’s account must be within a parent/child billing relationship. The Location-to-Location rates are only applicable for calls originating from one Company local service line at a Customer location and terminating to another Company local service line at any other of Customer’s locations under the same account. All other calls, such as Toll-Free Service calls, etc., will be charged the applicable tariffed rate associated with the Customer’s separately selected long distance calling plan.

4.12.1 Toll Service

For calls originating from one local Company service line at Customer’s premises and terminating at a separate local Company service line at any other of Customer’s premises under the same Customer account:

| | |
|--------------------------|-------------------|
| | <u>Per Minute</u> |
| Rate | \$0.02 |
| | <u>Per Line</u> |
| Monthly Recurring Charge | \$29.00 |

4.12.2 Toll-Free Service

See Customer’s selected Birch Long Distance Plan.

4.12.3 Calling Card Service

See Customer’s selected Birch Long Distance Plan.

(1) Effective July 1, 2008, this service is no longer available for new service.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 4 – SERVICE RATES (CONT'D.)

4.13 Miscellaneous Charges

4.13.1 Access Recovery Fee

The Access Recovery Fee is a monthly recurring charge applied to each Residential or Business Customer invoice for services that include a local access line or trunk.

| <u>Charge</u> | <u>Monthly Recurring Charge</u> |
|---------------------|---------------------------------|
| Access Recovery Fee | \$1.75per line or trunk |

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Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 5 – PROMOTIONS

From time to time, the Company may elect to offer special promotions to its Customers. These promotions will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

Any promotional waiver or discounted rate will apply only one time per Customer for each service in any given wire center prefix during the course of the promotional period, subject to prior notification and approval by the Commission.

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 5 – PROMOTIONS (CONT'D.)

5.1 Unlimited Long Distance Promotion (1)

The Company will offer the Unlimited Long Distance promotion available only to Birch Business Local Service Customer locations in which Customer subscribes on a single account to no greater than 1-5 lines for domestic local toll and interLATA toll outbound calls from the business location. The Customer will be charged \$18.00 per line per month for the Unlimited LD Promotion.

Certain restrictions apply. Customers with 6 or more lines at a location are ineligible for Unlimited LD Promotion at that location. Calls must be placed 1+ to qualify. Unlimited LD Promotion is not available in conjunction with the following: Birchual Office, Birch standalone LD, Remote Call Forwarding, Toll Free, Calling Card, international calls, calls to 900 numbers, autodialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, broadcast fax transmissions, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PRI/PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above.

If the Company determines that Customer's usage exceeds fifteen times the average usage of the Company's long distance customers in the state in which the Customer is located or that the Customer is in violation of any of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$50 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Company long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.

Service is subject to terms and conditions contained in the Company's intrastate Interexchange Tariffs and the Price and Service Protection Plan agreement for term customers. Rates are subject to change and Company reserves the right to discontinue any service at any time. Taxes, fees and other charges apply. This promotion may not be combined with any other offer. Services are not available in all locations. See a Company representative for details.

The Unlimited Long Distance Promotion is available from February 2, 2004 through April 30, 2004.

- (1) No longer available.
-

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 5 – PROMOTIONS (CONT'D.)

5.2 Unlimited Long Distance Plan II (1)

The Company will offer the Unlimited Long Distance promotion available only to Birch Business Local Service Customer locations in which Customer subscribes to no greater than 10 lines for domestic local toll and interLATA toll outbound calls from the business location. Customers are required to convert all of their off-net business lines, (exclusions listed below), per location, to the Company in order to qualify for the promotion. Multi-location Customers may choose the promotion per location.

The Customer will be charged \$20.00 per line per month for the Unlimited LD Promotion.

Certain restrictions apply. Customers with 11 or more lines at a location are ineligible for Unlimited LD Promotion at that location. Calls must be placed 1+ to qualify. Unlimited LD Promotion is not available in conjunction with the following: Birchual Office, Birch standalone LD, Remote Call Forwarding, Toll Free, Calling Card, international calls, calls to 900 numbers, autodialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, broadcast fax transmissions, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PRI/PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above.

If the Company determines that Customer's usage exceeds fifteen times the average usage of the Company's long distance customers in the state in which the Customer is located or that the Customer is in violation of any of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$50 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Company long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.

Service is subject to terms and conditions contained in the Company's Intrastate Interexchange Tariffs and the Price and Service Protection Plan agreement for term customers. Rates are subject to change and Company reserves the right to discontinue any service at any time. Taxes, fees and other charges apply. This promotion may not be combined with any other offer. Services are not available in all locations. See a Company representative for details.

The Unlimited Long Distance Promotion is available on an ongoing basis until discontinued by the Company.

- (1) Effective July 1, 2008, this service is no longer available for new service.
-

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 6 – MINIMUM ADVISABLE TOLL FRAUD PREVENTION MEASURES

The Company advises Customers maintain the following fraud prevention measures with its customer premises equipment at a minimum to help minimize the risk of certain types of toll fraud, however, Customer shall ultimately be responsible for all fraud prevention, which may require the following guidelines be met or even stricter or different guidelines. No one prevention technique will solve all problems and not all techniques will apply to each Customer's unique circumstances.

- A. Use maximum digits for DISA code. Disable DISA code if possible.
 - B. Secure the remote maintenance port on each CPE unit.
 - C. Use call back modem and/or alphanumeric passwords.
 - D. Eliminate trunk-to-trunk transfer.
 - E. Block 0+, 0- and 10XXX dialing.
 - F. Restrict afterhours calling, i.e. DISA, international, 809 and toll.
 - G. Delete all default passwords.
 - H. Change passwords frequently.
 - I. Use SMDRs daily to analyze calling activity.
 - J. Restrict transfer from voicemail to internal calls only.
 - K. Consider only attendant-assisted international calling.
 - L. Initiate class-of-service screening to areas where no business need exists.
 - M. Block or restrict 800 calling from areas where there is no business requirement.
 - N. Deactivate unassigned authorization codes, voice mailboxes and DISA codes.
 - O. Do not allow the forwarding of phones to outside access/off-premises numbers.
 - P. Block all calls to 976, 950, or 411. Restrict 1+ dialing to the extent possible.
 - Q. Ensure system administration and maintenance port telephone numbers are randomly selected, unlisted, and not part of the regular numerical sequence for your business.
 - R. Ensure random generation and maximum length of authorization codes.
 - S. If available, use multiple levels of security on maintenance ports.
 - T. Do not allow generic or group authorization codes.
 - U. Ensure "night bell" or operator (attendant) service will not default to dialtone when unattended.
 - V. Do not use alpha passwords that spell common words or names.
 - W. Immediately deactivate passwords and authorization codes known to terminated employees, contractors, agents, etc.
-

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 7 – OBSOLETE SERVICES

7.1 Ernest Communications

The following fees and charges will be grandfathered and will change their name with the first Company invoice.

7.1.1 Regulatory Cost Recovery Fee (RCRF)

| | |
|--|--------|
| Regulatory Cost Rec Surcharge-PRI/Data | \$8.95 |
| Regulatory Cost Recovery Surcharge- | \$1.79 |
| B1 Access Recovery-Trunk Resale-VOH- | \$3.00 |
| Regulatory Cost Recovery Surcharge- | \$1.69 |

7.1.2 Number Portability Fee (LNPF)

| | | |
|-------------------------------|-----------------------------|---------------------------|
| LNP-Bus-BAL | LNP-Voice Circuit-Bus-SKS | LNP-Bus-CBOH |
| LNP-Bus-SAR | LNP Res-BKY | LNP-Bus-SprOH |
| LNP-Bus-QAZ | LNP-Bus-BKY | LNP-Bus-VOH |
| LNP-Bus-VAZ | LNP-Bus-CBKY | LNP-Voice Circuit-Bus-AOH |
| LNP-Voice Circuit-Bus-QAZ | LNP-Bus-WSKY | LNP-Voice Circuit-Bus- |
| LNP Res-VCA | LNP-Voice Circuit-Bus-BKY | CinBelloH |
| LNP-Bus-MPCA | LNP-Voice Circuit-Bus- | LNP-Bus-SOK |
| LNP-Bus-MVCA | CinBellKY | LNP-Voice Circuit-Bus-SOK |
| LNP-Bus-PCA | LNP-Voice Circuit-Bus-WSKY | LNP-Bus-QOR |
| LNP-Bus-VCA | LNP-Bus-BLA | LNP-Bus-SprOR |
| LNP-Voice Circuit-Bus-MPCA | LNP-Voice Circuit-Bus-BLA | LNP-Bus-VOR |
| LNP-Voice Circuit-Bus-MVCA | LNP-Bus-VNY | LNP-Bus-SprPA |
| LNP-Voice Circuit-Bus-VCA | LNP-Voice Circuit-Bus-VMA | LNP-Bus-VPA |
| LNP-Bus-QCO | LNP-Bus-VNJ | LNP-Voice Circuit-Bus-VPA |
| LNP-Bus-SNETCT | LNP-Voice Circuit-Bus-VMD | LNP-Bus-VME |
| LNP-Bus-SNET-CT | LNP-Bus-AMI | LNP-Bus-BSC |
| LNP-Bus-VRI | LNP-Bus-VMI | LNP-Bus-SprSC |
| LNP-Voice Circuit-Bus-SNET-CT | LNP-Voice Circuit-Bus-AMI | LNP-Bus-VSC |
| LNP-Bus-VDE | LNP-Bus-QMN | LNP-Bus-QSD |
| LNP-Bus-BFL | LNP-Bus-SprMN | LNP-Bus-BTN |
| LNP-Bus-SprFL | LNP-Bus-VMN | LNP-Bus-FTN |
| LNP-Bus-VFL | LNP-Voice Circuit-Bus-QMN | LNP-Bus-SprTN |
| | LNP-Voice Circuit-Bus-SprMN | LNP-Voice Circuit-Bus-BTN |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 7 – OBSOLETE SERVICES (CONT'D.)

7.1 Ernest Communications (Cont'd.)

7.1.2 Number Portability Fee (Cont'd.)

| | | |
|-----------------------------|-----------------------------|-----------------------------|
| LNP-Voice Circuit-Bus-BFL | LNP-Bus-SMO | LNP-Bus-SprTX |
| LNP-Voice Circuit-Bus-SprFL | LNP-Bus-SprMO | LNP-Bus-STX |
| LNP-Voice Circuit-Bus-VFL | LNP-Bus-BMS | LNP-Bus-VTX |
| LNP Res-BGA | LNP-PRI-Bus-BMS | LNP-Bus-WSTX |
| LNP-Bus-BGA | LNP-Bus-QMT | LNP-Voice Circuit-Bus-STX |
| LNP-Voice Circuit-Bus-BGA | LNP-Bus-BNC | LNP-Voice Circuit-Bus-VTX |
| LNP-Bus-QIA | LNP-Bus-SprNC | LNP-Bus-QUT |
| LNP-Voice Circuit-Bus-QIA | LNP-Bus-VNC | LNP-Voice Circuit-Bus-QUT |
| LNP Res-QID | LNP-Voice Circuit-Bus-BNC | LNP-Bus-Rsale-SprUntd-VA |
| LNP-Bus-QID | LNP-Voice Circuit-Bus-VNC | LNP-Bus-SprVA |
| LNP-Bus-VID | LNP-Bus-QND | LNP-Bus-VMA |
| LNP-Voice Circuit-Bus-QID | LNP-Bus-QNE | LNP-Bus-VVA |
| LNP-Bus-AIL | LNP-Bus-VNE | LNP-Voice Circuit-Bus-VVA |
| LNP-Bus-VIL | LNP-Bus-VNH | LNP-Bus-VCT |
| LNP-Voice Circuit-Bus-AIL | LNP-Bus-VVT | LNP-Voice Circuit-Bus-VVT |
| LNP-Bus-AIN | LNP-Bus-QNM | LNP-Bus-QWA |
| LNP-Bus-SprIN | LNP-Bus-NBNV | LNP-Bus-SprWA |
| LNP-Bus-VIN | LNP-Bus-SprNV | LNP-Bus-VWA |
| LNP-Voice Circuit-Bus-AIN | LNP-Bus-VNV- | LNP-Bus-AWI |
| LNP-Voice Circuit-Bus-SMO | LNP-Voice Circuit-Bus-SprNV | LNP-Bus-VWI |
| LNP-Voice Circuit-Bus-SprIN | LNP-Bus-Rsale-Fron-Roch-NY | LNP-Voice Circuit-Bus-AWI |
| LNP-Voice Circuit-Bus-VIN | LNP-Bus-VMD | LNP-Bus-Rsale-Fron-Ctzns-WV |
| LNP-Bus-SKS | LNP-Voice Circuit-Bus-VNY | LNP-Bus-WV |
| LNP-Bus-SprKS | LNP-Bus-AOH | LNP-Bus-WY |

7.1.3 End User Connection Charge (EUCC)

| | | |
|---------------|-----------------------------|----------------------|
| Multi-Bus-BAL | Multi-Bus-CBKY | Menrd-Trnk Rsale-VOH |
| Multi-Bus-BAL | Multi-Bus-WSKY | Multi-Bus-AOH |
| Sgl-Bus-BAL | Sgl Line-Res-KY | Multi-Bus-CBOH |
| Multi-Bus-SAR | Sgl-Bus-BKY | Multi-Bus-SprOH |
| Sgl-Bus-SAR | Sgl-Bus-CBKY | Multi-Bus-VOH |
| Multi-Bus-QAZ | Voice Circuit-Bus-BKY | Sgl-Bus-AOH |
| Multi-Bus-VAZ | Voice Circuit-Bus-CinBellKY | Sgl-Bus-CBOH |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 7 – OBSOLETE SERVICES (CONT'D.)

7.1 Ernest Communications (Cont'd.)

7.1.3 End User Connection Charge (EUCC) (Cont'd.)

| | | |
|---------------------------|-------------------------|-----------------------------|
| Sgl-Bus-QAZ | Voice Circuit-Bus-WSKY | Sgl-Bus-SprOH |
| Voice Circuit-Bus-QAZ | Multi-Bus-BLA | Sgl-Bus-VOH |
| Multi Line-Res-VCA | Sgl-Bus-BLA | Voice Circuit-Bus-AOH |
| Multi-Bus-MPCA | Voice Circuit-Bus-BLA | Voice Circuit-Bus-CinBelloH |
| Multi-Bus-MVCA | Multi-Bus-VMA | Multi-Bus-SOK |
| Multi-Bus-PCA | Sgl-Bus-VMA | Sgl-Bus-SOK |
| Multi-Bus-VCA | Voice Circuit-Bus-VMA | Voice Circuit-Bus-SOK |
| Sgl-Bus-PCA | Multi-Bus-VMD | Multi-Bus-QOR |
| Sgl-Bus-SprTX | Sgl-Bus-VMD | Multi-Bus-SprOR |
| Sgl-Bus-VCA | Voice Circuit-Bus-VMD | Multi-Bus-VOR |
| Voice Circuit-Bus-MPCA | Multi-Bus-VME | Sgl-Bus-QOR |
| Voice Circuit-Bus-MVCA | Sgl-Bus-VME | Sgl-Bus-VOR |
| Voice Circuit-Bus-VCA | Menrd-Trnk Rsale-VMI | ZCancelled-Line Charge |
| Multi-Bus-QCO | Multi-Bus-AMI | Multi-Bus-SprPA |
| Sgl-Bus-QCO | Multi-Bus-VMI | Multi-Bus-VPA |
| Multi-Bus-SNET-CT | Multi-Bus-VMI-Rsale | Sgl-Bus-VPA |
| Multi-Bus-SNET-CT | Sgl-Bus-AMI | Voice Circuit-Bus-VPA |
| Multi-Bus-VCT | Sgl-Bus-VMI | GAHghlnds-PRI |
| Sgl-Bus-SNETCT | Voice Circuit-Bus-AMI | Multi-Bus-VRI |
| Voice Circuit-Bus-SNET-CT | Multi-Bus-QMN | Sgl-Bus-VRI |
| Multi-Bus-VDE | Multi-Bus-SprMN | Multi-Bus-BSC |
| Hooters-Rsale-CPAK-VFL | Multi-Bus-VMN | Multi-Bus-SprSC |
| Hooters-Rsale-VFL | Sgl-Bus-QMN | Multi-Bus-VSC |
| Multi-Bus-BFL | Sgl-Bus-SprMN | Sgl-Bus-BSC |
| Multi-Bus-SprFL | Voice Circuit-Bus-QMN | Sgl-Bus-VSC |
| Multi-Bus-VFL | Voice Circuit-Bus-SprMN | Multi-Bus-QSD |
| Sgl-Bus-BFL | Multi-Bus-SMO | Multi-Bus-BTN |
| Sgl-Bus-SprFL | Multi-Bus-SprMO | Multi-Bus-FTN |
| Sgl-Bus-VFL | Sgl-Bus-SMO | Multi-Bus-SprTN |
| Voice Circuit-Bus-BFL | Sgl-Bus-SprMO | Sgl-Bus-BTN |
| Voice Circuit-Bus-SprFL | Voice Circuit-Bus-SMO | Voice Circuit-Bus-BTN |
| Voice Circuit-Bus-VFL | Multi-Bus-BMS | Multi-Bus-SprNV |
| Multi Line-Res-GA | Sgl-Bus-BMS | Multi-Bus-SprTX |
| Multi-Bus-BGA | Voice Circuit-Bus-BMS | Multi-Bus-STX |

Effective: May 3, 2018

INTERSTATE AND INTERNATIONAL RATES, TERMS AND CONDITIONS

SECTION 7 – OBSOLETE SERVICES (CONT'D.)

7.1 Ernest Communications (Cont'd.)

7.1.3 End User Connection Charge (EUCC) (Cont'd.)

| | | |
|---------------------------|-------------------------------|-----------------------------|
| Port Charge-PRI-GA | Multi-Bus-QMT | Multi-Bus-VTX |
| Sgl Line-Res-GA | Sgl-Bus-QMT | Multi-Bus-WSTX |
| Sgl-Bus-BGA | Multi-Bus-BNC | Rsale-Cntrx Multi-VTX |
| Voice Circuit-Bus-BGA | Multi-Bus-SprNC | Sgl-Bus-STX |
| Multi-Bus-QIA | Multi-Bus-VNC | Sgl-Bus-VTX |
| Sgl-Bus-QIA | Sgl-Bus-BNC | Voice Circuit-Bus-STX |
| Voice Circuit-Bus-QIA | Sgl-Bus-SprNC | Voice Circuit-Bus-VTX |
| Multi-Bus-QID | Sgl-Bus-VNC | Multi-Bus-QUT |
| Multi-Bus-VID | Voice Circuit-Bus-BNC | Sgl-Bus-QUT |
| Sgl-Bus-QID | Voice Circuit-Bus-VNC | Voice Circuit-Bus-QUT |
| Voice Circuit-Bus-QID | Multi-Bus-QND | Multi-Bus-Rsale-SprUntd-VA |
| Menrd-Trnk Rsale-VIL | Sgl-Bus-QND- | Multi-Bus-SprVA |
| Multi-Bus-AIL | Multi-Bus-QNE | Multi-Bus-VVA |
| Multi-Bus-VIL | Multi-Bus-VNE | Voice Circuit-Bus-VVA |
| Sgl-Bus-AIL | Sgl-Bus-QNE | Multi-Bus-VVT |
| Sgl-Bus-VIL | Multi-Bus-VNH | Sgl-Bus-VVT |
| Voice Circuit-Bus-AIL | Sgl-Bus-VNH | Voice Circuit-Bus-VVT |
| Menrd-Trnk Rsale-AIN | Sgl-Bus-VNH | Multi-Bus-QWA |
| Menrd-Trnk Rsale-VIN | Multi-Bus-VNJ | Multi-Bus-SprWA |
| Multi-Bus-AIN | Sgl-Bus-VNJ | Multi-Bus-VWA- |
| Multi-Bus-SprIN | Sgl-Bus-VVA | Sgl-Bus-QWA |
| Multi-Bus-VIN | Multi-Bus-QNM | Sgl-Bus-VWA |
| Rsale-PBX Trk Multi-SprIN | Sgl-Bus-QNM | ZCancelled-Line Charge-WA |
| Sgl-Bus-AIN | Multi-Bus-NBNV | Menrd-Trnk Rsale-AWI |
| Sgl-Bus-SprIN | Multi-Bus-VNV | Multi-Bus-AWI |
| Sgl-Bus-VIN | Sgl-Bus-NBNV | Multi-Bus-VWI |
| Voice Circuit-Bus-AIN | Voice Circuit-Bus-SprNV | Sgl-Bus-AWI |
| Voice Circuit-Bus-VIN | Multi-Bus-Rsale-Fron-Roch-NY | Voice Circuit-Bus-AWI |
| Multi-Bus-SKS | Multi-Bus-VNY | Multi-Bus-Rsale-Fro-CtznsWV |
| Multi-Bus-SprKS | Sgl-Bus-SprNV | Multi-Bus-VWV |
| Sgl-Bus-SKS | Sgl-Bus-VNY | Sgl-Bus-QWY- |
| Voice Circuit-Bus-SKS | Voice Circuit-Bus-VNY | Sgl-Bus-VWV |
| Multi-Bus-BKY | State SubscrLineChg-Rsale-FIN | Multi-Bus-QWY |
