

TNCI Calling Card Service Exhibit

1. INTRODUCTION

The terms and conditions of this TNCI Calling Card ("Calling Card Service" or "Service") Service Exhibit shall be in addition to, and shall be read in conjunction with, TNCI's Service Documents. In the event there is a conflict between the terms of this Service Exhibit and the Service Documents, the terms of this Service Exhibit shall govern for this Calling Card Service. Capitalized terms not defined in this Service Exhibit shall have the meaning ascribed in the other Service Documents.

2. SERVICES

The Calling Card Service allows Customers to make domestic and international calls through credit or prepaid means.

3. BILLING & CHARGES

- a) Rates applicable to the Services are available at the Customer Portal located at www.tncii.com.
- b) A call is considered completed whether it is answered by either a live person or by voicemail systems, answering machines, private branch exchanges, or interexchange switching equipment. TNCI begins billing at call pickup.
- c) For Calling Card Service, call billing increments are rated as follows:

Initial Billing Increment (seconds)	Additional Billing Increments (seconds)
30	6

- d) Customer will be responsible for all applicable Service charges.

4. INTERNATIONAL WIRELESS TERMINATION CHARGE

International calls terminating to a wireless device, such as a cellular phone, pager, personal computer, or personal digital assistant may have a separate higher rate applied. Customer shall be responsible for payment of any additional charges as a result of the applied rate, which will appear as an international mobile termination charge on Customer's bill.

5. CANCELLATION

To effect cancellation of Calling Card Service, Customer must notify TNCI in writing via fax at (800) 800-8874 or e-mail at customercare@tncii.com or regular mail to ATTN: Customer Care - Disconnects, TNCI, 2 Charlesgate West, Boston, MA 02215. Upon TNCI's acknowledgement of the request, TNCI will then provide Customer with a confirmation for cancellation completion. Customer understands and acknowledges that TNCI may take up to five (5) business days to process a valid disconnection request after receipt of acknowledgement. Charges may continue to accrue for Calling Card Service(s) for a period of time following cancellation. Customer owes payment for all billed and unbilled amounts, including Charges that accrue following the date of cancellation but prior to disconnection.

6. INDEMNIFICATION

In addition to all Indemnifications provided for in the Service Documents, Customer shall indemnify and hold TNCI and its suppliers of Service(s) from any claim or action for fraudulent use of the Calling Card Service. TNCI is not responsible for lost or stolen calling cards. In the event Customer suspects to have lost a calling card, Customer is to notify TNCI immediately.

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