

**This Pricing Guide No. 1 includes the local exchange telecommunications services offered to Customers within the State of Maryland that are de-tariffed and/or unregulated by the State of Maryland Public Service Commission.**

**The general terms and conditions applicable to the services listed in this Pricing Guide No. 1 are contained in MPSC Pricing guide No. 1 on file with the State of Maryland Public Service Commission.**

Pricing Guide Schedule Applicable to

**Local Exchange**

Business Telecommunications Services Furnished by

MassComm, Inc d/b/a MASS Communications

Between Points Within the State of Maryland

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Effective: June 15, 2016

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### CHECK SHEET

The Sheets of this pricing guide are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original pricing guide and are currently in effect as of the date on the bottom of this sheet.

1	Original	
2	1 <sup>st</sup> Revised	*
3	Original	
4	Original	
5	Original	
6	Original	
7	Original	
8	Original	
9	Original	
10	Original	
11	Original	
12	Original	
13	Original	
14	Original	
15	Original	
16	Original	
16.1	Original	*
17	Original	
18	Original	
19	Original	
20	Original	
21	Original	
22	Original	
23	Original	
24	Original	
25	Original	
26	Original	
27	Original	

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## TABLE OF CONTENTS

	<u>Page</u>
CHECK SHEET	2
TABLE OF CONTENTS	3
PRICING GUIDE FORMAT	4
EXPLANATION OF SYMBOLS	5
APPLICATION OF PRICING GUIDE	6
SECTION 1 – DEFINITIONS	7
SECTION 2 – DESCRIPTION OF SERVICES	8
2.1 Trial Services	8
2.2 Promotional Offerings	8
SECTION 3 – Rates and Charges	9
3.1 Calculation of Rates	9
3.2 Local Exchange Service Group	10
3.3 Local Service Provider Freeze	11
SECTION 4 – SUPPLEMENTAL SERVICES	12
4.1 Trap Circuit Service	12
4.2 Directory Assistance	13
4.3 Local Operator Service	14
4.4 Direct Trunk Overflow (DTO)	15
4.5 Custom Calling Service	16
SECTION 5 – NETWORK SWITCHED SERVICES	17
5.1 Business Network Switched Services	17
SECTION 6 – DIRECTORY SERVICE	24
6.1 Alphabetical Directory	24
SECTION 7 – INVOICE OPTIONS	27
7.1 Optional Invoice Elements	27

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### PRICING GUIDE 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 pricing guide. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 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 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14.
- C. Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
  - 2.1
  - 2.1.1
  - 2.1.1.1
- D. Check Sheets** - When a pricing guide filing is made, an updated Check Sheet accompanies the pricing guide filing. The Check Sheet lists the pages contained in the pricing guide, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (\*). 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 pricing guide user should refer to the latest Check Sheet to find out if a particular page is the most current.
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#### EXPLANATION OF SYMBOLS

- (C) - To signify a changed regulation
  - (D) - To signify a discontinued rate or regulation
  - (I) - To signify an increase in a rate
  - (M) - To signify text or rates relocated without change
  - (N) - To signify a new rate or regulation or other text
  - (R) - To signify a reduction in a rate
  - (S) - To signify reissued regulations
  - (T) - To signify a change in text but no change in rate
  - (Z) - To signify a correction
-

### **APPLICATION OF PRICING GUIDE**

This pricing guide governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this pricing guide.

The Company's services are available to business Customers.

The Company's service territory is statewide

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## **SECTION 1 - DEFINITIONS**

Carrier, Company or Utility - refers to MassComm, Inc d/b/a MASS Communications

Commission - means the Maryland Public Service Commission.

Completed call - is a call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.

Customer - means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.

Service - means any telecommunications service(s) provided by the Carrier under this pricing guide.

Station - means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

Time period - means the interval of hours that distinguish day, evening, night, and weekend rate periods

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## **SECTION 2 - DESCRIPTION OF SERVICES**

### **2.1 Trial Services**

The Company may offer new services, not otherwise in the pricing guide, from time to time on a trial basis. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

### **2.2 Promotional Offerings**

The Company may offer existing services on a promotional basis that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis.

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### SECTION 3 - RATES AND CHARGES

#### 3.1 Calculation of Rates

- 3.1.1** Rates for service are based on airline mileage between rate centers of the calling and called stations. The location of rate centers is based on information provided by Verizon-Maryland, Inc. Mileage is calculated using the Vertical and Horizontal (V&H) coordinate system from the National Exchange Carriers Association Tariff F.C.C. No. 4.
- 3.1.2** Timing of calls begins when the call is answered at the called station. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.
- 3.1.3** Different rates apply based on time of day or day of week as described in the following rate table.

<b>Rate Periods</b>	<b>From</b>	<b>To, but not Including</b>	<b>Days</b>
Weekdays	8:00 a.m.	5:00 p.m.	Monday-Friday
Evenings	5:00 p.m.	11:00 p.m.	Monday-Friday
	5:00 p.m.	11:00 p.m.	Sunday
Night/Week ends	11:00 p.m.	8:00 a.m.	Monday-Sunday
	8:00 a.m.	5:00 p.m.	Saturday-Sunday
	5:00 p.m.	11:00 p.m.	Saturday

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

#### 3.2 Local Exchange Service Groups

Rate Group A1	650,001 to 2,500,000 Weighted Main Stations
Rate Group A2	2,500,001 or more Weighted Main Stations
Rate Group B1	1 to 100,000 Weighted Main Stations
Rate Group B2	100,001 to 650,000 Weighted Main Stations

##### 3.2.1 Determination of Rate Classes

- A. Each exchange or zone is assigned to a rate class for the application of exchange service rates according to the number of weighted main stations in its exchange area.
  - B. The weighted main stations in an exchange area are computed by multiplying the total number of main stations in each exchange or zone within the local service portion of the exchange area by the appropriate distance factor as defined in Verizon PSC MD No. 202, Section 2.C.1.f.
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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.3 Nonrecurring Charges**

**3.3.1 Order Processing Charge**

An Order Processing Charges applies when the Customer establishes a new account or relocates an existing account to another location.

Order Processing Charge, per Occasion \$50.00

**3.3.2 Moves, Changes or Additions to Existing Account**

Processing Charge \$50.00

**3.3.3 Record Order Charge**

A Record Order Charge applies for Customer-initiated requests involving changes of Customer records.

Processing Charge \$50.00

**3.3.4 Line Restoral Charge**

Restoral Charge, Per Line \$50.00

**3.3.5 Service Calls**

When a Customer reports trouble to the Company and no trouble is found in the Company facilities, the Customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. Time is billed in 15 minute increments.

Per hour rate per technician: \$250.00

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## SECTION 4 - SUPPLEMENTAL SERVICES

### 4.1 Trap Circuit Service

Trap Circuit Service is designed to allow the Customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held to trace.

#### 4.1.1 Regulations

- A. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
- B. The Customer shall be required to sign a written request for this service. By signing the request the Customer shall release the Company from any liability, and the Customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
- C. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
- D. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

#### 4.1.2 Rates

Upon request for this service, the monthly charge to the Customer will be increased by any charges incurred by the Company for the provision of this service.

Trap Circuit Service may be provided based on a contract agreement between the Company and Customer.

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## SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

### 4.2 Directory Assistance

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

#### 4.2.1 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Calls from pay telephones.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Up to a maximum of 50 requests per month.

#### 4.2.2 Rates

The directory assistance charge applies after four free directory assistance calls per month with two requests per call. All rates are per call.

	<b>Verizon Area</b>
Local DA per request	\$2.49
Enhanced DA	\$2.49

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**SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)**

**4.3 Local Operator Service**

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized original party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see person to person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

The following surcharges will be applied on a per call basis:

	<b>Verizon Area</b>
Third Number Billing	\$3.25
Collect Calling	\$3.25
Person to Person	\$4.50
Calling Card (Customer Direct)	\$3.25
Calling Card (Operator Dialed)	\$3.25

## **SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)**

### **4.4 Direct Trunk Overflow (DTO)**

The Direct Trunk Overflow feature gives the Customer another termination option if all of their DID trunks are busy. This all-trunks-busy condition may be caused either by legitimate heavy incoming traffic or by a trouble condition where the T-1 system is down and the 5ESS senses that trouble as an all-trunks-busy condition. During either busy condition, the incoming call attempts to terminate to the DID group. When the 5ESS sees all trunks busy, it will choose an alternate route for the call to a telephone number that is programmed in the 5ESS only. This telephone number has the Call Forward Remote feature assigned to it and forwards the call to a number chosen by the Customer.

Remote Access DTO enables the Customer to activate and/or update the Call Forwarding on their DTO from any location. The Customer uses a provided remote-access toll free number, the DTO Call Forwarding line and their four-digit PIN to review or change their call forwarding number.

#### **4.4.1 Rates**

Rates for Direct Trunk Overflow and Remote Access DTO are found in Section 5.1 of this pricing guide.

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Effective: October 1, 2016

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## SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

### 4.5 Custom Calling Service

#### 4.5.1 Calling Features

All rates are monthly recurring charges.

	<b>Business</b>
Anonymous Call Rejection	N/C
Ascending/Regular Hunting, per line	N/C
Automatic Call Return	\$3.30
Automatic Call Redial	\$3.30
Call Forward All Calls	\$7.70
Call Forward Busy	\$2.60
Call Forward Don't Answer	\$3.60
Call Forward Plus	\$6.50
Call Fwd remote Access (Customer Program)	\$8.90
Call Trace (Customer originated) – Per Use	\$1.00
Call Waiting	\$7.40
Caller ID (incoming)	\$11.20
Caller ID Plus Name (incoming)	\$13.55
Caller ID (outgoing)	N/C
Caller ID Plus Name (outgoing)	N/C
Customized Ringing	\$8.33
Speed Calling (8)	\$2.60
Speed Calling (30)	\$5.95
Three Way Calling	\$4.60
Uniform Call Distribution	N/C
Remote Call Forwarding – per number	\$32.00
Selective Call Rejection	\$3.50
Selective Call Acceptance	\$3.50
Selective Call Forward	\$5.15
Selective Distinctive Altering	\$3.50

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**SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)**

**4.6** The Regulatory Cost Recovery Fee (RCRF) is an undiscountable monthly charge applicable to Enterprise Customers that recovers, in part, the regulatory fees and expenses that are assessed on the Company by regulatory agencies and are not otherwise directly paid by end users. The RCRF is equal to a percentage of the total monthly charges related to multi-line access and features, data transmission, and broadband services. RCRF is not applied to residential or single line business accounts.

Monthly RCRF Charge              5.75%

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## **SECTION 5 – NETWORK SWITCHED SERVICES**

### **5.1 Business Network Switched Services**

#### **5.1.1 Public Access Line Service**

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to Customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier (ILEC). In such circumstances, the monthly recurring charge to the Customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the ILEC for the link used to serve the Customer. If the Customer is served through a Number Portability Arrangement, the monthly charge to the Customer will be increased by the applicable charge from the ILEC to the Company of the Number Portability Arrangement.

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## **SECTION 5 – NETWORK SWITCHED SERVICES, (CONT'D.)**

### **5.1 Business Network Switched Services, (Cont'd.)**

#### **5.1.2 PBX Trunk Service**

PBX trunks are provided for connection of Customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of service
Signaling Type:	Loop, Ground, E&M I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

#### **A. Measured Rate PBX Trunks**

Measured Rate DS0 PBX Trunks provide the Customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a measured rate basis. DID trunks are arranged for one-way inward calling only.

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## **SECTION 5 – NETWORK SWITCHED SERVICES, (CONT'D.)**

### **5.1 Business Network Switched Services, (Cont'd.)**

#### **5.1.2 PBX Trunk Service, (Cont'd.)**

##### **B. Recurring and Nonrecurring Charges**

In addition to the nonrecurring charges, service order charges apply as described in this pricing guide. Charges for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's lines based on the duration of calls during the billing period. Service to Customers may require the use of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the Customer will be the greater of the company's Base Service Line charge set forth below or the charge to the Company by the Incumbent Local Exchange Carrier for the link used to serve the Customer. If the Customer is served through a Number Portability Arrangement, the monthly charge to the Customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

##### **C. Measured Rate Analog PBX Trunks**

###### **1. Measured Usage Charges**

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.

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**SECTION 5 – NETWORK SWITCHED SERVICES, (CONT'D.)**

**5.1 Business Network Switched Services, (Cont'd.)**

**5.1.2 PBX Trunk Service, (Cont'd.)**

**D. Rates**

	<u>Nonrecurring Charges</u>	<u>Monthly Recurring Charge</u>
1. T1 or ISDN PRI	\$700.00	\$650.00
Month to Month	\$0.00	\$650.00
36 Month	\$0.00	\$650.00
60 Month		
2. DID Numbers		
Per DID Number	\$0.00	\$0.50

Measured Service Rates are defined in Section 5.1.2.C.

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## **SECTION 5 – NETWORK SWITCHED SERVICES, (CONT'D.)**

### **5.1 Business Network Switched Services, (Cont'd.)**

#### **5.1.3 Term Liability/Termination Charges**

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time (term). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a Customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

## SECTION 5 – NETWORK SWITCHED SERVICES, (CONT'D.)

### 5.1 Business Network Switched Services, (Cont'd.)

#### 5.1.4 PRI T-1 Service

PRI T-1 (Primary Rate Interface) T-1 Service provides the Customer with a direct digital connection via switched access to one or more private or public services. PRI T-1 Service is an enhanced T-1 service that allows the Customer Integrated Services Digital network (ISDN) bandwidth that facilitates end-to-end digital connectivity to support a variety of services. PRI T-1 Service is 23 B channels each being a full 64,000 bps. One channel is a D channel to allow for signaling information to be passed. The service is utilized to connect ISDN compatible equipment at the Customer premises to a suitably equipped Company node.

#### A. PRI T-1 Rates

Verizon Area	Monthly Recurring Charge	Nonrecurring Charge
<b>PRI T1</b>		
One Year Term	See Section 5.1	See Section 5.1
Two Year Term	See Section 5.1	See Section 5.1
Three Year Term	See Section 5.1	See Section 5.1
<b>Digital T1</b>		
One Year Term	See Section 5.1	See Section 5.1
Two Year Term	See Section 5.1	See Section 5.1
Three Year Term	See Section 5.1	See Section 5.1

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## **SECTION 5 – NETWORK SWITCHED SERVICES, (CONT'D.)**

### **5.1 Business Network Switched Services, (Cont'd.)**

#### **5.1.5 Special Business Services**

The Company may offer Special Business Services otherwise known as an Integrated Flat Rate Bundle (IFRB) to business Customers who may qualify from term, volume or other discounts based on individual Customer telecommunications service commitments. The Company IFRB is available only to Customers who purchase Company digital T1 or primary rate interface (PRI) services. Terms and conditions of use of these services, are subject to the pricing guide provisions as stated herein or in other Company pricing guides governing use of those services (e.g. end-user common line charges are per interstate FCC tariff. The IFRB provides business Customers with the option of bundling regulated and non-regulated communications services needs to include local exchange, interexchange and data transmission services. These bundled services are offered to new Customers or to Customers whose current contract or term of service has expired and who desire to continue service arrangements with the Company.

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## SECTION 6 – DIRECTORY SERVICE

### 6.1 Alphabetical Directory

#### 6.1.1 Directory Listings

Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

- A. **Additional Listings:** In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein.
- B. **Recurring Charges:** Monthly Recurring Charges associated with Directory Listings are as follows:

#### Customers in Verizon-Territory

	Business
Primary Listing	N/C
Additional Listing, each	\$6.95

- C. **Service Calls:** When a Customer reports trouble to the Company and no trouble is found in the Company facilities, the Customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. Time is billed in 15 minute increments.

Per hour rate per technician: \$250.00

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## **SECTION 6 – DIRECTORY SERVICE, (CONT'D.)**

### **6.1 Alphabetical Directory, (Cont'd.)**

#### **6.1.2 Liability of the Company for Errors**

##### **A. General**

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Pricing guide, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

##### **B. Allowance for Errors**

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

##### **1. Free Listings**

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

##### **2. Charge Listings**

For each additional or charge published directory listing, credit shall be given at the monthly pricing guide rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

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**SECTION 6 – DIRECTORY SERVICE, (CONT'D.)**

**6.1 Alphabetical Directory, (Cont'd.)**

**6.1.2 Liability of the Company for Errors, (Cont'd.)**

**B. Allowance for Errors, (Cont'd.)**

**3. Operator Records**

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths ( $2/30$ ) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

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## SECTION 7 – INVOICE OPTIONS

### 7.1 Optional Invoice Elements

#### 7.1.1 General

A Commercial Customer's invoice information is presented on either a CD or in electronic format as chosen by the Customer. The CD will be sent by mail and the electronic version is accessible either via the Internet or by e-mail to the Customer. Both of these options are available at no charge to the Customer. Should the Customer choose to receive by mail, a paper invoice in addition to the electronic invoice, the Customer may be responsible for a monthly charge as indicated in the rate section following. This billing service is independent of additional paper invoices, documents or other Company services that provide specific call detail information or other data not normally provided in the invoice as rendered. Upon Customer request, additional copies of invoice or bill reprints will be provided, if available, at the per page rates as listed below as well as an additional service fee. If the Customer elects to receive the additional copy or reprint in CD format, only the service fee will apply.

#### 7.1.2 Rates

A Customer can choose a one-page summary with a remittance slip for no charge. All other paper invoice charges are as follows:

Per Paper Invoice:                 \$7.00

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