

### Billing Increments

- ◆ All domestic U.S. Traffic and extended area calls are billed in initial 18 second increments and 6 second increments thereafter.
- ◆ International calls including Canada and International Toll Free Service calls are billed in initial 18 second increments and 6 second increments thereafter.
- ◆ Mexico traffic - full minute increments.

### Charges and Fees

- ◆ If account bills less than \$15.00 in usage, a \$3.95 MRC will apply.
- ◆ Database administration surcharge: \$1.00 MRC per 8XX number.
- ◆ CD ROM Billing: \$25 monthly fee. Includes viewable, formatted invoice and raw data file for importing into other applications. PC format only. Monthly fee is waived for customers billing over \$2500 per month.
- ◆ Directory assistance calls are 65¢ each.
- ◆ Payphone surcharge for 8XX access is 60¢.
- ◆ Customer acknowledges that TMC is subject to price fluctuations and/or recurring and non-recurring surcharges from its underlying carriers and that TMC reserves the right to increase Customer per minute rates and/or impose such surcharges to the Customer. Any per minute rate increase or surcharge will be preceded by a 3 day written notification to the Customer.

### Account Code

### Set-Up Fee

### Monthly Fee

- |  |                                   |   |
|--|-----------------------------------|---|
| <ul style="list-style-type: none"> <li>◆ Non-verified</li> <li>◆ Verified</li> </ul> | <p>\$100.00</p> <p>\$1,200.00</p> | <p>\$1.00 per ANI</p> <p>\$1.00 per ANI</p> |
|--|-----------------------------------|---|

### Enhanced 800 Routing (definitions 1-4 found on following page)

### Set-Up Fee

### Monthly Fee

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>◆ Basic Routing Features (1)</li> <li>◆ Redirection Features (2) <ul style="list-style-type: none"> <li>• Change Order</li> <li>• Expedite Change Order</li> </ul> </li> <li>◆ Announcement Features (3)</li> <br/> <li>◆ Transfer Connect (4)</li> </ul> | <p>N/C</p> <p>\$250.00 per 8XX</p> <p>\$100.00 per 8XX</p> <p>\$200.00</p> <p>\$200.00 per announcement</p><br><p>\$3,000.00 per 8XX</p> | <p>N/C</p> <p>N/C</p> <p>\$30.00 per 8XX plus 7¢ per redirection</p> <p>\$100.00 per announcement</p> <p>12¢ per announcement played</p> <p>11¢ per minute of announcement played</p> <p>7¢ per redirection</p> |
|--|--|---|

### Dedicated Features

### Set-Up Fee

### Monthly Fee

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>◆ ANI/DNIS Delivery</li> <li>◆ Stand-Alone DNIS</li> <li>◆ Real Time ANI</li> <li>◆ Direct Termination Overflow</li> <li>◆ PRI ISDN D-Channel</li> </ul> | <p>\$25.00</p> <p>\$25.00</p> <p>\$25.00</p> <p>\$25.00</p> <p>\$0</p> | <p>N/C</p> <p>N/C</p> <p>N/C</p> <p>N/C</p> <p>\$125.00</p> |
|---|--|---|

### PICC Fees

- ◆ Residential – Waived
- ◆ Business – \$2.75
- ◆ Centrex – \$.50
- ◆ Fees Waived in SBC CA Territories

### Carrier Access Codes

- ◆ 1015237
- ◆ 700 Carrier test #: (700) 555-4141 – Customer will hear “Thank you for using one of the Alliance Group companies for your long distance service.”

### Dedicated Rates

Dedicated rates are determined on a per account basis. There is a monthly recurring charge (MRC) & an installation Charge (NRC). The charge for a DS1 expedite is \$250.00. There is a cancellation fee in the amount of \$1,000.00 for any DS1 cancelled prior to install and \$3,000.00 for any DS3 cancelled prior to install. All other cancellation fees prior to installation are determined on a case by case basis.

### Local Loop Charges:

The monthly recurring charge for all local loops installed within a 20-mile radius of an AT&T point of presence is a flat \$300.00. All other local loop monthly recurring and non-recurring (installation) charges shall be on a case-by-case basis, based upon vendor, mileage, location, bandwidth and term.

### Installation Waivers

- ◆ Dedicated Voice Circuits – 1 year term 100% of the local loop installation fee is waived.

1. **Basic Routing Features** include Country Code Routing, Area Code Routing, Exchange Routing, Caller Recognition Routing, Time Manager, Day Manager and Quick Call Allocator.

Country Code Routing – This feature permits the customer to define the routing of calls from all country codes from overseas countries.

Area Code Routing – This feature permits the Customer to define the routing of calls from all NPA's in the customer's domestic service area(s).

Exchange Routing – This feature permits the Customer to define the routing of calls from all NXXs in the Customer's specified NPAs. NXXs cannot be divided or split-up for Call Routing purposes. Originating calls must forward Automatic Number Identification (ANI). Toll-Free Exchange Routing cannot be used in conjunction with calls originating from Puerto Rico, U.S. Virgin Islands, Guam and NMI.

Caller Recognition Routing – This feature permits the Customer to route calls based upon the calling party's originating 10 digit ANI number. Originating calls must forward Automatic Number Identification (ANI). In addition Toll-Free Caller Recognition Routing cannot be used in conjunction with calls originating from Puerto Rico, U.S. Virgin Islands, Guam and NMI.

Time Manager – This Feature permits the Customer to have calls to the same AT&T toll free telephone number routed differently during different time intervals throughout the day, according to schedule established by the Customer. The schedule established applies to all days in a week. In addition, the schedule established must include the entire 24-hour day. Each time interval established in the schedule must begin on a quarter clock hour and last a minimum of 15 minutes.

Day Manager – This Feature permits the Customer to have calls to the same AT&T toll free telephone number routed differently based on the day of the week the call is made, according to a schedule established by the customer. A day begins at 1 second after midnight and the schedule established applies to all weeks in the year.

Quick Call Allocator - This Feature permits the Customer to have calls to the same AT&T toll free telephone number apportioned to two or more routing alternatives based upon distribution of percentages selected by the customer. The percentages must be integers and must total 100%.

2. **Redirection Features** include Alternate Destination Routing on Ring No Answer, Alternate Destination Routing on Busy and Alternate Destination Routing on Busy-Ring No Answer. These features allow calls to complete at a location other than the one to which they were originally sent.

Alternate Destination Routing (ADR) on Ring no Answer – Redirects calls to one pre-defined alternate location if a Ring no Answer condition is detected at the primary location.

ADR on Busy – Redirects calls to a maximum of three pre-defined alternate locations if a busy condition is detected at the primary location.

ADR on Busy and Ring no Answer – Redirects calls to one pre-defined alternate location if either a Busy or a Ring no Answer condition is detected at the primary location.

3. **Announcement Features** include Call Prompter, Enroute Announcement, Network Queuing, Speech Recognition and Courtesy Response.

Call Prompter – Permits the customer to have calls to an AT&T toll free telephone number routed to one or more alternatives and directs the caller to input prompted digit(s) or a preset specified code which will route the call to the appropriate routing alternative. Each routing alternative may be assigned up to 1,023 distinct codes.

Enroute Announcement – Allows a customer to provide an announcement at the beginning of each call or at some other point in the call path. Introductory announcements play announcements at the beginning of the call path, then immediately send the call to the next routing element. In progress announcements play announcements at any point in the call path, then immediately send the call to the next routing element.

Network Queuing – Allows a call to be held in a network queue until a termination served by the queue becomes available.

Speech Recognition – Permits the customer to have calls to an AT&T toll free telephone number routed to one or more alternatives by allowing the caller to verbally input a prompted digit that will route the call to the appropriate routing alternative.

Courtesy Response – Permits the customer to have calls to a toll free telephone number routed to a terminating intercept announcement provided by AT&T in order to assist in the completion of calls. The routing parameters for directing calls to the announcement are specified using other AT&T toll free features.

4. **Transfer Connect** includes Courtesy Transfer, Consult & Transfer and Conference & Transfer.

Courtesy Transfer – Allows Customer to transfer the caller to the target party without remaining on the call.

Consult and Transfer – Allows Customer to place the caller on hold, hear call progress tones (i.e., ringing or busy signal) and either transfer the caller to the target party without remaining on the call or terminate the redirection and return to the caller for further handling.

Conference and Transfer – Allows Customer to consult with the target party prior to adding the caller to a three-way conference. Following a three-way conference the caller may remain connected to the Customer or to the target party. If the target party is busy or does not answer, the Customer may return to the caller and may attempt another transfer.