

TERMS & CONDITIONS DOCUMENT

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**Section 28 - Telephone Number Policy**

**28.1 Provision and Ownership of Telephone Numbers**

The assignment of a telephone number to a Customer's telephone service will be made at the discretion of the Company. The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. To the extent Customer's request for Service involves Company obtaining telephone numbers on Customer's behalf, Company will undertake a good faith effort to procure the numbers requested from the North American Numbering Plan Administrator. Customer represents that it has a legitimate business need for the requested telephone numbers. If any telephone numbers requested by Customer are within the geographic area subject to federal and/or state governmental number conservation measures, Company may only be able to satisfy a certain percent of the requested allocation of numbers and releases Company shall be free from all liability associated with any number resource issues beyond Company's control. Customer shall provide Company and, upon request, to any federal/state governmental agency, information regarding Customer's assignment of any intermediate telephone numbers to a third party. The Company reserves the right to assign, designate or change telephone numbers, any other call number designations associated with services provided under this document, or the Company service Central Office prefixes associated with such numbers, when the Company deems it necessary in the conduct of its business or as required by a regulatory body or by law.

**28.2 Telephone Number Reservation Policy**

In the event that Customer anticipates its need for Company services will increase, Company may, at Customer's request, reserve telephone numbers to meet Customer's expected growth. Company will reserve telephone numbers for a maximum forty-five (45) day period (the "Reservation Period"). Customer must place the reserved numbers in-service prior to termination of the Reservation Period. Otherwise, pursuant to federal regulations, the reserved numbers will return to Company's telephone number inventory at the termination of the Reservation Period. A renewal of the Reservation Period is not permitted. Company will make all attempts to reserve the specific telephone numbers identified by the Customer. Company reserves the right to substitute numbers when necessary in the conduct of its business or as required by a regulatory body or by law.

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**Section 28 - Telephone Number Policy (cont'd)**

**28.3 Reservation and Administration, and Assignment of Telephone Numbers for Company Toll Free Services**

The Company will accept a prospective Customer's request for a particular 800/888/877 service telephone number. Up to a total of ten (10) such requested numbers may be requested. The Company will accommodate each request to the extent possible. If a requested number(s) can be assigned to a prospective Customer, the Company will notify the Customer and will reserve it for the Customer's use for a fifty-nine (59) day period. If, at the end of the fifty-nine (59) day period, the prospective Customer has not subscribed to the Company 800/888/877 services using a reserved number(s), the Company, in accordance with its procedures, may make the reserved number available for use by another Customer.

**28.4 No Ownership Interest in Telephone Numbers Used for Toll Free Services**

Nothing in this section, or, in any other provision of the Agreement or applicable tariffs and documents, or in any marketing materials issued by the Company, shall give any Customers who have reserved 800/888/877 telephone numbers hereunder or any Customer who subscribes to and uses Toll Free Service, or their transferees or assignees, any ownership interest or proprietary right in any particular 800/888/877 telephone number.

**28.5 Company Acting as Resp Org**

In its capacity as Resp Org, the Company will reserve, assign, activate, or change, upon receipt of a verified request, 800/888/877 numbers for a Customer or prospective Customer and will administer 800/888/877 numbers, in accordance with customary industry standards and practices, the terms of this Document, and the effective procedures of the 800/888/877 Service Management System (SMS) database administration. Customers may request, reserve, assign or activate 800/888/877 numbers on their own behalf, or a Customer that resells Company inbound transmission services may request, reserve, assign, or activate 800/888/877 numbers on behalf of a Customer or prospective Customer of such reseller. A Customer who resells Company inbound transmission services must provide to any Customer or potential Customer, upon reasonable request therefore, information concerning the status of a particular 800/888/877 number or number(s) in which the Customer or potential Customer has interest and, if applicable and available the identity of the Resp Org(s) for the 800/888/877 number(s), the Customer must notify the Company within forty-eight (48) hours so the Company may release the 800/888/877 numbers to the pool of numbers for assignment in accordance with industry practice and standards.

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**Section 28 - Telephone Number Policy (cont'd)**

**28.6 Ownership, Use and Assignment of Telephone Numbers for Toll Free Services**

800/888/877 numbers are incidental to the inbound calling service with which they are associated and, as such, may not be sold, transferred, or otherwise conveyed independent of inbound transmission. The assignment of an 800/888/877 telephone number(s) for use with company-provided inbound transmission service confers on the Customer no proprietary interest whatsoever in the number(s) assigned. It shall be a violation of this Document if the Customer seeks to acquire, or does acquire, any 800/888/877 associated with inbound service provided by the Company for the primary purpose of selling, brokering, bartering, or releasing for a fee (or other consideration) to another party that 800/888/877 number, independent of the Company service with which it is associated. In any instance in which the Company learns that a Customer or prospective Customer is attempting to sell or otherwise transfer or assign an 800/888/877 number to another person, in violation of this Document, the Company may immediately and without notice release the number from reserved status, or it may immediately upon written notice to the Customer discontinue the furnishing of service, or it may immediately upon written notice to the Customer discontinue the furnishing of service via the 800/888/877 number. The Company telephone number forfeited as a result of the impermissible or reassigned to the undertaking will not be reserved for the prospective Customer or reassigned to the Customer under any condition or circumstances by the Company.

**28.7 Actual and Substantial Use of Telephone Numbers Associated with Toll Free Services** Each 800/888/877 service telephone number must be placed in actual and substantial use by the Customer.