

(This Tariff P.S.C. MO No. 2 replaces, in its entirety, the Company's P.S.C. MO No. 1)

Title Sheet

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

CUSTOM TELECONNECT, INC.

This tariff applies to the intrastate resale telecommunication services furnished by Custom TeleConnect, Inc., ("CTI") between one or more points in the State of Missouri. This tariff is on file with the Public Service Commission of Missouri and copies may be inspected, during normal business hours, at the Company's principal place of business at 6242 West Desert Inn Road, Las Vegas, Nevada 89146.

(T)
(T)

Custom TeleConnect, Inc. is a "competitive" telecommunications company as defined in Missouri PSC Case No. TO-88-142 within the State of Missouri.

Issued: December 19, 2008

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Issued by:

Vicki Crowder, President
Custom Teleconnect, Inc.
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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 tariff location
- (N) New
- (R) Change resulting in a reduction to a Customer's bill
- (T) Change in text or regulation

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TARIFF FORMAT

A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the PSCM. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. The most current sheet number, approved by the Commission, is the tariff sheet 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).

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WAIVER OF RULES AND REGULATIONS

Custom Teleconnect, Inc. is classified as a competitive telecommunications company in the State of Missouri for which the following statutory and regulatory requirements are waived.

- | | |
|---------------------------------|---|
| 4 CSR 240-10.020 | - Depreciation fund income |
| 4 CSR 240-30.010(2)(C) | - Posting of exchange rates at central operating offices |
| 4 CSR 240-30.040 | - Uniform system of accounts |
| 4 CSR 240-32.030(1)(B) | - Exchange area maps and records of and (C) access lines |
| 4 CSR 240-32.030(2) | - In-state record keeping |
| 4 CSR 240-32.050(3) through (6) | - Information concerning local service tariffs, maps, directories and telephone numbers |
| 4 CSR 250-32.070(4) | - Coin telephones |
| 4 CSR 240-33.030 | - Minimum charge rule |
| 4 CSR 240-33.040(5) | - Finance fee |
| Section 392.240(1) | - Rates--reasonable average return on investment |
| Section 392.270 | - Property valuation |
| Section 392.280 | - Depreciation rates |
| Section 392.290 | - Issuance of securities |
| Section 392.310 | - Issuance of stocks and bonds |
| Section 392.330 | - Issuance of securities, debt and notes |
| Section 392.340 | - Reorganization |

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Account - The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code billed to the same Customer address.

Aggregator - A person, firm, corporation, or other legal entity which contracts with the Company 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 tariff.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

Authorized User - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services.

Calling Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved LEC - issued calling card. The terms and conditions of the local exchange carrier apply to payment arrangements.

Carrier or Company - Custom Teleconnect, Inc., unless otherwise indicated by the context.

Collect Billing - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Commercial Credit Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved commercial credit card. The terms and conditions of the credit card company apply to payment arrangements.

Commission - Refers to the Missouri Public Service Commission.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

Company's Point of Presence - Location of the serving central office associated with access to the Company's network.

CTI- Refers to Custom Teleconnect, Inc.

Customer - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Customer Dialed Calling Card Call - A service whereby the End User dials all of the digits necessary to route and bill the call to a calling card.

End User - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

LATA - Local Access and Transport Area.

LEC - Local Exchange Company.

NECA - National Exchange Carriers Association.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

Operator Dialed Surcharge - A charge applying to calls made when the user dials "00" only or any valid company operator access code and requests that the operator dial the destination number.

Operator Station Call - A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

Pay Telephone - A telephone instrument equipped with a credit card reader, coin box, or similar device that allows a charge to be made for each call. This instrument is available for transient public usage.

Person to Person Call - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached through a PBX attendant.

Personal Identification Number (PIN) - See Authorization Code.

Subscriber - The person, firm, corporation, or other legal entity which arranges for services of the Company on behalf of third party Customers or Authorized Users. The Subscriber is responsible for compliance with the terms and conditions of this tariff. A Subscriber is also a Customer under the terms of the tariff.

Switched Access Origination/Termination - Where originating or terminating access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier.

Terminal Equipment - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

Third Party Billing - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

V & 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 is used for the purpose of rating calls.

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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 at specified points within the State of Missouri under terms of this tariff.

The Company's operator-assisted long distance service is an intrastate communications service to be offered via pay telephones, PBX or similar switch vehicles to end users for transmission of telecommunications to locations throughout the state of Missouri. Company's long distance service is provided through its own terminal equipment or that of subscribers serving primarily the transient public and anticipates the provision of operator assistance or credit billing.

The Company's services and facilities are available twenty-four (24) hours per day, seven days (7) per week.

2.2 Limitations

2.2.1 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 tariff.

2.2.2 CTI reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.

2.2.3 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.

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

2.2 Limitations, (Cont'd.)

2.2.4 All facilities provided under this tariff are directly or indirectly controlled by CTI and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.2.6 CTI reserves the right to discontinue the offering of service or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.4 Liabilities of the Company**

- 2.4.1** CTT'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.
- 2.4.2** The Company shall not be liable for 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 tariff, 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.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by 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, tradename 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 tariff; 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.
- 2.4.4** 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.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.8 Miscellaneous Rates and Charges**

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 the Company's service. The Company will submit these changes to the Missouri Public Service Commission for prior approval.

2.9 Interconnection

Service furnished by CTI may be connected with the services or facilities of other carriers. Such service or facilities, if used, 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.

2.10 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 a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. 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 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.

2.11 Installation and Termination

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.12 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. This includes payment for calls or services originated at the Customer's number(s); the originating location of the call; incurred at the specific request of the Customer. The Customer agrees to pay to the Company any cost(s) incurred as a result of 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. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments within 30 days of bill issuance. The billing agency may be the Company, a local exchange telephone company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies having jurisdiction. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.13 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, 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.

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

2.14 Refusal or Discontinuance by Company

2.14.1 CTI may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given fifteen (15) days notice to comply with any rule or remedy any deficiency:

- A.** For failure of the Customer to pay a bill for service when it is due, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in cases where a Customer engages in fraud.
- B.** For failure of the Customer to meet the Company's deposit and credit requirements as described in Section 2.5 of this tariff.
- C.** For failure of the Customer to make proper application for service.
- D.** For Customer's violation of any of the Company's rules on file with the Commission, provided five (5) days' written notice is given before termination.
- E.** For failure of the Customer to provide the Company reasonable access to its equipment and property.
- F.** For Customer's breach of the contract for service between the Company and the Customer.
- G.** For a failure of the Customer to furnish such service, equipment, and/or rights-of-way necessary to serve said Customer as shall have been specified by the Company as a condition of obtaining service.

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

2.14 Refusal or Discontinuance by Company, (Cont'd.)

2.14.1 (Cont'd.)

- H.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.
- I.** With proper notice when the Available Account Balance of a non-renewable account is depleted to a level insufficient to place a one-minute call to the location of least cost.

2.14.2 CTI may refuse or discontinue service without notice to the Customer for any of the following reasons:

- A.** In the event of tampering with the Company's equipment.
- B.** In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C.** In the event of a Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D.** In the event of fraudulent use of the service.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.15 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein.

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, 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 and connected to Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.

2.16 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.17 Tests, Pilots, Promotional Campaigns and Contests

See Section 5 of this Tariff.

2.18 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Company, including legal and accounting expenses. Customer is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

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

2.19 Late Payment Charge

A late fee of 1.5% per month will be charged on any past due balance. The late payment fee is not applicable to residential accounts. Payment required is within thirty (30) days subsequent to the invoice date and is considered past due after the thirty day period.

2.20 Return Check Charge

The Company reserves the right to assess a return check charge of \$20.00 whenever a check or draft presented for payment of service is not accepted by the institution on which it is written. This charge applies each time a check is returned to the Company by a bank for insufficient funds.

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

2.21 Operator Services for Casual Callers and Traffic Aggregators

Company services are available to Customers for a fee as described in the Rates section of this tariff. The following rules apply to operator assisted calls:

2.21.1 Incomplete Calls

The Company will not bill for incomplete calls where answer supervision is available. The Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) Subscriber notification or (ii) Company's knowledge.

2.21.2 Carrier Identification

The caller and billed party, if different from the caller, will be advised that the Company is the operator service provider at the initial contact.

2.21.3 Rate Information

Rate quotes will be give upon request, at no charge, including all rate components and any additional charges.

2.21.4 Tariffed Rates

Only tariffed rates approved by this Commission for the Company shall appear on any local exchange telephone company (LEC) billings.

2.21.5 LEC Billing

The Company shall be listed on the LEC billing if the LEC has multi-company billing ability.

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

2.21 Operator Services for Casual Callers and Traffic Aggregators, (Cont'd.)

2.21.6 Calling Card/Travel Card Verification

The Company will employ reasonable calling card verification procedures, acceptable to the telephone companies issuing the calling card. In order to control fraud, CTI may refuse to accept calling cards which it determines to be invalid or cards which it is unable to verify.

2.21.7 Emergency Calls

The Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

2.21.8 Transfer of Calls

Upon request, the Company will transfer calls to another authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point.

2.21.9 Non-Blocking of Other Carriers

The Company will refuse operator services to traffic aggregators that block access to other companies.

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

2.21 Operator Services for Casual Callers and Traffic Aggregators, (Cont'd.)

2.21.10 Notice

The Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

2.22 Other Rules

The Company may temporarily suspend service without notice to the Customer, by blocking traffic to certain cities or 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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SECTION 3 -DESCRIPTION OF SERVICE

3.1 General

The Company's operator-assisted long distance service is an intrastate communications service to be offered via pay telephones, PBX or similar switch vehicles to end users for transmission of telecommunications to locations throughout the state of Missouri. Company's long distance service is provided through its own terminal equipment or that of subscribers serving primarily the transient public and anticipates the provision of operator assistance or credit billing.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)
3.2 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

- Step 1 Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.
- Step 2 Obtain the difference between the "V" coordinates of each of the Wire 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 Wire Centers.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.3 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

3.3.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

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

3.3.3 Minimum call duration and additional increments for billing are specified in the description of each service.

3.3.4 There is no billing applied for incomplete calls.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 Rate Periods

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

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD					EVE	
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

* Up to, but not including.

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Las Vegas, Nevada 89146

MOo0101

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**3.5 Miscellaneous Rates and Charges****3.5.1 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 tariffed 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 A#@ 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.

3.5.2 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.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.5 Miscellaneous Rates and Charges

3.5.3 Billing Cost Recovery Fee

In order to partially offset increased expenses associated with billing calls via local exchange carriers, an undiscountable billing cost recovery fee may apply each billing period in which calls are billed through a Customer's local exchange carrier. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no calls are billed via the Customer's local exchange carrier.

(N)
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(N)

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**3.6 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:

- 3.6.1** 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.
- 3.6.2** 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.
- 3.6.3** 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.
- 3.6.4** 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 - DESCRIPTION OF SERVICE, (CONT'D.)**3.7 Directory Assistance**

Directory Assistance is available to Customers of Custom Teleconnect, Inc. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.8 Company Standard Service

- (A) Company offers operator assisted resale long distance service to Subscribers primarily serving the transient public at hotels, motels, hospitals, and customer/subscriber-owned pay telephones. All of Company's services anticipate the provision of operator services, calling card, or commercial credit card billing. These services will be provided by a live operator.
- (B) End Users may arrange to have calls billed to major credit card, to the called party (collect), or to a third party number, according to the terms of this tariff.
- (C) The services are activated when the end user dials the subscriber's
- (D) Company will not block or allow subscribers to block or cause to have blocked the completion of calls which would allow the caller to reach a long distance company different from company.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

(N)

3.9 Institutional Operator Assisted Calling

Institutional operator assisted service allows Inmates to place Collect Calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by CTI. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided to Inmates of Institutions, the following special conditions apply:

- a. Calls to "900", "976" or other pay-per-call services are blocked by CTI.
- b. At the request of the Institution, CTI may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- c. At the request of the Institution, CTI may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- d. At the request of the Institution, CTI may block Inmate access to specific telephone numbers.
- e. Availability of CTI's services may be restricted by the Institution to certain hours and/or days of the week.

(N)

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

(N)

3.9 Institutional Operator Assisted Calling, (Cont'd.)

- f.** At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning CTI's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- g.** At the request of the Institution, CTI may impose time limits on local and long distance calls placed using its services.
- h.** At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

(N)

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

(N)

3.9 Institutional Operator Assisted Calling, (Cont'd.)

3.9.1 Local Rates and Charges

- A. A usage charge applies to each local call placed by the End User.
- B. A per call charge applies in addition to usage for each local collect-only operator assisted call.

3.9.2 IntraLATA Usage Rates

The following rates and charges apply to non-local calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

3.9.3 InterLATA Usage Rates

The following rates and charges apply to non-local calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

(N)

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.10 *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.

Aggregators may select from the following billing increments:

1. Initial period: 1 minute; Additional period: 1 minute
2. Initial period: 3 minutes; Additional period: 1 minute
3. Initial period: 3 minutes; Additional period: 3 minutes
4. Initial period: 6 minutes; Additional period: 6 minutes

(N)

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SECTION 4 - RATES

4.1 Miscellaneous Rates and Charges

4.1.1 Public Telephone Surcharge

Per Call Charge: \$0.65

4.1.2 Non-Subscriber Fee

The following options apply based upon the Intrastate, Interstate and International Plan the Aggregator subscribes to:

A. Fees:

Option A	\$1.00
Option B	\$1.25
Option C	\$1.50
Option D	\$1.75
Option E	\$2.00
Option F	\$2.25
Option G	\$2.50
Option H	\$2.75
Option I	\$3.00
Option J	\$3.50
Option K	\$4.00
Option L	\$4.50
Option M	\$5.00
Option N	\$6.00

(N)

4.1.3 Directory Assistance

Per Call Charge: \$1.99 (I)

4.14 Billing Cost Recovery Fee

Per Month, where applicable: \$2.49

SECTION 4 - RATES, (CONT'D.)

4.2 Operator Assisted Calling

4.2.1 Rate Plan 1

A. IntraLATA / InterLATA Usage Rates

Aggregators may select from the following billing increments:

1. Initial period: 1 minute; Additional period: 1 minute
2. Initial period: 3 minutes; Additional period: 1 minute
3. Initial period: 3 minutes; Additional period: 3 minutes
4. Initial period: 6 minutes; Additional period: 6 minutes

(N)

Customer & Operator Dialed Card Station Billed to Credit Card
 Operator Station Billed to Third Party, Collect, and Sent Paid Non Coin

Miles	Day		Evening		Night/Weekend	
	Initial Minute	Add'l. Minute	Initial Minute	Add'l. Minute	Initial Minute	Add'l. Minute
All	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900

B. Per Call Service Charges

Customer Dialed/Automated: \$4.99
 Customer Dialed & Operator Assisted: \$5.50
 Customer Dialed - Operator Must Assist: \$4.99
 Operator Dialed Calling Card Station: \$7.50

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$5.99	\$7.50
Billed to Third Party:	\$6.99	\$9.99

Person-to-Person: \$12.50

SECTION 4 - RATES, (CONT'D.)

4.2 Operator Assisted Calling

4.2.2 Rate Plan 2

A. IntraLATA / InterLATA Usage Rates

Aggregators may select from the following billing increments:

1. Initial period: 1 minute; Additional period: 1 minute
2. Initial period: 3 minutes; Additional period: 1 minute
3. Initial period: 3 minutes; Additional period: 3 minutes
4. Initial period: 6 minutes; Additional period: 6 minutes

(N)

Customer & Operator Dialed Card Station Billed to Credit Card
 Operator Station Billed to Third Party, Collect, and Sent Paid Non Coin

Miles	Day		Evening		Night/Weekend	
	Initial Minute	Add'l. Minute	Initial Minute	Add'l. Minute	Initial Minute	Add'l. Minute
All	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500	\$1.1500

B. Per Call Service Charges

Customer Dialed/Automated: \$4.99
 Customer Dialed & Operator Assisted: \$7.50
 Customer Dialed - Operator Must Assist: \$4.99
 Operator Dialed Calling Card Station: \$7.50

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$5.99	\$7.50
Billed to Third Party:	\$6.99	\$9.99
Sent Paid - Non Coin	-	\$12.50
Person-to-Person:	-	\$12.50
Property Imposed Fee	\$5.00	\$5.00

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SECTION 4 - RATES, (CONT'D.)

4.2 Operator Assisted Calling

4.2.3 Rate Plan 3

A. IntraLATA / InterLATA Usage Rates

Aggregators may select from the following billing increments:

1. Initial period: 1 minute; Additional period: 1 minute
2. Initial period: 3 minutes; Additional period: 1 minute
3. Initial period: 3 minutes; Additional period: 3 minutes
4. Initial period: 6 minutes; Additional period: 6 minutes

(N)

Customer & Operator Dialed Card Station Billed to Credit Card
 Operator Station Billed to Third Party, Collect, and Sent Paid Non Coin

Miles	Day		Evening		Night/Weekend	
	Initial Minute	Add'l. Minute	Initial Minute	Add'l. Minute	Initial Minute	Add'l. Minute
All	\$1.2900	\$1.2900	\$1.2900	\$1.2900	\$1.2900	\$1.2900

B. Per Call Service Charges

Customer Dialed/Automated: \$4.99
 Customer Dialed & Operator Assisted: \$7.50
 Customer Dialed - Operator Must Assist: \$4.99
 Operator Dialed Calling Card Station: \$7.50

	<u>Automated</u>	<u>Operator Assisted</u>
Collect:	\$5.99	\$7.50
Billed to Third Party:	\$6.99	\$9.99
Sent Paid - Non Coin	-	\$12.50
Person-to-Person:	-	\$12.50
Property Imposed Fee	\$5.00	\$5.00

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SECTION 4 - RATES, (CONT'D.)

4.3 Institutional Operator Assisted Calling

4.3.1 Local Rates and Charges

- A.** A usage charge of \$0.50 applies to each local call placed by the End User.
- B.** A per call charge applies in addition to usage for each local collect-only operator assisted call.

Per Call Charge: \$3.00 (I)

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SECTION 4 - RATES, (CONT'D.)

4.3 Institutional Operator Assisted Calling, (Cont'd.)

4.3.2 Option 1

(D)

(D)

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SECTION 4 - RATES, (CONT'D.)

4.3 Institutional Operator Assisted Calling, (Cont'd.)

4.3.2 Option 1, (Cont'd.)

B. IntraLATA and InterLATA Rates and Charges

(T)

1. Per Minute Usage Rates

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

Miles	Day		Evening		Night/Weekend	
	Initial 1 Minute	Add'l. Minute	Initial 1 Minute	Add'l. Minute	Initial 1 Minute	Add'l. Minute
ALL	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900

2. Operator Service Charges:

Collect: \$4.99

(D)

SECTION 4 - RATES, (CONT'D.)

4.3 Institutional Operator Assisted Calling, (Cont'd.)

4.3.3 Option 2

A. IntraLATA Rates and Charges (T)

1. Per Minute Usage Rates

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

Per Minute Usage Rate \$0.50

2. Operator Service Charges

Collect \$3.00

B. InterLATA Rates and Charges

1. Per Minute Usage Rates

Service is billed in one (1) minute increments following and initial one (1) minute billing period.

Per Minute Usage Rate \$0.89

2. Operator Service Charges:

Collect: \$4.99

(D)

SECTION 4 - RATES, (CONT'D.)

4.4 *11 Service

Calls are not mileage nor time-of-day sensitive.

Aggregators may select from the following billing increments:

- | | | | |
|----|----------------------------|------------------------------|-----|
| 1. | Initial period: 1 minute; | Additional period: 1 minute | |
| 2. | Initial period: 3 minutes; | Additional period: 1 minute | |
| 3. | Initial period: 3 minutes; | Additional period: 3 minutes | |
| 4. | Initial period: 6 minutes; | Additional period: 6 minutes | (N) |

4.4.1 Option 1 (T)

Rate Per Minute:	\$0.89
Rate Per Call:	\$4.99
Property Surcharge Per Call:	\$3.00

4.4.2 Option 2 (N)

Rate Per Minute:	\$1.15	
Rate Per Call:	\$7.50	
Property Surcharge Per Call:	\$3.00	
		(N)

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SECTION 5 - PROMOTIONS

5.1 General

From time to time, Company may, upon Commission approval offer specific rate incentives during specified promotional periods. Company will provide written notice to the Commission at least seven days prior to the commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

5.2 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 and duration of service provided will be at the Company's discretion.

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