

RESALE COMMON CARRIER SERVICE

SECTION E - SPECIAL SERVICES1. General

a. Individual Case Basis Rates and Charges

The services, rates and charges provided in the Company's tariffs contemplate the use of service and facilities in quantities and types regularly furnished by the Company. Where service or facilities are requested which are not provided for in the Company's applicable tariffs, rates and charges will apply based upon the cost of furnishing such service or facilities whenever, in the judgment of the Company, it is practical to provide the service requested. The customer will, in every instance of the furnishing of Special Services be advised by the Company of the applicability of such rates and charges which are in addition to the rates and charges specified elsewhere in the Company's applicable tariffs. The customer must approve of the requested Special Services applicability prior to commencement of provisioning of the requested service(s) by the Company.

1. Where at the customer's request the Company must obtain facilities and equipment, including signaling and conditioning capabilities, or other features necessary for compatibility with customer provided equipment and the Company's facilities and service, which is not normally required or provided by the Company, rates and charges will be applicable as stated above.
2. The basis for Special Services rates and charges will be the cost of furnishing the customer requested service(s) including, but not limited to, the costs of operating and maintaining the service(s), costs for material and equipment used specifically in providing the service(s), and costs of installation, including engineering, labor, supervision and transportation.

ALL MATERIAL ON THIS PAGE IS NEW.

Issued: December 30, 2005

Issued by: Tariff Administrator
22001 Loudoun County Parkway
Ashburn, VA 20147

Effective: January 1, 2006

RESALE COMMON CARRIER SERVICE

SECTION E - SPECIAL SERVICES1. General (Continued):

b. Non Routine Installation and/or Maintenance

The rates and charges specified in the Company's tariffs contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours and within normal work intervals. Whenever a customer requests that work necessarily required for the furnishing or rearrangement of the customer's service be performed outside the Company's regular working hours; or that the Company expedites the installation or rearrangement of service; or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to other rates and charges specified in the Company's applicable tariffs, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

1. Special Service rates and charges applicable for nonroutine installation and maintenance performed outside of regular business hours will be based on costs for actual labor materials and any other costs clearly incurred by or billed to the Company.
2. If installation and/or routine maintenance is performed during regular business hours and at the customer's request extends beyond regular business hours in order to complete the task, and this circumstance is not the fault of the Company, Special Service charges may apply. Such circumstances include, but are not limited to, stand-by in excess of one hour, weekend, holiday or night time cutover, and additional testing in excess of the normal testing required to provide the service.

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SECTION E - SPECIAL SERVICES1. General (Continued):

b. Non Routine Installation and/or Maintenance (continued)

3. In instances where the Carrier, in order to meet a customer requested service date, is required to secure expedited or other special handling of an access service order placed with a local exchange carrier the following charges apply.

a)	<u>Bell Atlantic Territory</u> Special handling charge, per LEC switched or special access order	\$ 40.05
b)	<u>Bell South Territory</u> Special handling charge, per LEC switched access order	\$160.00
	per LEC special access (voice grade or DS-0) per channel end	\$170.00
	per LEC High Capacity per channel end	\$500.00
c)	<u>NECA Territory</u> Estimated cost, per LEC switched or special access order	\$100.00

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SECTION E - SPECIAL SERVICES3. Hospitality Call Completion and Billing Service:

The Carrier's Hospitality Call Completion and Billing Service provides an end user with intrastate interLATA calling capability from specific client locations such as hotels, motels, hospitals, schools and other firms or institutions.

The Carrier's Service Quality commitment described in Section B of this tariff is not applicable to the Carrier's Call Completion and Billing Service.

- A. Hospitality Call completion and Billing Service is provided to end users in locations where, pursuant to contractual agreements reached between the Carrier and the client, the client's terminal equipment such as PBX or similar vehicle has been configured to access the Carrier's Hospitality Call Completion and Billing Service. In some instances the Carrier may provide certain terminal equipment in association with this service.
- B. End users access the Carrier's Hospitality Call Completion and Billing Service by dialing a sequence of digits, as specified by the subscriber, at the telephone, hand set or similar vehicle provided by the subscriber. The carrier or its agent will perform the billing function.
- C. Charges and rates for calls originated by the end user over facilities interconnected with the Carrier's Hospitality Call Completion and Billing Service apply on a per call service charge and on a per minute of usage basis.

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SECTION E - SPECIAL SERVICES3. Hospitality Call Completion and Billing Service (Continued)

D. Interstate Per-Minute Rates (Operator Services)

Operator Assistance, Local Exchange Company Calling Cards, and Payphones: The following classifications are addressed:

- (a) Calls made from private residential or business phones pre-subscribed to Company which are completed with the assistance of an operator;
- (b) Calls made from private residential or business phones which are not pre-subscribed to Company, but are placed by dialing Company Carrier Identification Code and are completed with the assistance of an operator;
- (c) Calls made from a pre-subscribed payphones or institutional phones which are completed with the assistance of an operator; and,
- (d) Calls made from payphones or institutional phones which are not pre-subscribed, but are placed by dialing a Company Carrier Identification Code and which are completed with the assistance of an operator.

For domestic calls falling within classifications (a) and (b) above, usage rates are listed in Sections E-3.2.A and E-3.2.B below. For calls falling within classifications (c) and (d), usage rates are listed in Sections E-3.3.A and E-3.3.B. For all other domestic operator service type calls, rates are specified in Sections E-3.1.A and E-3.1.B.

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SECTION E - SPECIAL SERVICES3. Hospitality Call Completion and Billing Service (Continued)

- 1) A. From the U.S. Mainland and Hawaii to the U.S. Mainland, Alaska, American Samoa, Guam and CNMI; from the U.S. Mainland to Hawaii; or from American Samoa, Guam and CNMI to the U.S. Mainland, Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands Per-Minute Usage Charges:

Per-Minute Rate: \$0.89

- B. From the U.S. Mainland and Hawaii to Puerto Rico and the U.S. Virgin Islands Per-Minute Usage Charges:

Per-Minute Rate: \$0.89

- Band 1 - Alabama, Connecticut, Delaware, District of Columbia, Florida, Georgia, Indiana, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia.
- Band 2 - Arizona, Arkansas, Colorado, Illinois, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Utah, Wisconsin, Wyoming.
- Band 3 - California, Idaho, Montana, Nevada, Oregon, Washington.
- Band 4 - Hawaii

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Issued: May 18, 2007

Issued by: Tariff Administrator
201 Spear Street, 9th Flr.
San Francisco, CA 94105

Effective: May 21, 2007

Transmittal# 9

RESALE COMMON CARRIER SERVICE

SECTION E - SPECIAL SERVICES

3. Hospitality Call Completion and Billing Service (Continued)

2)

A. From the U.S. Mainland and Hawaii to the U.S. Mainland, Alaska, American Samoa, Guam and CNMI; from the U.S. Mainland to Hawaii; or from American Samoa, Guam and CNMI to the U.S. Mainland, Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands Per-Minute Usage Charges: T
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Per-Minute Rate: \$0.89

B. From the U.S. Mainland and Hawaii to Puerto Rico and the U.S. Virgin Islands Per-Minute Usage Charges:

Per-Minute Rate: \$0.89

See above for a list of states included in each band.

C. Discounts

Holidays

Carrier Recognized Holidays: Evening rate discounts will apply to all calls placed through the Carrier on Carrier Recognized Holidays except when a lower rate would normally apply. Carrier Recognized Holidays are listed in Section A, under Definitions.

Issued: May 18, 2007

Issued by: Tariff Administrator
 201 Spear Street, 9th Flr.
 San Francisco, CA 94105

Effective: May 21, 2007

Transmittal# 9

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SECTION E - SPECIAL SERVICES

3. Hospitality Call Completion and Billing Service (Continued)

3)

A. From U.S. Mainland and Hawaii to U.S. Mainland and Alaska or from U.S. Mainland to Hawaii Per-Minute Usage Charges:

Per-Minute Rate: \$0.89

From the U.S. Mainland and Hawaii to American Samoa, Guam and CNMI or from American Samoa, Guam and CNMI to the U.S. Mainland, Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands Per-Minute Usage Charges:

Per-Minute Rate: \$0.89

B. From the U.S. Mainland and Hawaii to Puerto Rico and the U.S. Virgin Islands Per-Minute Usage Charges:

Per-Minute Rate: \$0.89

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201 Spear Street, 9th Flr.
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Transmittal# 9

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E. Per Call Service Charges

	<u>Per Call</u>
1) Station to Station Calls	\$3.95
2) Person to Person Calls	\$6.50
3) Customer Dialed LEC Credit Card "Calling Card" Calls	\$3.95
4) Surcharge for operator dialing – applicable in addition to operator treatment/billing feature charge	\$1.55
5) Third Party Billed	\$3.95

F. Other Charges

Payphone Use Charge: As billing becomes available, an undiscountable \$0.26 per call charge is applicable to calls that originate from any domestic payphone used to access Company service as follows. This charge, which is in addition to standard tariffed usage charges and any applicable surcharges associated with Company service, applies for the use of the instrument used to access Company service and is unrelated to the Company service accessed from the payphone. Customers of Hospitality Call Completion Billing Service will be charged the payphone use charge for each domestic payphone call made using Hospitality Call Completion Billing Service. The payphone use charge does not apply to calls placed from payphones at which the customer pays for service by inserting coins during the progress of the call.

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SECTION E - SPECIAL SERVICES4. Special Promotional OfferingsTeleconnect Check/Merchandise Promotion

From time to time, Teleconnect will offer new subscribers who order Savings Club or Smart Minutes, checks or merchandise (total value not to exceed \$100) if they designate Teleconnect as their Primary Interexchange Carrier. The value and expiration date of each individual check will be printed on each check. This promotion is limited to one offer per ANI, with a maximum of five offers per customer in any six-month period.

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