



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

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1. Definition of Terms

Access Line

The connection allowing messages, data, or packets to travel between the Central Office and the subscriber's premise. This connection ends at the network interface device (NID) on the customer's premise.

Base Rate

The monthly rate that applies for a specific grade and class of exchange service for customers located within a base rate area.

Base Rate Area

That portion or portions of an exchange designated with the PSC as having similar cost characteristics within which specified classes and grades of basic exchange service are furnished.

Bit

The smallest unit of information in the binary system of notation.

Central Office (CO)

A building, power, and switching unit providing telecommunications services designed for terminating and interconnecting lines and trunks.

Central Office Connecting Facilities

A facility to an Other Common Carrier by the Company between the terminal location of the Other Common Carrier and a point of connection on the Company premises.

Channel

A communications path provided by the Company between two or more locations, used for the transmission of voice, data or other communications.



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1. Definition of Terms (Cont'd)

Circuit

A communications link used for the transmission of voice, data or other communications. The physical connection (or path) of channels, conductors and equipment between two given points through which an electrical current may be established.

Company

A corporation, association, partnership, or individual engaged in the business of furnishing telecommunications services to the public. Within this Price List Company is synonymous with Advanced Communications Technology, Inc.

Continuous Property

The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others.

Customer

A person, firm, corporation, non profit organization, or governmental agency for whom service is rendered and who is responsible for paying the telephone bills and for complying with the rules and regulations of the Company.

Customer Provided Equipment (CPE)

Devices, apparatus and their associated wiring provided by a customer for use with facilities furnished by the Company.

Drop Wire

Facility between the Company's distribution terminal and the network interface located on the customer's premise.

Entrance Facility

Facilities between the Company's distribution terminal and the network demarcation point.

Exchange

A geographical unit established for the administration of telecommunication services in a specified area (Exchange Area), which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing telecommunication service within that area.



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1. Definition of Terms (Cont'd)

Exchange Access Line Type

- Multiline or trunk service, which is normally provided in a group of two or more lines so arranged that when a busy line is dialed the CO equipment will automatically select another line.
- Multiline Telecommunications Service, which is an offering of individual lines for termination, at the customer's premises, in a Multiline Telecommunications System.
- Trunk line service, which is an offering of access lines which connect an automatic call distributing system, PBX system, or other (dial) automatic switching system at the customer's premises to the CO.

Exchange Area

The territory in which a telecommunications company furnishes exchange services.

Extended Area Service (EAS)

Telecommunications service furnished at a given rate between service customers located within an exchange area and all customers of additional exchange areas.

Flat Rate Service

An exchange service for which a specified rate is charged, regardless of the amount of local use.

Foreign Exchange Service (FX)

Denotes a service whereby dial tone is provided from a wire center in an exchange from which the customer is not normally served or where the customer is located outside an exchange in unassigned territory. This service is available to either residence or business customers.

Hybrid System

- A hybrid communication system is a system that can be arranged to combine PBX and Multiline Telecommunications Service features through the common equipment or can be arranged to provide solely PBX or Multiline Telecommunications Service features.
- The application of exchange access line rates to a hybrid system depends upon the usage of the lines. Where access lines are used to provide pooled access for outward calls to the general exchange network, trunk rates apply. Where direct button or key access is required for outward calls to the exchange network via a specific line, individual line rates apply.



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1. Definition of Terms (Cont'd)

Individual Case Basis (ICB)

The application of a rate, charge, or condition of the tariff as determined by individual circumstances.

Interexchange Services

A variety of services that extend to and/or from two or more exchanges.

Interexchange Telecommunications Company

A person, firm or corporation providing telecommunications service to connect end users located in different local exchange areas, but excluding companies which also provide noncompetitive local exchange services.

Joint User

A person, firm or corporation who is designated by the customer as a user of exchange service furnished to the customer and to whom a portion of the charge for the service will be billed under a joint user arrangement.

Kilobits Per Second (Kbps)

One thousand bits per second.

Local Access Transport Area (LATA)

Denotes a geographical service area established for the administration of communications service. A LATA encompasses an area containing one or more contiguous wire centers and may not necessarily match area code boundaries. A LATA is assigned a LATA number, a LATA name, and may encompass all or a portion of one or more area codes.

Local Exchange Service

The furnishing of telecommunication services to the Company's customers within an exchange for local calling.

Local Service Area

The area throughout which a telecommunications service is furnished under a specific schedule of rates without the application of specific charges for each message.

Local Rate Area

An area of concentrated development located outside and remote from the base rate area but within an exchange area and within which local telecommunications service is furnished at incremental rates.



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1. Definition of Terms (Cont'd)

Maintenance Of Service

Maintenance of Service denotes an occurrence of a visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty is due to a condition in customer-provided facilities, terminal equipment, a communication system or for customer-maintained premises wire. When a Maintenance of Service visit is made, premises work charges will apply.

Megabits Per Second (Mbps)

One million bits per second.

Message Rate Service

The type of exchange service provided at a monthly rate with an additional charge for each local message or message unit in excess of a specified allowance.

Message Telecommunication Service (MTS)

MTS, also referred to as "toll" and "message toll", is the furnishing of facilities for telecommunications services between stations in different local service areas, in accordance with the regulations and system of charges specified. The message charges are in payment for all service furnished between the calling and called stations.

Message Unit

A unit of measurement used in charging for message rated calls.

Multi-Line

More than one business line terminating at a business.

Network Control Signaling

Transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call process signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operating of switching machines in the system.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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1. Definition of Terms (Cont'd)

Network Interface

The point of interconnection between Company communications facilities and customer terminal equipment, protective apparatus or wiring at a customer's premises. The network interface or demarcation point may be located on the customer's premises within 12 inches or a similarly reasonable distance, of the protector, or where there is no protector, no further than 12 inches of where telecommunications facilities, cable and/or wire enters the customer premises. The network interface shall consist of a standard FCC registered jack or its equivalent, which is installed, owned and maintained by the Company at the customer's premises.

Network Interface Device (NID)

A device wired between the telecommunications facilities and the inside wiring to isolate the customer's equipment from the network.

Non-Recurring Charge

A one-time charge associated with establishing, installing, programming, changing or modifying service.

Off-Premise Extension

It is the appearance of an actual telephone line in two physically separate locations.

Private Line

A direct channel, non-switched, specifically dedicated to a customer's use between specified points.

Protocol

Set of rules for conducting interactions between two or more devices. These rules consist of syntax (header structure), semantics (actions and reactions that are supposed to occur) and timing (relative ordering and duration of states and events).

Public Service Commission (PSC)

Refers to Wyoming Public Service Commission



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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1. Definition of Terms (Cont'd)

Same Building

Same building means a structure under one roof, or two or more structures under separate roofs, throughout which there is general access by means of doors, elevators, stairways, enclosed passageways or continuous corridors. Sidewalks, driveways, heating and utility tunnels, pipes and conduits are not considered enclosed passageways.

Same Household

Those who dwell as a family under one roof, including relatives and not more than four other persons residing with the family and participating in the common use of such facilities as dining room, kitchen, living room, etc. Premises occupied by any group of four or less persons functioning in the same manner as a family are also considered as the same household.

Same Premises

All the space in the same building or structure in which a customer has the right of occupancy to the exclusion of others or shares the right of occupancy with others, provided such buildings are occupied solely by one customer. Foyers, hallways, and other space provided for the common use of all occupants of a building are considered the premises of the operator of the buildings.

Station

A signaling unit or other type equipment at the customer's premises which allows the customer to establish communication.

Subscriber

A person or agency subscribing for telephone service. As used in this Price List, a separate subscriber is involved at each location, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers, even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; no group treatment of service at separate locations furnished to one individual or firm is contemplated or to be implied except when definitely provided for in the specific service descriptions in the Price List.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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1. Definition of Terms (Cont'd)

Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

Telephone Company

See "Company".

Toll Message

A message from a calling station to a called station located in a different local service area.

Toll Service

Telephone service rendered by the Company or other Common Carriers between patrons in different local service areas in accordance with the rates and regulations of the company providing service.

Trunk

An interoffice or intraoffice facility providing a telecommunications channel between two switching entities.

Zone Areas

That portion of an exchange extending beyond the base rate for which flat rate or mileage charges are assessed in addition to the base rates.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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2. General Conditions

General Conditions

The terms and conditions specified herein apply to the intrastate services and facilities of ADVANCED COMMUNICATIONS TECHNOLOGY, INC., (ACT) hereinafter referred to as the Company, or Telephone Company. Failure on the part of the subscribers to observe these terms and conditions of the Company, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service. This Price List will specify rates for competitive services.

The terms and conditions on this website govern only the services listed herein. ACT services or facilities which are provided to customers by a separate written contract, signed by ACT are governed by the terms and conditions of the contract, and not the terms and conditions on this webpage, unless the contract expressly and specifically references and incorporates them.

In the event of a conflict between any rate, rule, regulation or provision contained in these General terms and conditions and any rate, rule, regulation or provision contained in the specified Price Lists, the rate, rule, regulations or provision contained in the specific Price Lists shall prevail.

These Price Lists cancel and supersede all other Price Lists of the Company issued and effective prior to the effective date of these Price Lists.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.1 Obligation of the Company

A. Obligation of the Company

1. Availability of Facilities

The Company's obligation to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, without unreasonable expense. All services are subject to the availability of required facilities.

2. Furnish Service

The Company's obligation to furnish service is dependent upon the customer's ability to provide adequate building space, lighting, atmospheric control, adequate commercial power, wiring and electrical outlets necessary for the proper operation of telephone equipment and facilities on the premise.

3. Interruption of Service

An allowance will be made upon notice and demand to the Company for interruption of service not due to subscriber negligence if the interruption continues for more than 36 hours from the time it is reported to or detected by the Company. The allowance will be the prorated portion of the monthly rate for the service made inoperative.

4. Transmitting Messages

The Company does not undertake to transmit messages, but rather offers the use of its facilities, where available, for communication between parties subject to the conditions specified in these Price Lists.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.1 Obligation of the Company (Cont'd)

A. Obligation of the Company (Cont'd)

5. Directory Errors and Omissions

No liability for damages arising from errors in or omissions of directory listings or listings obtained from Directory Assistance shall attach to the Company.

6. Defacement of Premises

The Company will make a reasonable effort to leave the customer's property in the same condition as it existed prior to any Company work. The Company will repair or replace any defacement or damage of property due to installation, existence, or removal of Company property when the damage is the result of negligence of the Company.

7. Maintenance and Repairs

The Company shall bear the expense of all repair and maintenance of its facilities, except where damage or destruction of its facilities are due to the acts or omissions of the subscriber. The subscriber may not rearrange, remove, or disconnect any Company facilities without consent of the Company.

8. Adjustment of Charges

In case of overbilling, a refund will be made by the Company for the amount of excess charges or for an estimate of the overbilling amount. The maximum refund will not exceed the actual or estimated overbilling over a three year period.

In case of under billing, the company reserves the right to back-bill for the deficiency charges up to a period of three years.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.1 Obligation and Liability of the Company (Cont'd)

A. Obligation of the Company (Cont'd)

9. Connections with Other Telephone Companies

When the lines of other companies are used in establishing connection to points not reached by ACT's lines, the Company is not liable for any act or omission of the other company or companies and their agents, servants or employees.

10. Use of Telephone Alarm Reporting Devices

Devices that automatically dial a predetermined telephone number and transmit a prerecorded message may be used only after authorization has been obtained from the party to whom the called telephone number is assigned or that party's agent. In those cases where the number dialed is assigned to a public emergency agency, written authorization is required.

11. Connection of Automatic Dialing - Announcing Devices

An automatic dialing - announcing device is any automatic equipment used for solicitation which incorporates the following features:

- A. Storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called.
- B. Has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing - announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing - announcing device shall be preceded by an announcement which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.2 Liability of the Company (Cont'd)

A. Liability of the Company

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 36 hours after notification has been made.
2. The customer indemnifies and saves the Company harmless against the following:
 - (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
 - (b) Any defacement or damage to the customer's premises, resulting from the existence of the Company's facilities (demarcation point and drop) on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
 - (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.
 - (d) Claims for libel, slander, content or infringement of copyright arising from the material transmitted, or recorded, over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.2 Liability of the Company (Cont'd)

B. Liability of the Company (Cont'd)

(e) Liability for failure to provide service.

(f) Liability for telephone directories except as outlined in Section 3.3.A.5.

C. Limited Communication

The Company reserves the right to limit use of communication services when emergency conditions cause a shortage of facilities.

D. Resale of Service

Resale of Company exchange telecommunications service is provided as specified by FCC rules and as authorized by the Public Service Commission. Resale rates are not provided in this Price List.

E. Payment for Service

The subscriber is required to pay all charges for services rendered by the Company, both exchange and toll, in accordance with provisions contained in this Price List.

3.3 Establishment and Furnishing of Service

A. Application For Service

1. Applications for establishment of telephone service must be made to the Company in writing. The application is considered complete upon validation of and receipt of address and all other relevant information to establish and maintain service. These applications become contracts upon approval or establishment of service and shall be subject at all times to the lawful rates, charges and regulations of the Company.

2. Requests from customers for additional service or equipment may be made orally or in writing and, upon approval or installation of the service, become a part of the original contract, except that each such additional item is subject to the appropriate Price List rates, charges and initial contract period, if any.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.3 Establishment and Furnishing of Service (Cont'd)

A. Application For Service (Cont'd)

3. Any change in rates, charges or regulations authorized by the legally constituted authorities will act as a modification of all contracts to that extent without further notice.
4. The conditions of such contracts are subject to all provisions of this and other applicable Price Lists.

B. Assigning and Changing of Telephone Numbers

The customer has limited rights in retaining their particular telephone number(s). The Company may change the telephone number of a customer whenever it considers it necessary in the conduct of its business, or in the public interest.

C. Alterations

The subscriber agrees to notify the Company of any alterations which will necessitate changes in the Company's wiring; and the subscriber agrees to pay the Company's current charges for such changes.

D. Cancellation

1. When an application or request for service, for which the minimum contract period is longer than one month, or special engineering, is canceled in whole or in part before service is established, the applicant or customer is required, on demand, to reimburse the Company for all expense incurred in connection with the application for service and the installation of the required equipment and facilities before notice of cancellation is received. Such charges are not to exceed the installation, construction and termination charges otherwise applicable if the service had been established.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.3 Establishment and Furnishing of Service(Cont'd)

D. Cancellation (Cont'd)

2. Where an order for service with one month minimum contract period, or with no minimum contract period specified, is canceled before establishment of service is completed and the cancellation is not caused by the Company, a charge equal to the costs incurred by the Company only for that portion of equipment and/or facilities wholly or partially installed not to exceed the service charges, construction charges or other one-time charges which would have otherwise been applicable to that portion of equipment and/or facilities wholly or partially installed, will apply.
3. When application for a service which has no general public application, requiring a special assembly of equipment, is canceled in whole or in part before the service is established, the applicant or customer is required, on demand, to reimburse the Company for all expenses which were incurred in connection with the application for and/or installation of service including but not limited to engineering costs, and which were incurred prior to notice of cancellation. This reimbursement practice will apply to all special assembly requests with the exception of inquiries.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.4 Use of Service and Facilities

A. Provision of Equipment

1. All equipment necessary, up to and including the point of demarcation, for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Price List. The customer may be required to provide suitable housing of other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.
2. The Company will not install or maintain Inside Wire on a regulated basis after January 1, 1987.
3. Equipment not owned by the Company may be attached to the facilities of the Company as provided in Section 3.5.B. In case unauthorized attachment or connection is made, the Company shall have the right to discontinue the service.
4. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company (such as a device to obtain quietness or privacy), provided any such device so used does not:
 - a. Endanger the safety of Company employees or the public.
 - b. Damage, require change in or alteration of, involve direct electrical connection to the equipment or other facilities of the Company, unless as provided for elsewhere in this Price List.
 - c. Interfere with the proper functioning of such equipment or facilities.
 - d. Impair the operation of the communication system.
 - e. Otherwise injure the public in its use of the Company's services.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire

1. General

- a. Customer - provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with local exchange service in compliance with FCC regulations.
- b. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
- c. The General Regulations contained in Section 3 of this Price List apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Price List of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.

2. Responsibility of the Customer

- a. Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.
- b. The customer may be required, as a condition of the service, to pay in full all sums due the Company including, but not limited to, non-recurring charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire (Cont'd)

2. Responsibility of the Customer (Cont'd)

- c. A customer shall subscribe to, and be capable of providing operation for, sufficient quantities of local exchange service lines to provide adequate access to his customer-provided equipment and/or inside wire in accordance with accepted communications industry standards.
- d. The customer must provide all of the terminal equipment and/or inside wire on the customer's side of the point of demarcation between Company owned equipment and customer-owned equipment.
- e. Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
 - (1) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - (2) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.
 - (3) Non-published telephone service will not be furnished for use with recorded public announcements.
 - (4) Failure to comply with the provisions of this Price List shall be cause for termination of the service.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire (Cont'd)

2. Responsibility of the Customer (Cont'd)

f. Customer-provided systems, equipment, and inside wire must comply with the requirements of Part 68 of the Rules of the Federal Communications Commission.

3. Responsibility of the Company

a. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operations or procedures which might affect customer-provided equipment or systems.

b. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems, equipment, or inside wire, on a regulated basis.

C. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may disconnect service which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer, as permitted by law.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

D. Abuse or Fraudulent Use of Service (Cont'd)

Abuse or fraudulent use of service includes the following:

1. The use of service used in such a manner as to interfere with the service of other telephone users.
2. The use of service for any purpose other than as a means of communication.
3. Tampering with company equipment for the purpose of obtaining service without payment of charges applicable to the service rendered by the Company or common carriers using the Company's facilities.
4. The use of profane or obscene language.
5. The impersonation of another individual with fraudulent or malicious intent.
6. The use of service which is objected to by or on behalf of any governmental authority on the grounds that such service is used for illegal purposes.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.5 Payment For Service

A. Customer Responsibility

The customer is responsible for payment of all charges for facilities and services furnished the customer, including charges for services originated, or charges accepted, at such facilities.

B. Payment of Bills

1. All charges for exchange service, equipment, and facilities exclusive of charges for local messages in excess of the monthly allowance and toll messages, are payable monthly in advance. Charges for local messages in excess of the monthly allowance and toll messages are payable monthly except that the Company reserves the right to require payment of such charges at more frequent intervals.
2. Where the rates and charges to be charged for a particular service is determined by applying a percentage or similar factor to a quoted rate, and such computation results in a fraction, the charge for the service shall be computed to the nearest cent, a half cent being increased to the next higher cent.
3. In the event that payment from a customer is less than the total amount of all charges owing to the Company and the customer does not specifically designate the manner in which to apply said payment, the partial payment should be applied first to satisfy the basic exchange service billing, then the local exchange company's intraLATA toll billing, and finally the interconnecting carriers' billing in proportion of the amount of each billing to the total billings of these carriers.
4. Payment of bills for telecommunications service may be made by check, automatic withdrawal for payment, money order, cash or credit card. Payment by check, which is not honored or paid by the payer bank, will be considered as nonpayment. All charges for exchange and toll service are payable only in lawful money of the United States.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.5 Payment For Service (Cont'd)

B. Payment of Bills (Cont'd)

5. The customer bill is due upon receipt. Customers have the following options as to the method of paying bills for telephone service:
 - At any Company payment depository location;
 - At the business office of ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
 - By U.S. Mail, by check or money order only;
 - Automatic withdrawal for payment.
 - Credit Card
6. In order to avoid collection procedures, which could result in a temporary disconnection of service, payment must be received no later than 15 days following the billing date indicated on the customer's bill.
7. Payments received by the Company on or before the past due date on the customer's bill will prevent collection procedures which could result in a disconnect of service, provided the following billing information is remitted with payment:
 - Customer's name;
 - Customer's telephone number;
 - Full amount of payment.
8. Payments received by the Company after the past due date on the customer's bill, but at least one day before the termination date on the suspension notice, may result in discontinuance of the customer's service unless the following billing information is remitted with payment:
 - All of the items enumerated in 3.6.B.7., or
 - The customer's advised final payment date before discontinuance for nonpayment.
9. Payments less than the full amount past due may result in discontinuance of service(s) unless satisfactory payment arrangements have been agreed upon.
10. The Company will not be responsible if a customer's telephone service is discontinued after payment has been remitted, unless the payment is made as set forth in 7, 8, or 9 preceding, as applicable.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.5 Payment For Service (Cont'd)

B. Payment of Bills (Cont'd)

11. Late Payment Charge

- a. A late payment charge of 1.20% applies to all billed balances which are not paid by the billing date shown on the next bill, unless the balance is \$15.00 or less, in which case the account shall be deemed delinquent.

EXCEPTION: In accordance with Wyoming statutes 16-6-601 and 16-6-602, a late charge of 1.5% applies to all billed balances which are not paid within 45 days after receipt of the bill by any department, agency, political subdivision or other instrumentality of the State.

- b. Collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late payment charge.
- c. The late payment charge does not apply to the following:
- Billed amounts under dispute that are resolved to the Company's satisfaction, in the customer's favor.
 - Bills rendered more than 10 days after bill date.

C. Advance Payment and Deposits

1. Advance Payments

- a. In accordance with the Company's practice of requiring that all regularly recurring charges for services, equipment, and facilities be paid monthly in advance, an applicant for telephone service, equipment or facilities, may be required to pay in advance at the time application for such is made, the installation charges and/or service and equipment charges applicable, together with at least one month's charges for the services, equipment, and facilities applied for, and where necessary, in the opinion of the Company, the estimated amount of construction charges. An applicant to buy facilities or equipment may be required to pay the sales price in advance, at the time of application, if in the opinion of the Company such is necessary to satisfy reasonable credit standards.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.5 Payment For Service (Cont'd)

C. Advance Payment and Deposits (Cont'd)

1. Advance Payments (Cont'd)

- b. The amount of the advance payment will be credited to the customer's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for any applicable rates and charges and for toll messages.

2. Deposits

- a. When the Company deems it necessary, in protecting its earned revenues, an applicant for service or a present customer may be required to make and keep intact a deposit in such amount as may be required from time to time by the Company as a guarantee of the payment of charges for services rendered. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the regulations of the Company as to advance payments and the modification of the regular practices of the Company providing for the discontinuance of service for the non-payment of any sums due the Company for services rendered.
- b. When the service is terminated, the amount of the deposit with interest computed from the date of its receipt by the Company to the date of discontinuance of service will be returned to the customer less such sums as may be due the Company for services rendered. However, if the Company deems the deposit no longer necessary, it may return the deposit prior to the discontinuance of service, in which case interest will be computed to the date of the notice to the customer that the deposit will be returned.
- c. The deposit will bear simple interest at a percent approved by the PSC each year payable on the actual amount on deposit with the Company.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.6 Adjustment of Charges

A. Interruptions

1. For the purpose of applying this provision, the word interruption shall mean the inability to complete calls either incoming or outgoing or both. Interruption does not include and no credit allowance shall be given for service difficulties such as slow dial tone, busy circuits or other network and/or switching capacity shortages.
2. The credit allowance will not apply where service is interrupted by the negligence or willful act of the customer or the failure of facilities provided by the customer, or where the Company, pursuant to the terms of the Price List, suspends or terminates service because of unlawful or improper use of the facilities or service, or any other reason covered by the Price List.
3. No credit allowance shall be made for interruptions due to electric power failure where, by the provisions of this Price List, the customer is responsible for providing electric power.
4. When service is interrupted for a period of at least 24 hours after notice by the customer to the Company, a credit allowance equal to 1/30 of the Price List monthly rate for all services and facilities furnished by the Company rendered useless shall apply for each 24 hours, or major fraction thereof, during which the interruption continues after notice to the Company. Credit allowances in any billing period shall not exceed the total charges for that period for the services and facilities which were rendered useless.
5. Credit allowance for interruptions of message rate service will not affect the number of local messages or message units to which the customer is entitled during a given billing period.

3.7 Special Taxes, Fees, Charges

A. Franchise Fees / Taxes

Insofar as practicable, any franchise or occupation tax levied by a local government for local exchange services shall be billed by the Company to its customers receiving service in the jurisdictional limits of the governmental entity.

Franchise fee/tax is applied per dollar of local revenue. The percentage is set by the applicable city, county or state government agency.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.7 Special Taxes, Fees, Charges (Cont'd)

B. Hearing or Speech Impaired Program

In compliance with Legislative Enrolled Act No. 110 (W.S. 16-9-201 through 16-9-210), which became effective July 1, 1991, a "special fee" will be collected from local service subscribers in order to establish a program for providing telecommunications services to the communications impaired. (Communications impaired means hearing or speech impaired individuals as defined by the Americans with Disabilities Act of 1990, Title IV, Section 401).

The special fee will be determined annually by the Committee on Telecommunications Services for the Communications Impaired. The fee will be applied monthly, per access line, not to exceed more than one hundred access lines per account.

C. State High Cost Fund Surcharge

Pursuant to the Wyoming Commission's General Order 72 establishing a State Universal Service Fund Mechanism (effective December 20, 1996), a fund manager will calculate and establish a surcharge to be levied on each retail dollar of intrastate revenues to be used to maintain affordable local service rates across the state.

* Surcharge is to be set annually based on fund manager's calculation of funding requirements.

D. 911/E911 Surcharges

City, County or State agencies may establish surcharges or taxes in order to cover expenses or charges for services utilized in the provision of emergency reporting systems such as 911/E911. These taxes, as established by the appropriate jurisdictional governmental agency, will be passed through to the customer.

E. Low Income Assistance

The Telephone Assistance Program (TAP) provides for a discount on the recurring monthly rate for the provision of local residence service for certain eligible customers. A surcharge of \$0.01 per line will be assessed monthly to fund this program.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.7 Special Taxes, Fees, Charges (Cont'd)

F. Subscriber Line Charge (SLC)

The subscriber line is a federally approved charge that is collected by all local telephone companies and represents a portion of the cost for each telephone consumer to access the long distance network.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.8 Minimum Contract Periods and Termination of Service

A. Minimum Contract Period

Except as herein provided, the minimum contract period for all services and facilities is one month at the same location.

The Company may require and approve a minimum contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

Service will not be installed for a period of less than one month unless the subscriber pays, in addition to one month's rental, the cost of installation and removal of the necessary facilities.

B. Termination of Service - Subscriber's Request

Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company, and upon payment of any applicable termination charges, in addition to any applicable charges due for service which has been furnished.

In the case of service for which the minimum contract period is one month, termination will require that charges due for the balance of the minimum period be paid.

For special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods longer than one month covering services with installations which required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period. Alternatively, the contract may be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber upon agreement by the new applicant to assume the responsibilities of the contract.

Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.8 Minimum Contract Periods and Termination of Service (Cont'd)

C. Termination of Service by the Company

1. Service may be discontinued for any of the following reasons:
 - a. Nonpayment of an undisputed delinquent charge.
 - b. Failure to post a required deposit or guarantee.
 - c. Unauthorized use of the Company's equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
 - d. Failure to substantially comply with terms of a settlement agreement.
 - e. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Company's equipment.
 - f. Material misrepresentation of identity in obtaining telecommunication utility service.
 - g. As provided by state or federal law.
 - h. Nonpayment of undisputed, delinquent state or interstate long distance charges billed by the Company or undisputed, delinquent exchange charges including any FCC-approved end user charges or both.
 - j. In the event of the abandonment of service.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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3. General Terms and Conditions (Cont'd)

3.8 Minimum Contract Periods and Termination of Service (Cont'd)

D. Procedures for Discontinuance of Service

1. A written notice shall be sent by first class mail no less than seven (7) days prior to discontinuance of service.
 - a. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not open to facilitate reconnection of service, or on a day immediately proceeding such day. Service shall not be discontinued for a non-payment of a delinquent charge until seven (7) days after a charge has become delinquent.
 - b. Notwithstanding any other provisions of this Price List, service to a customer may be discontinued at any time after written notice has been sent, first class mail, to such customer at the last known address and at the address where the service is to be discontinued. This rule applies in the following situations:
 - 1) The customer incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due.
 - 2) The customer damages or evidences an intent to damage the Company's facilities.
 - 3) The notice required by paragraph 3.10.D shall state how a customer has evidenced an intent not to pay charges when due or evidences an intent to damage the company's facilities.
2. Immediate disconnect will result when one of the following occurs:
 - a. Service will be discontinued when the customer fails to comply with the provision(s) of an agreed upon payment arrangement.
 - b. When the customer renders a Non-Sufficient Funds (NSF) check for past due amount.
 - c. When a customer materially misrepresents their identity in obtaining telecommunications service.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

3. General Terms and Conditions (Cont'd)

3.9 Charges for Damages

In situations where impairment or interruption of service is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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4. Local Exchange Service

4.1 Description

Local exchange service provides for calling within the boundaries of the Advanced Communication Technology exchange(s) and to designated EAS exchanges only. Interexchange Services are provided to end users through Company or Interexchange Carrier message toll service Price Lists. Access to end users for Interexchange Carriers offering interexchange services are provided under the Company's Interstate and Intrastate Access Services Price Lists. Local exchange service is subject to all terms and conditions as outlined in this Price List.

4.2 Conditions

A. Exchange Area

1. The Company develops exchange service areas to establish service within a defined geographical area.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
Terms & Conditions

4. Local Exchange Service (Cont'd)

4.2 Conditions (Cont'd)

B. Local Exchange Service

1. Business Rates Apply

- a. To any location where activities are of a business, trade, or professional nature.
- b. To any location where the listing of service at that location indicates a business, trade or profession.
- c. Where only one network access line is provided at a location which is both a residence and a business.
- d. To schools, hospitals, libraries, churches, lodges, and other similar institutions.
- e. To any telephone number where public evidence exists that the number is used for commercial purposes, such as but not limited to advertising through business cards, internet, letterhead, or media of general distribution.
- f. In the place of residence of a clergyman, physician, or other medical practitioner, provided the subscriber maintains an office in the residence or on contiguous property, and has only one local exchange service.

2. Residence Rates Apply

- a. To private residences where business listings are not provided and telecommunications services are not used for the conduct of business.
- b. In the place of residence of a clergyman, physician, or other medical practitioner provided the subscriber does not maintain an office in the residence, and a business line is provided to the same premises.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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4. Local Exchange Service (Cont'd)

4.2 Conditions (Cont'd)

B. Local Exchange Service (Cont'd)

1. **Exchange Name:** **Sheridan**
2. **Exchange Name:** **Riverton**
3. **Exchange Name:** **Gillette**
4. **Exchange Name:** **Buffalo**
5. Other Exchanges can be served in by approval of the General Manager and Vice President either by facility based services or across other networks via a resale agreement.

The increments shown below are applicable to Exchange and Network Services furnished within the designated local rate areas listed below and are in addition to the local exchange rates.

4.3 Private Branch Exchange (PBX) Trunks

A. Description

1. PBX Service is not provided on a one-way basis. Therefore, in-only, out-only, or two-way trunks must be used in combinations which provide for two-way service for the PBX system.
2. Where PBX trunks are provided outside the base rate area, zone charges will apply.
3. PBX trunks are provisioned as either Type 1 (Ground Start) or Type 2 (Loop Start) at the rates identified in Section 4.2.
4. Non-recurring charges as found in Section 5 will apply. It is anticipated that extraordinary installation charges will be applicable.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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4. Local Exchange Service (Cont'd)

4.3 Direct Inward Dialing (DID) Service (Cont'd)

A. General (Cont'd)

5. The Company shall not be responsible to the customer or to the customer's patron if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, or its patrons obsolete or require modification or alteration of such equipment.
6. Direct-inward-dialing Trunks may be provided in the quantity determined by the Company to be sufficient for adequate service, only in exchanges where the Central Office is equipped for such service. When otherwise provided, Direct-inward-dialing Trunks will be furnished at rates based on cost.
7. Directory listings will not be provided without charge for numbers issued for DID service.
8. The provision of this service requires the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.

4.4 Low-Income Assistance Programs

A. Lifeline (Telephone Assistance Program)

1. Definition

The Telephone Assistance Program (TAP) provides for a discount on the recurring monthly rate for the provision of local residential service for certain Medicaid eligible customers.



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4. Local Exchange Service (Cont'd)

4.4 Low-Income Assistance Programs (Cont'd)

A. Lifeline (Telephone Assistance Program) (Cont'd)

2. Application

a. The TAP discount is only available to residence customers who meet eligibility requirements established through section 37-2-302 of State Statutes. Subscription to services will only be allowed at the principal residence of subscribers certified by the Wyoming Department of Family Services, its successor agency or the equivalent tribal authority.

b. Eligible Lifeline/TAP subscribers will receive credits or discounts to the normal local rates as follows:

Table with 2 columns: Monthly Credit Residential Access Line and or Discount. Rows include Federal Baseline Lifeline Reduction (\$6.00 *), Federally Funded Reduction in Local Rate (\$1.75), State Matching Local Rate Reduction (\$3.50), and Federal Matching of State Reduction (\$1.75).

The discount will be applicable to the following local exchange services:

- Individual flat rate residential service.
• Service station residential service.

In no case will the discount exceed the rate charged for the grade of residential service subscribed to by each individual.

- c. Services covered under the Lifeline/TAP offering include:
i. Voice grade access to the Public Switched Network
ii. Access to emergency services
iii. Access to operator services
iv. Access to Interexchange services, unless toll blocking is chosen
v. Access to directory assistance
vi. Toll blocking

* The applicable Federal Subscriber Line Charge in effect will be used in determining the Federal Baseline Lifeline Reduction. The maximum amount as of 7/1/2003 is \$6.50.



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4. Local Exchange Service (Cont'd)

4.4 Low-Income Assistance Programs (Cont'd)

3. Funding

The total cost of providing the Telephone Assistance Program shall be funded from a uniform monthly surcharge of \$.01 to each residential access line and each business access line, not to exceed one hundred (100) lines per customer.

4. Regulations

- a. The TAP discount will begin with the date the Company receives a valid application from the customer or when new service is established for a qualifying customer. The discount will be prorated on the basis of a 30-day month from the effective date of the customer's application.
- b. The regular service and equipment charges and regulations applicable to the service offerings specified in 5.4 will apply for initial service establishment. Eligible subscribers may request the Link Up plans identified in (B) below. The service and equipment charges for current subscribers to change to or from this program due to eligibility status will be waived.
- c. The discount is applicable only to a single residence line at the principal residence of the eligible subscriber.
- d. Customers must provide recertification from the appropriate agency for which they qualify for the Lifeline/TAP service and must notify the Company when they are no longer participants in the Program.
- e. Lifeline will not be furnished on Foreign Exchange (FEX) circuits.

5. Rates and Charges

- A. Local service options as identified in 4.13 will be applicable for the Lifeline discounts. Discounts will be applied to the class of service chosen by the customer up to the amount charged for that class of service.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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4. Local Exchange Service (Cont'd)

4.4 Low-Income Assistance Programs (Cont'd)

B. Link Up America

1. Link Up America provides Wyoming residents who qualify for the Federal Communication Commission's Link Up America Program a discount on installation charges. A 50% discount (up to \$30.00) will be applied on access line service and equipment charges to connect service at a new address. This discount applies on a single line at the principal place of residence for the applicant.

In addition, the customer may defer payment on up to \$200 of the above charges without interest for a period not to exceed one year. The deferred charges do not include any permissible security deposits required. Payments shall be equally paid over a twelve month period. If any payments are delayed, interest shall accrue from that day forward.

2. The following eligibility criteria will apply:
 - a. Eligibility will be established based on the same criteria as eligibility for Lifeline services, or through the additional programs listed in c. below.
 - b. Applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years of age.
 - c. Applicant must be currently receiving benefits from one of the programs administered by the Wyoming Department of Health and Social Services.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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4. Local Exchange Service (Cont'd)

4.5 Concession Service

Full-time employees will be provided with local exchange service, and all custom calling or CLASS features where available, as excess capacity allows. Non-recurring Charges will not apply on services provided to full-time employees.

4.6 Public Access Line Service (PAL)

A. General

PAL will be provided as a business line as identified in 4.2.B.5.a.

4.7 Seasonal Service

1. Upon the request of an on-network customer, exchange telephone service may be temporarily suspended at a rate of 50% of the basic monthly rate for that service. Seasonal Service rates are calculated using the Local Exchange rate as identified in 4.2.B.4.a.
2. Suspension of services with minimum contract periods will extend the minimum contract period to a term sufficient to recover revenues equivalent to those which would have been received in the contract period without suspension.
3. Seasonal Service discounts apply to local monthly basic service rates business and residence service only.
4. Seasonal service provides for the reservation of the customer's telephone number and facilities for up to a maximum period of six months.

4.8 Touch-Tone Calling Service

A. Description

Touch-Tone Calling Service is a distinctive type of telephone service using audible voice frequency tones to actuate the CO equipment. Touch-Tone Calling is provided as part of the local service rate.



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4. Local Exchange Service (Cont'd)

4.9 Foreign Exchange Services

A. Description

Foreign Exchange (FX) Service provides dial tone from a wire center in an exchange from which the customer is not normally served. The wire center in which the customer resides is commonly referred to as the “Closed End” and the wire center that provides the dial tone is referred to as the “Open End”. This service is available to either residence or business customers but will not be provided for resale.

B. Regulations

1. Where facility conditions permit, the Company will provide FX Service at the rates shown herein. Where FX Service is furnished at remote or isolated locations, or where facilities are not available, or where unusual costs are involved, additional service and equipment, construction, and/or monthly charges may apply.

2. FX Service is normally furnished to a single customer premises. Where facility conditions permit, up to two additional points may be added.

3. Message Toll Calls

Message Toll rates are applicable in connection with FX Service when calls are made outside the dial tone wire center’s local calling area.

4. Foreign Exchange Service is not furnished in connection with public or semipublic services.

C. Rate Regulations

1. Local Exchange Service rates as identified in Section 4.2 will apply on the open end of the FX circuit.

2. Facilities from the customer’s premises to the dial tone wire center (closed end) will be provided via voice grade special access service. The rates for Voice Grade Special Access Service are those identified in the Company’s Intrastate Access Price List.



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4. Local Exchange Service (Cont'd)

4.9 Foreign Exchange Services

C. Rate Regulations (Cont'd)

3. In situations where a portion of the Foreign Exchange Service is provided by another company, the charges from their appropriate Price List(s) will apply and will be billed by that Company.

D. Foreign Exchange Service

1. Closed End

A. Channel Termination

The appropriate Channel Termination rate from the Company's Intrastate Access Service Price List will apply.

B. Interoffice Facilities*

The appropriate Channel Mileage Termination (s) and Channel Mileage Facility per Mile rates from Company's Intrastate Access Service Price List will apply.

2. Open End

A. Local Exchange

The appropriate Residence or Business Rate from this Section will apply.

B. Interoffice Facilities

The appropriate Channel Mileage Termination (s) and Channel Mileage Facility per Mile rates from Company's Intrastate Access Service Price List will apply.



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5. Non-Recurring Charges

5.1 General

- A. The Term “Non-Recurring Charge” is used to define the charge and charges associated with establishing, installing, changing, programming, and/or modifying service.
- B. Non-Recurring Charges are in addition to any other scheduled rates and charges applicable under this Price List. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.
- C. Non-Recurring Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Non-Recurring Charges for additions to the service of existing customers.
- D. Basic charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work being interrupted by the customer. If the customer requests that overtime labor be used or interrupts work once begun, extraordinary installation charges may be assessed in addition to the specified basic charges. This charge will be compensatory given any special work performed at the request of the customer including all costs, overhead and authorized margin.

5.2 Types of Non-Recurring Charges

A. New Service Establishment Charge

When a new customer requests service from the Company, or when an existing customer moves from one location to another, a service order establishment charge will be assessed. This charge is applicable for work performed in: taking the initial request for service, receiving, recording, processing, making necessary field connections, and making central office connections and programming modifications. This charge will be assessed only on initial establishment of service by a customer at a given location.



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5. Non-Recurring Charges (Cont'd)

5.2 Types of Non-Recurring Charges (Cont'd)

B. Service Order Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's request for changes to present services. Service Order Charges are caused by customer requests only.

One service order charge is applicable for:

1. All items ordered at the same time for completion on the same date, for the same line number.
2. Restoral of service that has been disconnected for nonpayment.
3. Move, change or addition of a service at an existing premises.
4. Addition to, or change in a directory listing.
5. Change in telephone number.

C. Field Visit Charge

This charge is applicable when work is performed in the field in conjunction with outside plant, installing Local Exchange service and/or other services utilizing outside plant facilities.

One field visit charge is applicable to the following:

1. Trips to field locations required for changes or modifications associated with any of the services provided by the Company.
2. Each move of the established service drop and/or the associated station protection device.
3. Trips to customer premises to isolate trouble, at the customer's request. If trouble is found on the customer side of the NID, a field visit charge will be charged.



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5. Non-Recurring Charges (Cont'd)

5.2 Types of Non-Recurring Charges (Cont'd)

D. Programming Change Charge

This charge is applicable for making physical connections within the central office or programming the central office or remote office switching equipment database for the purpose of providing, modifying or enabling local exchange services at a customer's request.

One programming charge is applicable for:

1. Each service order requiring programming or reprogramming of central office or remote office database.
2. Programming charges are not applicable when service is assumed by a different customer and there is no change of telephone number or service features.

E. Extraordinary Installation Charge

Nonrecurring charges may be assessed on an individual case basis (ICB) when the expected time and materials required to complete an installation exceed the normally expected expenses by 10%. In such instances, the company will estimate the additional installation costs and provide the customer with an invoice prior to installation. Extraordinary Installation charges are anticipated for services such as trunk services and Centrex.

5.3 Conditions Under Which No Non-Recurring Charges Apply

- A. To move or change a customer's telecommunications service or equipment when it is required or initiated by the Company.
- B. For all activities related to approved services for employees.
- C. Service re-established after destruction of the customer's premises by an Act of God or a public enemy, whether at the same or another location.
- D. Changes from non-published or non-listed directory listings to published directory listings using the same telephone number.
- E. Change of billing address



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6. 911/E911 Universal Emergency Number Service

6.1 General

- A. Universal Emergency Number Service, also referred to as 911 Service or E911 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. This service includes lines and equipment necessary (excluding CPE) for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area. 911/E911 Service may include Selective Routing, Automatic Number Identification and Automatic Location Identification features.
- B. The 911/E911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The 911/E911 customer must subscribe to additional local exchange service at the PSAP for administrative purposes, for the placing of outgoing calls and for receiving other emergency calls, including any, which might be relayed by the Company operators.
- C. The 911/E911 Service is offered subject to availability of facilities.
- D. The 911/E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone Central Office area arranged for 911/E911 calling.
- E. The Company may enter into a contract or contracts with the 911/E911 customer or with other telephone companies in order to effectuate the Company's provisions of 911/E911 service in accordance with, pursuant to, and subject to the terms, conditions and limitations of the Price List. Any such contract(s) shall incorporate by reference the terms, conditions and limitations of this Price List.
- F. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Price List.



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6. 911/E911 Universal Emergency Number Service (Cont'd)

6.2 Definition of Terms

- A. Automatic Location Identification (ALI): A feature of E911 by which the name and address associated with the calling party's telephone number (identified by the ANI feature as defined following) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise, etc.) will be identified with the address of the telephone number at the main premise.
- B. Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP's Display and Transfer Units via the 911 Control Office. Furnished only with E911.
- C. Data Management System (DMS): A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features. Furnished only with E911.
- D. Emergency Service Number (ESN): When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the DATA Management System (DMS). The customer will associate these ESN's with street address ranges or the mutually-agreed-upon routing criteria in the 911 serving area. The ESN's will be carried in the DMS to permit routing of 911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 911 serving area. Furnished only with E911.
- E. Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.
- F. Selective Routing (SR): A feature that routes a 911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.



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6. 911/E911 Universal Emergency Number Service (Cont'd)

6.3 Conditions

- A. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Company.
- B. The provider of service does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- C. Seasonal/Temporary suspension of service is not updated for part of the 911 Service.
- D. The 911 Service information consisting of names, addresses and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential except as indicated in (E) following.
- E. End users dialing 911 forfeit the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.
- F. The Company's entire liability to any person for interruption or failures of 911 Service shall be limited to the terms set forth in this section and other sections of this Price List.
- G. The customer shall have the responsibility of discovering all errors, defects, and malfunctions, in the transmission of calls and data, data base(s), and overall operation of the system. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.



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6. 911/E911 Universal Emergency Number Service (Cont'd)

6.3 Conditions (Cont'd)

- H. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- I. Each customer and/or end user also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or for any loss, damage or destruction of any property, whether owned by the customer or others.
- J. The customer and/or end user also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right or privacy of any person or persons, caused or claim to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the company, the customer, its user, agencies or municipalities, or the employees or agents or any one of them.
- K. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by Telephone Company Wire Centers served by the PSAP whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.



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6. 911/E911 Universal Emergency Number Service (Cont'd)

6.3 Conditions (Cont'd)

- L. Application for 911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
- M. The customer will furnish the Company upon request, its agreement to the following terms and conditions:
 - 1. That all 911 calls will be answered on a 24-hour day, seven-day week basis.
 - 2. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 Service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - 3. That the customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
 - 4. That the customer will provide CPE with a capacity adequate to handle the number of incoming 911 lines recommended to be installed by the Company. It is the Customer's responsibility to ensure its CPE is compatible with the service(s) provided by the Company.
- N. This service is offered solely as an aid in handling emergency calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the 911 customer contracting for 911 Service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or another entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the Price List rate for the service or facilities provided to the 911 customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 911 customer.



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6. 911/E911 Universal Emergency Number Service (Cont'd)

6.3 Conditions (Cont'd)

- O. When the Selective Routing (SR) feature is provided (E911), the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the 911 serving area. These ESN's will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 911 serving area. The following terms define the customer's responsibility in providing this information:
1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
 2. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address annexations and other changes in municipal and county boundaries, incorporation of new cities or other matters that will affect the routing of 911 calls to the proper PSAP.
 3. The Company will provide the customer, on request, a complete copy of the master address file to permit the customer to verify the accuracy of the police, fire and ambulance PSAP routing designations.
 4. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
 5. The Company will furnish a copy to the customer for verification showing each change, deletion and addition to the master address file.



ADVANCED COMMUNICATIONS TECHNOLOGY, INC.
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6. 911/E911 Universal Emergency Number Service (Cont'd)

6.3 Conditions (Cont'd)

- P. The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The 911 customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall notify the Company in the event the system is not functioning properly.
- Q. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Company, its employees, agents, or representatives as a result of, or in connection with any situation in which the Company may be requested, required, have undertaken or participated in the tracing of a 911 call.
- R. The customer recognizes that the addresses provided with Automatic Location Identification (ALI) (E911), are the same addresses that the Company maintains for its ordinary service, billing or directory records and the Company cannot unconditionally guarantee their existence or accuracy in emergency situations. Therefore, the customer recognizes that addresses should, where circumstances permit, be verified from a 911 calling party. When the customer becomes aware of any inaccuracies in the data provided by the ALI feature, it shall promptly notify the Company in writing. The Company shall make the correction within a reasonable time under the circumstances.

6.4 Rates

- A. The rates and charges for 911 and/or E911 Service will be determined on an individual case basis (ICB). The rates will include equipment, non-recurring charges, and recurring monthly charges.
- B. Non-recurring charges for 911 Service will be made to one "entity" (normally a city or county) based on actual costs. These charges will include, when applicable, one or more of the following expense items associated with the equipment or service provided.
 - 1. Maintenance expense
 - 2. Depreciation expense - including reusable and/or recoverable items
 - 3. Administrative expense
 - 4. Taxes - including Federal Income Tax
 - 5. Any other specific items of expense that may be associated with the facility provided
 - 6. An approved return on investment



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6. 911/E911 Universal Emergency Number Service (Cont'd)

6.4 Rates (Cont'd)

- C. The cost used in the derivation of the various expense items shall include the following:
 - 1. Material
 - 2. Material Overhead
 - 3. Installation Labor
 - 4. Installation Labor Overhead
 - 5. Engineering Labor
 - 6. Engineering Overhead

- D. The monthly rate in addition to the charges set forth above shall be equal to the individual business one-party rate, per 911 termination.

- E. The above rates apply in addition to applicable rates and charges for Special Access Services.

- F. Non-recurring charges as specified in Section 5 of the Price List are applicable.



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7. Service Restrictions

7.1 700, 976, 900 Service Access Restriction

A. General

1. Service Access Restriction for 700, 976, and/or 900 service, is a central office service furnished to customers upon request, which allows for access restrictions to be placed on the customer's local exchange telephone service line so that calls to telephone numbers preceded by the 700, 976, and/or 900 NPA will not be completed. When the NPA telephone number is dialed, the call will be diverted to a Company-provided intercept announcement.

B. Conditions

1. Service Access Restriction for 700, 976 and/or 900 service enables the customer to prohibit the dialing of calls to 1+700-XXX-XXXX, 1+NPA+976-XXXX and/or 1+900-XXX-XXXX. Calls which are placed using any alternative dialing pattern cannot be restricted.

C. Rate Applications

1. Specific to 900-Service Access Restriction non-recurring charges as outlined in Section 5 will be applied to Business customers for establishing this service. Non-recurring Charges will not be applied to residence customers on their initial establishment of this service. Subsequent changes will incur the appropriate non-recurring charges for residence customers.
2. Specific to 976 and/or 700 Service Non-recurring Charges as outlined in Section 5 will be applied for the establishment of these restrictions on services.



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7. Service Restrictions (Cont'd)

7.2 Toll Access Restriction

- A. Toll Access Restriction provides a means of restricting access to the Long Distance Message Telecommunications Network. The following options are available to the customer:
 - 1. Toll Restriction
 - 2. 1-900 Toll Restriction
 - 3. 1+ Toll Restriction (Operator Allowed)
 - 4. 1+ Toll Restriction (Operator & 1-800 Allowed)
 - 5. 1-800 Restriction
 - 6. Total Toll Restriction (1-800 Allowed)
 - 7. 1+ International Toll Restriction
 - 8. 0+ International Toll Restriction
- B. Restriction of 0+ and 0 - operator handled calls prevents the customer from dialing a telephone operator for any purpose including for emergency or telephone assistance purposes. The Company shall not be liable to the customer or any third party for any and all claims, losses or damages caused by the restriction to any toll service.
- C. The Company reserves the right to initiate Toll Access Restriction, on risk customers, or customers who renege on payment arrangement.
- D. Customers must apply in writing for the establishment of Toll Access Restriction.
- E. Non-recurring Charges as outlined in Section 5 will apply to the establishment of this service.
- F. Rates

The rate, if any, for this service will be charged on a monthly basis.

Toll Access Restriction (Any Option) - No Charge



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7. Service Restrictions (Cont'd)

7.3 Billed Number Screening & Collect Call Blocking

- A. Billed Number Screening allows the customer to identify the Telephone Company that they will not accept any Third-Number Billed and/or Collect calls for billing to their telephone number. The Company places information regarding this screening restriction into a data base that is normally accessed prior to such calls being completed that will refuse to validate the completion of such a call to the indicated number.
- B. Billed Number Screening can be ordered to screen third-number billed call, collect calls, or both.
- C. Non-Recurring Charges as outlined in Section 5 will apply to establish this service.
- D. Rates

Rates for this service will be charged on a monthly basis.

8. Optional Exchange Services

8.1 Multi-Line Hunt Service

A. Description

Multi-Line Hunt Service is available for Business and Residence Local Exchange Service where more than one line is in service. This service provides hunting over two or more lines in a designated hunt line group when the pilot number line is busy. Hunting is performed only when a pilot number of the hunt group has been dialed/keyed. Sequential or circular hunting for an idle number is performed in the same order each time.

B. Application of Rate

The Multi-Line Hunt Service rate is applicable to each hunt option in the Multi-Line Hunt Service Group.



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8.2 Off-Premise Extension Service

A. General

1. Off-premise extension circuits are provided to allow the customer the option of extending his telephone service from the normal to a second location within the wire center using the company's cable distribution facilities. Off-premises extension circuits are furnished subject to the availability of circuits and provided when no unusual expense is involved subject to technical considerations and limitations.
2. Continuous Property Extensions, where the extension comes from the main line termination and where the extension is located in a different building on the same continuous property as the main access line termination, may be installed by the Company. The installation charge will be negotiated between the subscriber and the Company. The subscriber is responsible for the maintenance of this subscriber owned wiring. No recurring monthly charge will apply in this situation.
3. Continuous property extensions requiring an additional network interface are defined as those where the drop to the additional access point comes out of the distribution cable and requires an additional network interface.
4. Extensions which are connected to locations on non-contiguous property will be assessed an additional access line rate for each extension connected.

8.3 Customized Services

A. Description

Customized Services or modifications of standard service arrangements for which provision is not made elsewhere.

B. Regulations

1. These Customized Services will be provided whenever, in the judgment of the Company, there is a valid reason for providing the service requested and it is not detrimental to any other services offered by this Company.
2. Customized Services will be furnished subject to the provisions of the regulations, rates, and charges specified in this price list or under separate contractual relationship.



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8.3 Customized Services

B. Regulations

3. Customized Services will be furnished at charges based on the cost of furnishing such arrangements. Monthly rates and one-time charges such as service, nonrecurring and construction charges will apply based on the circumstances in each case. The Company reserves the right to require an initial contract period longer than 1 month at the same location.
4. The charge to move or change Customized Services is the same as the charge to install it.

C. Rates and Charges

Rates and charges for Customized Services are developed based on the individual needs and requirements of the customer.

8.4 Intercept Services

A. Descriptions

Basic Intercept Service - Basic Intercept Service includes all intercept recordings that do not provide the new number information.

New Number Referral Service (NNRS) - New Number Referral Service includes all intercept recordings that provide the new number information.

Split Referral Intercept Service - Split Referral Intercept Service provides for calls to the disconnected number to be routed to the Operator who will challenge the incoming call and provide the new number information dependent on the callers response.

Customized Intercept Service (CIS) - Customized Intercept Service allows customers to provide a customized referral message.



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8.4 Intercept Services

B. Regulations

1. Intercept services are provided on accounts that have a record listed in the directory or on directory assistance. It is not provided with Centrex, PBX, DID, or 800 service at the following rates and charges, but can be provided by determining the rates on an individual case basis.
2. Basic Intercept Service is provided to residence customers up to 3 months and to business customers up to 12 months.
3. Intercept service applies to temporarily or permanently disconnected numbers, including vacation suspension service and telephone number changes.
4. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.

8.5 Promotional Offerings

From time to time, the Telephone Company will elect to offer special promotions to its customers. These offerings will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

9. Custom Calling Features

9.1 Definitions

A. Three-Way Calling – Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

B. Call Forwarding - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are automatically transferred. Calls may be transferred to a long distance message telecommunication point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Callers are still able to place calls from the subscribers telephone while this feature is active.

C. Call Waiting - By means of a tone signal, a customer who is using his telephone is alerted when another caller is trying to reach that station. This permits putting the first call on hold so that a second call can be answered.



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9. Custom Calling Features

9.1 Definitions

D. Continuous Redial - Automatically redials the last number a customer dials. If the called party's number is busy, simply enter a redial activation code. A special tone will alert the customer when the called number becomes idle. When the customer picks up the receiver, the customer automatically will be connected to the party the customer is trying to reach.

E. Custom Ringing - A central office based service which provides up to three distinctive ringing codes on incoming calls, using one individual access line. The distinctive ringing codes are achieved by assigning up to three additional telephone numbers to the access line. Two types of Distinctive Ringing are available:

F. Last Call Return (Automatic Recall) - Enables a customer to perform an activation procedure and automatically redial the last incoming number without having to know the number of the calling party.

G. Remote Ringing - Allows a customer to remotely forward calls to a nearby telephone when moving from place to place, insuring important calls will not be missed.

H. Selective Call Forwarding - Allows a customer to specify a special list of telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

I. Speed Call 8 - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. 8 Code capacity on the same line.

J. Anonymous Call Rejection - Allows the subscriber to reject calls for which Calling Name-Number has been intentionally blocked by the originating party. Anonymous Call Rejection can be overridden by an operator in an emergency situation.

K. Call Rejection - Enables a customer to reject call attempts from up to 32 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.



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9. Custom Calling Features (Cont'd)

9.1 Custom Calling Features Definitions (cont'd)

- L. Caller ID– Allows a customer to see who is calling before answering the phone. The caller's name and telephone number will be displayed on your caller ID display.
- M. Caller ID Name – Allows for the automatic delivery of a calling party's name to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name is displayed on customer provided equipment. The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.
- N. Caller ID Number - Allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.
- O. Long Distance Notification – This feature allows end-users to identify incoming long distance calls, whether or not they are on the phone. The user receives a distinctive ring, or a distinctive call waiting tone, indicating that the call is long distance.
- P. Priority Call - Allows a customer to assign callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location when calls are received from callers' telephone numbers on that list.
- Q. Speed Calling 30 - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. 30 Code capacity on the same line.
- R. Talking Call Waiting – Subscribers are alerted to an incoming call by a beep, followed by the name of the caller.
- S. Call Waiting ID – Enables a customer to identify an incoming caller when the customer is already on the phone by displaying the caller's name and telephone number on the Caller ID display.
- T. Call Forward Busy - Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy.
- U. Call Forward No Answer – Allows a customer to have an incoming call forwarded to another number if the customer does not answer after a preset number of rings.



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9. Custom Calling Features (Cont'd)

9.1 Custom Calling Features Definitions (cont'd)

V. Voice Messaging – Incoming calls are automatically routed to the messaging system when the customer is unavailable. Callers are still able to leave a message when the customer is using the telephone.

W. Anywhere Voice Mail – Allows local callers to leave a voicemail without placing a long distance call to the subscriber and allows the subscriber to check messages from anywhere.