
SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.1 Message Toll Service (MTS)

MTS service is a measured use, full time service and is offered on a monthly basis, utilizing interexchange communications facilities shared among multiple users. The individual customer's basic monthly charges for the use of such intercity communications facilities are based upon the time of day, the total minutes the customer utilizes such facilities and the distance of each call. For each call under the MTS option, the minimum charge shall be the applicable charge for one minute of use with use in excess of one minute during a call charged at the applicable rate per minute with the fraction, if any, of the last minute of each call rounded up to the next higher whole minute, unless stated otherwise.

4.1.1 LEC Billed Measured Service

A. Description

An end user who utilizes the Company network through equal access dialing arrangements and does not have a billing account established with the Company will be billed through the Local Exchange Carrier (LEC). Volume discounts will not apply to usage billed by the LEC.

LEC Billed Measured Service calling includes calls made by customers without an established account dialed:

Using an accepted company access code (e.g., 10XXX) from a line not presubscribed to the company; or

- From a line presubscribed to the company (i.e., when the customer does not have an established account and billing relationship with the Company or another carrier using the Company network).

Such LEC Billed Measured Service calls may be routed to the Company when placed within the 48 contiguous United States.

B. Usage Charges

1. Per Minute Rate

Billed Measured Service calls will be billed by the LEC at the following per minute rates. Usage is billed in one (1) minute increments.

Per Minute Rate: \$0.25/all times

2. Per Call Surcharge

In addition to per minute rates (above), a per call surcharge of \$1.30 will apply to each call.

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4.2 Toll-Free Service

The Company's Toll-Free Service is an inbound service originating on feature group facilities provided by the Local Exchange Carrier (LEC) and terminating on a Regular Business Line or a Special Access Line (SAL). This service enables the customer to receive toll-free service calls at their residence or place of business.

4.2.1 Toll-Free Service Options - RESERVED FOR FUTURE USE

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.2 Toll-Free Service (Continued)

4.2.2 Toll-Free Service Features

The Company's Toll-Free service customers may subscribe to one or more of the following features with a specific Company Toll-Free service.

A. After-Hours Toll-Free Message Referral

This feature enables the Toll-Free service customer to route toll-free calls to the Company Message Centre after-hours for either an announcement only, announcement and message recording capability, or both with Message Centre outdial notification.

1. Option A (Message Announcement only)

This option enables the toll-free service customer to play prerecorded voice information referring callers to other numbers, explaining service conditions, or other general information that a customer desires to provide to callers.

2. Option B (Announcement with Message Recording)

This option enables the toll-free service customer to play customized voice announcements and if the caller desires, leave a message. The customer may call the Company Message Centre to retrieve messages.

3. Option C (Announcement, Message Capability and Message Notification)

This option consists of both message announcement and message recording, plus the ability for the Message Centre to outdial and notify the toll-free customer of messages.

B. Area Code Routing

This feature allows the toll-free service customer to route calls to multiple answering locations using one toll-free number. The customer can define two or more originating routing groups and to arrange that calls to a single toll-free service number placed from different routing groups will terminate at different locations.

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.2 Toll-Free Service (Continued)

4.2.2 Toll-Free Service Features (cont'd)

C. Area Code Blocking

This feature allows the toll-free service customer to block originating calls from one or more specific area codes. Customers can tailor their toll-free service to their geographic service area and block unwanted calls from out of their area.

D. Dialed Number Identification Service (DNIS)

This feature allows a customer with multiple toll-free service numbers terminating in the same location to identify the specific toll-free service number which was dialed by the calling party and to route the call to the appropriate location. DNIS is only available with dedicated toll-free service.

E. Time of Day Routing

This feature allows the toll-free service customer to arrange for calls to a single toll-free service number to be routed to different locations based on the time of day.

F. Day of Week Routing

This feature allows the toll-free service customer to arrange for calls to a single toll-free service number to be routed to different locations based on the particular day of the week.

G. Command Routing

This feature allows the toll-free service customer to have toll-free calls rerouted by the Company's network in the event of Access blockage to an ANI or TI circuit ID previously defined by the customer.

H. Emergency Re-routing

This feature allows the toll-free service customer to re-route calls to accommodate emergency situations. To activate this service, the customer would call a special 24 hour number.

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.2 Toll-Free Service (Continued)

4.2.2 Toll-Free Service Features (cont'd)

I. Real Time ANI

Real Time Automatic Number Identification (ANI) Service provides the ANI for the calling party to the customer if the call originates from an equal access end office. If the call originates from a non-equal access end office, only the NPA will be delivered to the toll-free customer. The Company will provide Real Time ANI on a toll-free number and a service group basis. Real Time ANI is available with or without DNIS and is available only with dedicated toll-free service.

J. Dedicated Termination Overflow

This features enables the toll-free service customer to control potential congestion of toll-free calls by sending the overflow calls from one dedicated line to a switched line, allowing for maximum completion of incoming toll-free calls.

K. Percent Allocation

This feature allows the customer to route various percentage of calls to two or more answering locations. The customer must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The customer must have at least two different locations for this routing feature to be available.

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.2 Toll-Free Service (Continued)

4.2.3 Toll-Free Service Feature Charges

Feature Charges are determined by the specific feature requested by a Company toll-free Customer. These charges are in addition to toll-free usage charges and are not subject to discounting unless specifically indicated.

<u>Feature</u>	<u>Non Recurring Charge</u>	<u>Monthly Recurring Charge</u>
Toll Free Number Charge (per toll-free number)	\$ 15.00	\$ 10.00
Reservation Charge (per toll-free number/max. 10 numbers per Customer)	\$ 35.00	NIC
After Hours Voice Messaging: (per toll-free number)		
Option A - Announcement Only	\$ 25.00	\$ 30.00
Option B - Announcement w/Message	\$ 25.00	\$ 40.00
Option C - Announcement w/Message and Outdial	\$ 25.00	\$ 50.00
Real-Time ANI Delivery (per trunk grp)	\$350.00	\$200.00
Dedicated Termination Overflow (per toll-free number)	\$100.00	\$ 50.00
Point of Call Routing (per toll-free number)	\$100.00	\$50.00
Time-of-Day Routing (per toll-free number)	\$100.00	\$50.00
Command Routing (per toll-free number)	\$100.00	\$50.00
Percent Allocation Routing (per toll-free number)	\$100.00	\$50.00
Dialed Number Identification Service (DNIS) (per toll-free number)	\$100.00	\$50.00
Day-of-Week Routing (per toll-free number)	\$100.00	\$50.00
Change toll-free Destination Number (via service order)	\$ 15.00	N/C
Expedite toll-free Service Order (per order)	\$100.00	N/C
Add/Change Area of Service Screening	\$ 25.00	N/C
Add/Change Canadian toll-free origination	\$ 25.00	N/C
Add/Change Caribbean (Puerto Rico and U.S. Virgin Islands)	\$ 25.00	N/C
Toll-Free Referral Recordings	\$ 25.00	\$30.00
Toll-Free Directory Assistance (per toll-free number)	\$ 15.00	\$13.75
Toll-Free System Watch		
Multi-Carrier Package	\$250.00	\$50.00
Customer Reconfiguration	\$100.00	\$50.00

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.2 Toll-Free Service (Cont'd)

4.2.4 Resp Org charges

Where the Company serves as a Resp Org for a non-company Toll-Free Service Customer, the Company will pass on the tariffed Local Exchange Carrier Charges for SMS Toll-Free Database and related services. In addition, the following Company charges will apply:

<u>Service</u>	<u>Non- Recurring Charge</u>	<u>Monthly Recurring Charge</u>
Set Up Toll-Free Number (per toll-free number)	\$50.00	\$1.00
Modify Toll-Free Record (Add/change Toll-Free Number, Vertical or Enhanced Features)	\$ 35.00	N/C

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.3 Complementary Services

4.3.1 Directory Assistance Service

A. Description

A customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. One request may be made on each directory assistance call. The Directory Assistance charge applies to each call regardless of whether or not the Directory Assistance operator is able to furnish the requested telephone number.

A credit for a Directory Assistance call will be provided if the customer experiences poor transmission quality, receives an incorrect telephone number, or inadvertently misdials the intended Directory Assistance number.

B. Usage Charge

Directory Assistance Charge:

	<u>Rate Per Call</u>
Residential	\$0.65
Business	\$1.40

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.3 Complementary Services (Continued)

4.3.2 WorldCom Calling Card Service (cont'd)

B. Rate Schedules

1. WorldCom Calling Card (cont'd)

(b) operator Assisted Rate Schedule - This calling card schedule applies to all customers who place a call with the assistance of an operator.

(1) Per Minute Rate Schedule applying to all Time Periods:

Per Minute Rate: \$0.5000

(2) Billing Increments - WorldCom Calling Card calls placed with the assistance of an operator will be billed in sixty (60) second initial increments and additional increments of sixty (60) seconds.

(3) Per Call Surcharge: The following surcharge will apply in addition to the per minute rate found in (1) above.

Per Call Charge

Station-to-Station..... \$1.50

Person-to-Person..... \$3.00

2. TalkAround Calling Card

This calling card schedule applies to all customers who subscribe to one of the Company's residential long distance services.

(a) Direct Dial Rate Schedule

(1) Per Minute Rate (applies to all Time Periods): \$0.3000

(2) Billing Increments - Calls are billed in sixty (60) second initial increments and additional increments of sixty (60) seconds.

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.3 Complementary Services (Continued)

4.3.2 WorldCom Calling Card Service (cont'd)

B. Rate Schedules

2. TalkAround Calling Card (cont,d)

(a) Direct Dial Rate Schedule (cont,d)

(3) Per Call Surcharge

(i) There is no Per Call Surcharge for direct dialed calls.

(ii) The following Per Call Surcharge is in addition to the per minute rate found in (1) above and will apply to calls which default to a live operator only.

Per Call Surcharge: \$0.5000

(b) Operator Assisted Rate Schedule - This calling card schedule applies to all customers who place a call with the assistance of an operator.

(1) Per Minute Rate (applies to all
Time Periods): \$0.5000

(2) Billing Increments - WorldCom TalkAround Calling Card calls placed with the assistance of an operator will be billed in sixty (60) second initial increments and additional increments of sixty (60) seconds.

(3) Per Call Surcharge The following surcharge will apply in addition to the per minute rate found in (1) above.

Per Call Surcharge

Station-to-Station.....	\$1.50
Person-to-Person.....	\$3.00

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.3 ComplementarV Services (Continued)

4.3.2 WorldCom Calling Card Service (cont'd)

B. Rate Schedules (cont'd)

3. TalkAround Calling Card Association

The TalkAround Calling Card Association program is a benefit package offered in conjunction with basic residential TalkAround Calling Card in Section 1 and 2 above, which allows the individual users who are members or employees of the participating organization to receive additional product discounts. Members who elect to participate in the TalkAround Association program will receive a discounted flat rate for the service.

To qualify for this rate an organization generally must be a: (1) Trade Association representing businesses or individuals in an industry, profession or business classification; (2) Business with franchises, agents, distributors or multiple representatives; (3) Non-profit organization, or (4) Buying group not organized merely to buy the Company's long distance for resale.

The qualifying organization must meet the following criteria to receive the special discounted rate:

- (a) Associations - Must have 5,000 or more professional members (e.g., Certified Public Accountants, American Medical Associations, State Bar Associations) and allow us to telemarket or direct mail their membership roster for promotional reasons.
- (b) Colleges/Universities - Must have 5,000 or more members and allow us to telemarket or direct mail their membership roster for promotional reasons.
- (c) Companies - Must have a minimum of 1,000 employees and allow us to telemarket or direct mail their employees for promotional reasons.

(1) Direct Dialed Rate for all Time Periods

(i) Per Minute Rate: \$0.2000

(ii) Billing Increments

Calls are billed in sixty (60) second initial increments and additional increments of sixty (60) seconds.

(iii) Per Call Surcharge

There is no per call surcharge for Association direct dialed calls.

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.3 Complementary Services (Continued)

4.3.2 WorldCom Calling Card Service (cont'd)

B. Rate Schedules

3. TalkAround Calling Card Association (cont'd)

All other services for the TalkAround Calling Card Association will be the same services and rates as filed for the basic residential TalkAround Calling Card in Section (1.) and (2.) above.

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SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.5 Miscellaneous Charges

4.5.1 Trouble Location Charges

The customer shall be responsible for payment of a maintenance of facilities charge for visits by Company personnel to the customer's premises. These charges may also involve trouble reports resulting from equipment provided by other than WorldCom, in which event no credit will be allowed for interruptions involved, or in the event the trouble is not found in the Company's facilities and the customer has specifically requested a dispatch of Company personnel.

A. Hourly Rates

1. Basic Rate \$50.00
(Monday through Friday 8AM-5PM)
2. Overtime Rate \$75.00
(work initiated prior to the Basic Rate period and completed during the Basic Rate period or work initiated during the Basic Rate period and completed after the Basic Rate period during weekdays)
3. Premium Time (all other times) \$100.00
(If an employee of the Company is called out at a time not consecutive with his scheduled work period is subject to a minimum charge of four hours.)

4.5.2 Reconnection Charge

A customer whose service has been disconnected by the Company due to any of the circumstances listed in Section 2 preceding will be required to pay a \$10.00 fee in order to re-connect their service.

SECTION 4 - SERVICE DESCRIPTION AND CHARGES

4.5 Miscellaneous Charges (Cont'd)

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