

TNCI Switched Outbound Long Distance Service Exhibit

1. INTRODUCTION

The terms and conditions of this TNCI Switched Outbound Long Distance Service ("Switched Outbound Long Distance Service" or "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 shall govern for this Switched Inbound Service.

2. SERVICES

The Switched Outbound Long Distance Service allows Customer to call an end user in a different Local Access Transport Area (LATA), state, or country through the use of the Public Switch Telephone Network (PSTN).

3. SERVICE TERM

The term of this Service shall commence on the date on which the Customer signs the Letter of Agency and shall continue until expiration of the Service Term, or until earlier terminated in accordance with the Cancellation section herein or in accordance with the Service Documents.

4. BILLING & CHARGES

- a) Customer will be billed for usage and NRCs in arrears. MRCs will be billed for the current month of Service and are payable in full upon receipt. The first invoice following Service installation may also include a proration of MRCs to factor in any partial month of Service based on the date that Service is initiated.
- b) Rates applicable to the Services are available at the Customer Portal located at www.tncii.com.
- c) 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.
- d) For Switched Outbound Long Distance Service, call billing increments are rated as follows:

Call Destination	Initial Billing Increment (seconds)	Additional Billing Increments (seconds)
U.S. Domestic	18	6
Canadian	30	6
Domestic Offshore	18	6
Alaska and Hawaii	18	6
Mexico	30	6
International	30	6

- e) All calls, including those containing a fractional minute of use, will be billed to the 4th decimal point. In the event TNCI is billed beyond the 4th decimal point by underlying carriers, TNCI shall then round to the 4th decimal place up to the nearest 1/100th of a cent.
- f) Customer will be responsible for all applicable Service MRCs and NRCs for the duration of the Service Term. TNCI shall bill and Customer shall be liable for an applicable minimum monthly usage of \$15.00 per account.
- g) Customer is responsible for payment of all applicable fees for Services furnished by TNCI to Customer, including PICC fees associated with Centrex Business, Multiline Business, and ISDN PRI lines.

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5. INTERNATIONAL MOBILE 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.

6. CANCELLATION

To effect cancellation of 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. Should the Customer elect an alternative switched long distance provider, it is the Customer's responsibility to establish that service elsewhere. Customer understands and acknowledges that TNCI takes approximately five (5) business days to process a valid disconnection request. Charges may continue to accrue for 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.

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