
LONG DISTANCE INTRASTATE TELECOMMUNICATIONS SERVICE

4 SERVICE DESCRIPTIONS**4.1 MESSAGE TELECOMMUNICATIONS SERVICE**

4.1.1 The following MTS service arrangement allows a Customer to originate intrastate calls in areas with Equal Access capabilities served by the Company by presubscribing to its MTS long distance calling service plan.

4.1.2 MTS Calling Plan "STRAIGHT TALK"

Description - Straight Talk calling service plan is available to Customers served by any LEC equal access office served by the Company. Straight Talk plan offers the Customer a flat rated calling plan which is non-distance sensitive for all their direct dialed long distance calling. The calling plan has only one rate for intrastate calls. Charges are not based on the time period (Peak/Off Peak) in which the call is placed. The calls are billed with the initial increment of thirty (30) seconds and then each additional increment in six (6) second increments.

1.2.1 Usage Charges
Refer to Section 6, Service Charges (6)

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4. SERVICE DESCRIPTIONS (Cont'd)**4.2 OPTIONAL CALLING PLANS**

See Section 6.2

4.3 CALLING CARD SERVICE

4.3.1 Description - Calling Card Service is a one-way, dial in or out multipoint service. Calling Card Customers may originate calls from, and terminate calls to every city within Washington. Subscribers who originate calls can access the Company's Calling Card Platform by dialing a toll free 888 access number. This service is very simple; a single flat rate per minute applies regardless of time of day or jurisdiction to which a call is placed. Calling Card calls are billed in one (1) minute increments and are rounded to the next higher full minute. A per call surcharge will be charged to the Customer.

4.3.2 A Customer may subscribe to Calling Card Service without subscribing to other Company Services.

4.3.3 Usage Charges - The charges for Calling Card Service will be the usage rates appearing in Section 6.3 plus a per call surcharge.

4.4 800 SERVICES

4.4.1 The Company 800 Service is an inbound service originating on feature group facilities provided by the Local Exchange Carrier (LEC) and terminating on a regular business line, residential line, or a Special Access Line (SAL). This service enables the Customer to receive 800 service calls at their residence or place of business. 800 calls are billed in one (1) minute increments and are rounded to the next higher full minute. All 800 calls are billed at a single flat rate per minute regardless of time of day or jurisdiction. 800 calls can originate from every city within Washington.

4.4.2 Usage Charges - The charges for 800 Services will be the usage rates and feature charges appearing in Section 6.4.

4.4.3 The Company reserves the right to require an applicant for the Company 800 Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that a new traffic forecast be submitted by the Customer quarterly after service is initiated.

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SERVICE DESCRIPTIONS (Cont'd)4.4 **800 SERVICES** (Cont'd)

4.4.4 The Company's 800 Service is furnished upon condition that the Customer contracts for adequate facilities to permit the use of this service without injurious effect upon it or any service rendered by the Company. The Company may terminate or refuse to furnish 800 Service to any applicant, without incurring any liability and without notice to the Customer, if the use of the service would interfere with or impair any service rendered by the Company.

4.4.5 The Customer must obtain an adequate number of access lines for the Company 800 Services to handle the Customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering: (1) total call volume; (2) average call duration; (3) time-of-day characteristics; and (4) peak calling period. The Company, without incurring any liability and without notice to the Customer, may disconnect or refuse to furnish the Company 800 Service to any Customer that fails to comply with these conditions.

4.4.6 Each 800 Service telephone number must be placed in actual and substantial use by the Customer. "Substantial use" shall mean a pattern of use that demonstrates an intent on the Customer's part to employ the number for the purpose for which it was intended; namely, to allow callers to reach the Customer, as indicated, for example, by at least 30 average monthly minutes of use or more. Any 800 telephone number associated with the Company 800 Service that has not been placed in actual and substantial use during the first sixty (60) day period after service activation may be redesigned as a spare number in the Company 800 database by the Company upon written notice to the Customer.

4.4.7 If the Customer requests assignment of a specific 800 Service telephone number, the Company may require the Customer to submit a number reservation agreement form to the Company. At no time may a Customer have more than ten (10) numbers reserved. Any reservation shall be for no more than sixty (60) days and shall be subject to a reservation fee which will be credited to Customer's unpaid balance after the Company 800 Service has been in actual and substantial use for a consecutive sixty (60) day period.

4.4.8 Nothing in this Section, or in any other provision of this price list, or in any marketing materials issued by or on behalf of the Company, shall give any person, including prospective Customers who have reserved an 800 telephone number hereunder or Customers who subscribe to and use the Company 800 Service or their transferee or assigns, any ownership interest or proprietary right in any particular 800 number; however, upon placing a number actually and substantially in use, as defined above, the Company 800 Service Customers do have a controlling interest in that 800 number(s).

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4 SERVICE DESCRIPTIONS (Cont'd)4.4 800 SERVICES (Cont'd)

4.4.8 (Cont'd)

The Company's 800 Service Customer may retain the use of their 800 number assignments, even following changes in their 800 carrier and/or Responsible Organization (Resp. Org.).

4.4.9 If a Customer places an order for the Company to carry Customer's already existing 800 number service, the Customer shall provide to the Company the contact names, telephone number and address of the Customer's Responsible Organization (Resp. Org.). Upon subscription to the Company 800 Service, the Customer may execute a Letter of Authorization to transfer Resp. Org. responsibility of its 800 number(s) to the Company Resp. Org. in writing within 48 hours of the change. The Customer is responsible for all outstanding indebtedness for services provided by a previous Resp. Org. or 800 service carrier. The Company assumes no responsibility or liability with respect to any obligations of Customer to such previous service providers existing at the time of transfer to the Company.

4.4.10 Subject to execution of a Resp. Org. Service Agreement between the Company and the Customer, unless the Customer requests another Resp. Org., the Company Resp. Org. functions include: 1) search for and reservation of 800 numbers in the SMS/800; 2) creating and maintaining the 800 number Customer record in the SMS/800; and 3) provision of a single point of contact for trouble reporting.

4.4.11 Where the Company serves as the Resp. Org. for an 800 Service Customer, the Company will, at the Customer's request, subscribe to 800 Directory Listing for the 800 number(s) assigned to the Customer. A charge for 800 Directory Listings will apply if such charge is set forth in this price list. In the event that a Customer transfers its 800 service to another Resp. Org., the Company shall cease to subscribe to 800 Directory Listing Service on behalf of the Customer and the Customer is responsible for assuring that 800 Directory Listing Service is maintained through the new Resp. Org. Customer is responsible for payment of any outstanding 800 Directory Listing charges, including any unexpired portion of any minimum period applicable to such service, and the Company shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of 800 Directory Listing responsibility.

4.4.12 Where the Company serves as the Resp. Org. for an 800 Service Customer, it will, at the Customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When an 800 Service Customer uses Vertical Features obtained by the Company from Local Exchange Company tariffs, a charge will apply. This charge may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.

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4 SERVICE DESCRIPTIONS (Cont'd)**4.4 800 SERVICES (Cont'd)**

4.4.13 In the event that a Customer cancels its 800 Service, the Customer may elect to retain the Company as its Resp. Org.

4.4.14 In the event that a Customer cancels its Company Resp. Org. or 800 Service, the Customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any service obtained by or on behalf of the Customer by the Company.

4.4.15 It is the Customer's responsibility to provide answer supervision back to the Company point of connection even when the Company 800 Service is connected to switching equipment or a Customer-provided communications system. In such case, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon delivery of the call to the Customer's switching equipment or communications system and ends upon termination of the call.

4.4.16 800 Feature Charges - Feature Charges are determined by the specific feature requested by an 800 Customer. These charges are in addition to 800 usage charges and are not subject to discounting unless specifically indicated in Section 6, Service Charges (6.4).

4.4.17 The Company Resp. Org. Charges - Where the Company serves as a Resp. Org. for a non-Company 800 Service Customer, the Company will pass on the tariffed Local Exchange Carrier charges for SMS/800 Database and related services. In addition, the Company charges in Section 6, Service Charges (6.4) will apply.

4.4.18 "Add/Change Area" charges apply for additions of areas or change of areas from which 800 calls may originate.

4.5 OPERATOR SERVICES

4.5.1 Description - Charges for Operator Services may be billed to a Customer's Local Exchange Company (LEC) calling card account, or to the calling station, called station or a designated third party station. Charges may not be billed to public payphones or to stations outside the United States. Operator Service rates will apply to the following types of calls:

a. Customer Dialed Calling Card Station - Calls completed without the assistance of a live Company operator when the charges are billed to the LEC calling card account entered by the calling party.

b. Operator Station - Calls completed with the assistance of a live Company operator on a station-to-station basis may be billed to the Customer's LEC calling card account, or to the calling station, called station or a designated third party station.

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4 SERVICE DESCRIPTIONS Cont'd)**4.5 OPERATOR SERVICES (Cont'd)**

c. Person-to-Person - Calls completed with the assistance of a live Company operator to a particular person, station, department or PBX extension specified by the calling party may be billed to the Customer's credit card or LEC calling card account, or to the calling station, called station or a designated third party station.

4.5.2 This service may not be available to all locations or from all locations.

4.5.3 Usage Charges - Calls are billed in full one minute increments after an initial minimum billable period of one minute. Fractions of a minute are rounded up to the next full minute. The charges for Operator Services will be the per-minute usage rates appearing in Section 6.5 plus a per-call surcharge dependent upon the type of Operator Service provided. In addition, an Operator Dialed Surcharge will apply on a per-call basis when the Customer has the capability of dialing all the digits necessary to complete the call, but elects to dial only the operator code and requests the operator to dial the called station.

4.6 DIRECTORY ASSISTANCE

4.6.1 Description - Long Distance Directory Assistance is available to Customers of Company's Service. The charge applies to each call made to the Directory Assistance Operator regardless of whether the Directory Assistance Operator is able to furnish the requested telephone number. A maximum of two requests for telephone numbers may be made on each call to the Directory Assistance Operator.

4.6.2 A credit allowance for a Directory Assistance call will be provided at the Customer's request after experiencing poor transmission quality, receiving an incorrect telephone number, or inadvertently misdialing the intended Directory Assistance number.

4.6.3 Rates - The rates for Directory Assistance are set forth in Section 6.6.

Handicapped Exemption - Handicapped Customers who qualify for an exemption from Directory Assistance charges due to visual or other physical disabilities will be required to submit a written letter of verification to the Company. Each Directory Assistance billed call will appear on the subsequent month's bill as a credit.

4.7 PROMOTIONAL OFFERINGS

4.7.1 Certain promotional offerings may be provided from time to time via this price list. These promotional offerings may only apply to certain services, and may be limited to certain dates, times, and locations.