

COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

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*Pursuant to PUA Section 13-501, this Illinois Price List replaces Custom Teleconnect, Inc. Illinois C.C. Tariff No. 5 in its entirety due to detariffing.*

ILLINOIS

INTEREXCHANGE TELECOMMUNICATIONS PRICE LIST

OF

Custom Teleconnect, Inc.

This price list contains the descriptions, regulations, and rates applicable to the furnishing of interexchange telecommunications and resold Customer owned coin operated services provided by Custom Teleconnect, Inc., ("CTI") within the State of Illinois. All services contained in this price list are competitive. Copies may be inspected during normal business hours at the main office of Custom Teleconnect, Inc., located at 6242 West Desert Inn Road, Las Vegas, Nevada 89146 or on its website at [www.customteleconnect.com](http://www.customteleconnect.com).

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CHECK SHEET

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

PAGE	REVISION		PAGE	REVISION	
1	Original		26	2 <sup>nd</sup> Revised	*
2	2 <sup>nd</sup> Revised	*	27	Original	
3	Original		28	2 <sup>nd</sup> Revised	*
4	Original		29	Original	
5	Original		30	Original	
6	Original				
7	Original				
8	Original				
9	Original				
10	Original				
11	Original				
12	Original				
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14	Original				
15	Original				
16	Original				
17	Original				
18	Original				
19	Original				
20	Original				
21	Original				
22	Original				
23	Original				
24	Original				
25	Original				

\* - indicates pages included with this posting.

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) Changed regulation.
- (D) Delete or discontinue.
- (I) Change Resulting in an increase to a Customer's bill.
- (M) Moved from another price list location.
- (N) New.
- (R) Change resulting in a reduction to a Customer's bill.
- (T) Change in text or regulation.

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**PRICE LIST FORMAT**

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

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SECTION 1 - TERMS AND ABBREVIATIONS

Aggregator - A person, firm, corporation, or other legal entity which contracts with CTI for installation of the Company's services. Aggregators make available the Company's services for use by guests, patrons, visitors or other transient third parties at the Aggregator's location. The Aggregator is also responsible for compliance with the terms and conditions of this price list.

Authorized User - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Company's services under the terms and regulations of this price list.

Company - Refers to Custom Teleconnect, Inc. unless otherwise clearly indicated by the context.

CTI - Used throughout this price list to refer to Custom Teleconnect, Inc.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this price list.

LATA - Local Area of Transport and Access.

LEC - Local exchange Company.

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

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

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

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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 2 - RULES AND REGULATIONS****2.1 Undertaking of Custom Teleconnect, Inc.**

CTI's services and facilities are furnished for communications originating and terminating within the State of Illinois under terms of this price list. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.

CTI arranges for installation, operation, and maintenance of the communications services provided in this price list for Customers and Subscribers in accordance with the terms and conditions set forth under this price list. CTI may act as the Customer's or Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer or Subscriber, to allow connection of a Customer's or Subscriber's location to the CTI network. The Customer or Subscriber shall be responsible for all charges due for such service arrangements.

**2.2 Use**

2.2.1 Services provided under this price list may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.

2.2.2 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.3 The Company may require applicants for service who intend to use the Company's offerings for resale, shared and/or joint use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Commission's regulations, policies, orders, and decisions.

2.2.4 A Customer may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this price list. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this price list.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.3 Limitations**

- 2.3.1 The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this price list, or in violation of the law.
- 2.3.2 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this price list.
- 2.3.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.4 Service may be limited or discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, cities, or NXX exchanges when the Company deems it necessary to take such action to prevent unlawful use of its service. Service will be restored as soon as it can be provided without undue risk.
- 2.3.5 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.

**2.4 Assignment and Transfer**

All facilities provided under this price list are directly or indirectly controlled by CTI and neither the Customer nor Subscriber may transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this price list shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.



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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Liability of the Company**

- 2.5.1 CTI'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 \$100.00 or an amount equivalent to the proportionate charge to the Customer, whichever is greater, for the period during which the faults in transmission occur.
- 2.5.2 The Company shall not be liable for any claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this price list, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an Act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.5.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, 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 out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this price list; or for any act or omission of the Customer; or for any personal injury or death of any person 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 directly caused by negligence of the Company.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

- 2.5.4 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.5.5 The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Customer.
- 2.5.6 Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

2.6 Billing and Payment for Service

2.6.1 Responsibility for Charges

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- A. any delegation of authority resulting in the use of his or her communications equipment and/or CTI services which result in the placement of calls via the Company;
- B. any and all use of the services provided by the Company, including calls which the Customer did not individually authorize;
- C. any calls placed by or through the Customer's equipment via any remote access feature(s);
- D. Charges for installations, service connections, moves, rearrangements, and prepaid services, where applicable, are payable upon demand to the Company or its authorized agent. Billing thereafter will include recurring charges and actual usage as defined in this price list.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.6 Billing and Payment For Service, (Cont'd.)****2.6.2 Payment for Service**

All charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agent may be the Company, a local exchange telephone Company, credit card Company, or other billing service. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory bodies having jurisdiction.

**2.6.3 Disputed Charges**

Any objections to billed charges must be reported to the Company or its billing agent within twenty (20) days of the closing date printed on the invoice or statement issued to the Customer. Adjustments to Customers' account shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

**2.6.4 Taxes and Fees**

- A. CTI reserves the right to bill any and all applicable taxes in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes and Gross Receipts Tax. Unless otherwise specified in this price list, such taxes will be itemized separately on Customer bills. For pre-paid services, taxes and fees shall be included in the rates and charges stated in the Company's rate schedule for this service.
- B. The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund, the Primary Interexchange Carrier Charge, and compensation to payphone service providers for the use of their payphones to access CTI's service.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.6 Billing and Payment For Service, (Cont'd.)

2.6.5 Late Payment Fees

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Illinois law.

2.6.6 Return Check Charge

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Illinois law.

2.7 Deposits

The Company does not require deposits.

2.8 Advance Payments

The Company does not require advance payments for service.

2.9 Cancellation by Customer

Customers may cancel service verbally or in writing at any time. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Charges may be avoided by dialing another carrier's access code. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms. For prepaid services, the Customer may cancel service by fully depleting the available balance of the Customer account and/or by not renewing a renewable account.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.10 Refunds or Credits for Service Outages or Interruptions**

- 2.10.1 An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. Credits for service outages or interruptions are subject to the regulations listed below.
- 2.10.2 If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- 2.10.3 Credit allowances for interruption periods which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this price list. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.
- 2.10.4 The Customer shall be responsible for the payment of service charges based upon time and materials for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.10 Refunds or Credits for Service Outages or Interruptions (Cont'd.)**

2.10.5 For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than four (4) hours. The Customer shall be credited for an interruption of four (4) or more hours at the rate of 1/720th of the monthly charge for the services affected for each hour that the interruption continues. The formula used for computation of credits is as follows:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours (must be 4 or more).

B = total monthly recurring charge for affected service.

2.10.6 For usage sensitive long distance services, credits will be limited to, a maximum, the price of the Initial Period of the individual call that was interrupted plus any per call charges or surcharges required to reconnect the caller.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.11 Cancellation or Termination of Service

- 2.11.1 Customers of presubscribed long distance services may cancel service at any time by providing CTI with written or verbal notification. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the cancellation notice is received, whichever is later.
- 2.11.2 The Company may terminate service to a Customer or Subscriber for nonpayment of undisputed charges or other violation of this price list or provision of law upon five (5) days written notice to the Customer or Subscriber without incurring any liability for damages due to loss of telephone service to the Customer or Subscriber.
- 2.11.3 CTI may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given five (5) days notice to comply with any rule or remedy any deficiency:
- A. For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
  - B. For use of telephone service for any purpose other than that described in the application.
  - C. For neglect or refusal to provide reasonable access to CTI or its agents for the purpose of inspection and maintenance of equipment owned by CTI or its agents.
  - D. For non-compliance with or violation of CTI's rules and regulations.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.11 Cancellation or Termination of Service, (Cont'd.)

2.11.3 (Cont'd.)

- E. Without notice in the event of Customer, Subscriber or Authorized User use of equipment in such a manner as to adversely affect CTI's equipment or service to others.
- F. Without notice in the event of tampering with the equipment or services owned by CTI or its agents.
- G. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, CTI may, before restoring service, require the Customer or Subscriber to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- H. Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.



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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.12 Interconnection**

Service furnished by CTI may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with CTI's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

**2.13 Terminal Equipment**

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of CTI's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

**2.14 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four (24) hours in length and credit for the interruption is requested by the Customer.

**2.15 900, 976 and 700 Numbers**

The Company does not provide 900, 976 or 700 number services. Customer calls placed to these numbers are routed to the local or long distance carrier providing the service. Customers may contact their local exchange carrier or the carrier providing the service to request blocking of access to these numbers.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.16 Toll Free Services**

- 2.16.1 The Company will make every effort to reserve toll free (i.e., "800/888") vanity numbers for Customers, but makes no guarantee or warranty that the requested number(s) will be available.
- 2.16.2 The Company will participate in porting toll free numbers only if the account balance is zero and all charges incurred as a result of the toll free number have been paid.
- 2.16.3 Toll free numbers shared by more than one Customer, whereby individual Customers are identified by a unique Personal Identification Number, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in this price list, the Company will only honor Customer requests for a change in Resp. Org. or toll free service provider for toll free numbers dedicated to the sole use of that single Customer.
- 2.16.4 If a Customer who has received a toll free number does not subscribe to toll free service within ninety (90) days, the Company reserves the right to make the assigned number available for use by another Customer.

**2.17 Other Rules**

The Company may temporarily suspend service without notice to the Customer, by blocking traffic to certain cities of NXX exchanges, or by blocking calls using certain Personal Identification Numbers when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as service can be provided without undue risk.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES****3.1 General**

CTI provides direct dialed one plus, toll free inbound services and operator services for communications originating and terminating within the State of Illinois under terms of this price list.

**3.2 Timing of Calls**

Billing for calls placed over the CTI network is based in part on the duration of the call as follows, unless otherwise specified in this price list:

3.2.1 Timing of each call begins when the called station is answered (i.e. when two-way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.

3.2.2 Chargeable time for calls ends when one of the parties disconnects from the call.

3.2.3 Unless otherwise specified in this price list, the minimum initial period for billing purposes is one (1) minute.

3.2.4 Unless otherwise specified in this price list, billing for usage after the initial period is in full one (1) minute increments.

3.2.5 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, CTI will reasonably issue credit for the call.

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.3 Rate Periods

Unless otherwise specified in this price list, the following rate periods apply to services subject to time of day discounts:

	MON	TUES	WED	THUR	FRI
8:00 AM TO 5:00 PM*	DAY				
5:00 PM TO 8:00 AM* (including Sat. & Sun.)	NON-DAY				

\* Up to but not including.

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## SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

## 3.4 Calculation of Distance

Usage charges for all mileage sensitive services are based on the airline distance between the rate center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the applicable rate centers as defined by Telecordia Technologies (formerly known as BellCore) and on file with the FCC in NECA Tariff FCC No. 4, in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the rate center of the originating and the destination points.

Step 2 - Obtain the difference between the "V" coordinates of each of the rate centers. Obtain the difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating rate centers of the call.

Formula: 
$$\sqrt{\frac{|V_1 - V_2|^2 + |H_1 - H_2|^2}{10}}$$

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)****3.5 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard price listed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access The Company service and is unrelated to the Company service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call	\$0.65
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**3.6 Quality and Grade of Service Offered**

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

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 CTI Intrastate Service

CTI Intrastate Service is offered to business Customers for the provision of long distance services to the Customer. All calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

3.7.1 CTI Direct Dial Service

CTI Direct Dial Service available to Customers who originate direct dialed calls within the State. This service permits origination of intrastate calls from diverse Customer's local exchange or dedicated access facilities.

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

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 CTI Intrastate Service, (Cont'd.)

3.7.2 CTI Toll Free Inbound Service

CTI Toll Free Inbound Service is available to Customers who receive Toll Free inbound (8xx) calls from within the State. This service permits termination of intrastate calls from diverse geographic locations to Customer local exchange lines or to dedicated access facilities. With CTI Toll Free Inbound Service, the Customer is billed for the call rather than the call originator.

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



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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)****3.8 Operator Assisted Calling**

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

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

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

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.8 Operator Assisted Calling, (Cont'd.)

3.8.5 Rates

A. Usage Rates:

Mileage	Initial Minute	Each Additional Minute
1-10	\$0.3065 (I)	\$0.2705 (I)
11-22	\$0.3246 (I)	\$0.3065 (I)
23-55	\$0.3428 (I)	\$0.3246 (I)
56-124	\$0.3787 (I)	\$0.3606 (I)
125-292	\$0.4144 (I)	\$0.3965 (I)
293+	\$0.4328 (I)	\$0.4146 (I)

B. Per Call Operator Service Charges:

Operator Station (customer dialed 0+)	\$3.60 (I)
Operator Station (operator dialed 0-)	\$5.39 (I)
Person-to-Person (billed to calling card)	\$6.48 (I)
Person-to-Person (customer dialed 0+) or 3 <sup>rd</sup> number	\$6.48 (I)
Person-to-Person (operator dialed 0-) or 3 <sup>rd</sup> number	\$8.29 (I)

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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)****3.9 Non-Subscriber Surcharge**

A maximum per call will be applied to all calls placed through lines which are prescribed to any interexchange carrier other than the Company, or are not presubscribed to any interexchange carrier. This charge is in addition to the initial and additional per minute usage rates and the Per Call Operator Charges.

Per Call Charge: \$0.00

**3.10 Directory Assistance**

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

Per Call Charge \$1.99

COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.11 \*11 Service

Customers may access the Company's network to place a collect call or other call type requiring operator assistance by dialing a designated access code. Calls are not mileage nor time-of-day sensitive.

Calls are billed in one (1) minute increments.

3.11.1 Option 1

Rate Per Minute: \$0.25  
 Rate Per Call: \$3.55 (I)

3.11.2 Option 2

Rates Per Minute:

Mileage	Initial Minute	Each Additional Minute
1-10	\$0.3065 (I)	\$0.2705 (I)
11-22	\$0.3246 (I)	\$0.3065 (I)
23-55	\$0.3428 (I)	\$0.3246 (I)
56-124	\$0.3787 (I)	\$0.3606 (I)
125-292	\$0.4144 (I)	\$0.3965 (I)
293+	\$0.4328 (I)	\$0.4146 (I)

Rate Per Call: \$3.55 (I)

COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.11 \*11 Service, (Cont'd.)

3.11.3 Option 3

A. Usage Rates

	Initial 6 Minutes	Each Additional Minute
Per Call Rate	\$5.94	\$0.99

B. Operator Connect Charges

	Operator Assisted
Connect Fee	\$7.50
Non-Subscriber Fee	\$3.00
PIF	\$3.50

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**COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST**

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**SECTION 4 - CONTRACTS AND PROMOTIONS****4.1 Demonstration of Service**

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

**4.2 Promotions - General**

From time to time, the Company may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or nonrecurring charges.

**4.3 Contracts**

In accordance with Sec. 13-509 of the Illinois Public Utilities Act, The Company may negotiate with Customers or prospective Customers for the provision of any competitive telecommunications service and may offer or agree to provide such service on such terms and for such rates and charges as it deems reasonable, without regard to this price list.