

RATES, TERMS AND CONDITIONS DOCUMENT CONTAINING  
RATES, TERMS AND CONDITIONS  
APPLICABLE TO  
LONG DISTANCE SERVICES  
FURNISHED BY

**GRANITE STATE LONG DISTANCE, INC.**

FOR INTERSTATE AND INTERNATIONAL LONG DISTANCE SERVICES  
AS PROVIDED FOR HEREIN.

LONG DISTANCE SERVICES

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## LONG DISTANCE SERVICES

**1. General**1.1 Application of Rates, Terms and Conditions

- 1.1.A The rates, terms and conditions contained within this document, hereinafter referred to as "Rates, Terms and Conditions," are applicable to the provision of Interstate Long Distance Service and International Long Distance Service, hereinafter collectively or individually referred to as "Service", by GRANITE STATE LONG DISTANCE, INC., hereinafter referred to as the "Company", as specified herein. Service is furnished subject to the availability of facilities and subject to transmission, atmospheric and like conditions. By accepting Service from the Company, the Customer accepts these Rates, Terms and Conditions as a binding agreement between the Customer and the Company.
- 1.1.B The Company may change the Rates, Terms and Conditions from time to time. Changes in rates, terms and conditions are effective after the Company posts the modifications to the Rates, Terms and Conditions on its web site. The Company will also notify Customers of increases by bill message, bill insert or other reasonable commercial method. Advance notice does not apply to increases in taxes and other charges described in Section 2.5.C of the Rates, Terms and Conditions. The Company may decrease rates and charges without providing advance notice. Use of the company's services after the notice shall be construed as Customer's consent to the changed rates, terms and conditions of this agreement.
- 1.1.C The provision of such Service by the Company as set forth in these Rates, Terms and Conditions does not constitute a joint undertaking with the Customer for the furnishing of any Service.

## LONG DISTANCE SERVICES

**1. General (Cont'd)**1.2 Definitions

Certain terms used throughout these Rates, Terms and Conditions are defined as follows:

Access Code

A sequence of numbers that, when dialed, connect the caller to the Provider associated with that sequence.

Application for Service

A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the Company to provide the Service as required.

Company

Granite State Long Distance, Inc. , unless the context indicates otherwise.

Customer

Any individual, partnership, association, trust, corporation, cooperative or governmental agency or other entity which utilizes the Services provided by the Company. A Customer, as set forth herein, is responsible for the payment of charges and for compliance with all applicable terms of the Company's Rates, Terms and Conditions.

**Customer Provided Equipment**

Terminal Equipment or facilities provided by persons other than the Company and connected to the Company's Services and/or facilities.

Domestic

Domestic points include all fifty (50) states and all U.S. territories and possessions as defined in the Communications Act of 1934, and as amended by the Telecommunications Act of 1996, and as further defined by the Federal Communications Commission in their orders.

## LONG DISTANCE SERVICES

**1. General (Cont'd)**Equal Access

Has the meaning given that term in Appendix B of the Modification of Final Judgment entered August 24, 1982, in United States v. Western Electric, Civil Action No. 82-0192 (United States District Court, District of Columbia), as amended by the Court in its orders issued prior to October 17, 1990.

FCC

The Federal Communications Commission.

International Long Distance Service

International Long Distance Service is a Long Distance Service involving a telephone call originating in one country and terminating in another country.

Interstate Long Distance Service

Interstate Long Distance Service is a Long Distance Service involving a telephone call originating in one state and terminating in another state (also referred to as a "state-to-state" call). The term "state" for purposes of Interstate Long Distance Service includes all Domestic points including all fifty (50) states and U.S. territories and possessions.

Intrastate Long Distance Service

Intrastate Long Distance Service is a Long Distance Service involving a telephone call originating and terminating in the same state (also referred to as a "in-state" call).

Local Exchange Carrier (LEC)

A telephone company which furnishes local exchange services.

Long Distance Service (LDS)

The term "Long Distance Service" denotes the furnishing of station-to-station direct dial interstate and international switched network services to the Customer for the completion of long distance voice communications from the Company's Points of Presence to domestic points and international points.

Normal Usage

Normal usage is defined as up to one thousand five hundred (1,500) minutes of Intrastate Long Distance Service, Interstate Long Distance Service, or a combination of both.

LONG DISTANCE SERVICES

**1. General (Cont'd)**

1.2 Definitions (Cont'd)

Rates, Terms and Conditions

Rates, Terms and Conditions refers to this document as a whole comprising the rates, terms and conditions applicable to the provision of Services to Customers by the Company.

Service

The offerings of the Company comprising Interstate Long Distance Service and International Long Distance Service.

Telecommunications

The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signalling, metering, or any other form of intelligence.

## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services**2.1 Undertaking of the Company2.1.A Scope

The Company is a carrier providing Interstate Long Distance Service and International Long Distance Service to Customers for their direct transmission of voice, data and other types of telecommunications within the United States, between points in the United States and international points, as described in these Rates, Terms and Conditions.

2.1.B Limitations

2.1.B.1 The services provided pursuant to these Rates, Terms and Conditions are offered subject to the availability of facilities and the other provisions of these Rates, Terms and Conditions.

2.1.B.2 The Company does not undertake to transmit communications or messages, but rather furnishes facilities, Service and equipment for such transmissions by the Customer.

2.1.B.3 The Company retains the right to deny Service to any Customer who fails to comply with the rules and regulations of these Rates, Terms and Conditions, or other applicable rules, regulations or laws.

2.2 Obligations of the Customer

2.2.A All Customers assume general responsibilities in connection with the provision and use of the Company's Service. General responsibilities are described in this section. When facilities, equipment, and/or communication systems provided by others are connected to the Company's facilities, the Customer assumes the additional responsibilities as set forth in Section 2.2, herein.

2.2.B The Customer is responsible for the payment of all charges for any and all Services or facilities provided by the Company to the Customer.

2.2.C Subject to availability, the Customer may use specific codes to identify the users groups on its account and to allocate the cost of its service accordingly. The numerical composition of such codes shall be set forth by the Company to assure compatibility with the Company's accounting and automation systems and to avoid duplication of such specific codes.

2.2.D The Company reserves the right to discontinue the use of any code provided to the Customer and to substitute another code for such Customer's use.

2.2.E The Customer shall indemnify and save harmless the Company from and against all loss, liability, damage and expense, including reasonable counsel fees, due to claims for libel, slander, or infringement of copyright or trademark in connection with any material transmitted by the Customer using the Company's Services; and any other claim resulting from any act or omission of the Customer to the use of the Company's facilities.



## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services (Cont'd)****2.2 Obligations of the Customer (Cont'd)**

- 2.2.F Nothing contained herein, or in any other provision of these Rates, Terms and Conditions, or in any marketing materials issued by the Company shall give any Customer or person any ownership interest or proprietary right in any particular code issued by Company; provided, however, that a Customer who continues to subscribe to Company's Services will be provided a replacement code in the event such Customer's initial code is canceled.
- 2.2.G The Customer shall reimburse the Company for damages to the Company's facilities caused by any negligence or willful act or acts on the part of the Customer.
- 2.2.H The Customer shall pay and hold the Company harmless from the payment of all charges for service ordered by the Customer from the Local Exchange Carriers or other entities for long distance services and/or facilities connecting the Customer and the Company.
- 2.2.I In the event a suit is brought by the Company, or an attorney is retained by the Company to collect any bill or enforce the terms of these Rates, Terms and Conditions against a Customer, that Customer shall be responsible for payment of all reasonable attorney's fees, court costs, costs of investigation and any and all other related costs and expenses incurred by the Company in connection therewith.
- 2.2.J The Customer understands that the Services are furnished subject to the condition that there will be no abuse, fraudulent and/or illegal use thereof. Such activity includes, but is not limited to:
- 2.2.J.1 Using the Service for any purpose which is in violation of any law.
- 2.2.J.2 Obtaining or attempting to obtain Services through any scheme, false representation and/or use of any fraudulent means or devices whatsoever with the intent to avoid payment, in whole or in part, of charges for Services, or assisting any other person or firm in such regard.
- 2.2.J.3 Attempting to, or actually obtaining, accessing, altering, or interfering with the communications and/or information by rearranging, tampering with or making any connection with any facilities of the Company or assisting any other person or firm in such regard.
- 2.2.J.4 Using the Services in a manner that interferes unreasonably with the use of Service by one or more other Customers.
- 2.2.J.5 Using the Service to convey information deemed to be obscene, salacious, or prurient, to impersonate another person with fraudulent or malicious intent, to call another person or persons so frequently, at such times, or in such a manner as to annoy, abuse, or harass, or to convey information of a nature or in a manner that renders such conveyance unlawful.

## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services (Cont'd)**2.2 Obligations of the Customer (Cont'd)

2.2.K The Customer, not the Company, shall be responsible for compliance with FCC Rules, 47 C.F.R. Part 68, and for all maintenance of such equipment and/or facilities.

2.3 Liabilities of the Company

Except as stated in this Section 2.3, the Company shall have no liability for damages of any kind arising out of or related to events, acts, rights or privileges contemplated in the Rates, Terms and Conditions.

2.3.A The liability of the Company for damages resulting in whole or in part from or arising in connection with the furnishing of Service under the Rates, Terms and Conditions including, but not limited to, mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations shall not exceed an amount equal to the charges under the Rates, Terms and Conditions applicable to the specific call (or portion thereof) that was affected. No other liability shall attach to the Company.

2.3.B The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to: (1) acts of God, fires, flood or other catastrophes; (2) any law, order, regulation, directive, action or request of the United States Government, or any other government, including state and local governments having jurisdiction over the Company, or of any department, agency, bureau, corporation or other instrumentality of any one or more of said governments, or of any civil or military authority; or (3) national emergencies, insurrections, riots, wars or other labor difficulties.

2.3.C The Company shall not be liable for any act or omission of any other entity furnishing facilities, equipment, or services used by a Customer, with the Company's Services. In addition, the Company shall not be liable for any damages or losses due to the failure or negligence of any customer or due to the failure of customer provided equipment, facilities or services.

## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services (Cont'd)**2.4 Service Orders

The Customer must place an Application for Service with the Company to initiate, cancel or change the Services provided pursuant to these Rates, Terms and Conditions. Applications for Services may be either in writing or orally and provide, at a minimum, the following information:

2.4.A Customer's name(s), telephone number(s) and address(es). In the case of a corporation or partnership, a designated officer or agent shall be named as the contact person for such corporation or partnership.

2.4.B Name(s), address(es) and telephone number(s) of person(s) to whom notices from the Company to the Customer shall be addressed, if different from (A) above.

2.5 Charges and Payments for Service or Facilities2.5.A Deposits

2.5.A.1 The Company may, in order to safeguard its interests, require a Customer to make a suitable deposit or provide a surety bond or letter of credit in the amount of the required deposit as a guarantee of the payment of charges. The Company shall have the right to require the Customer to make a deposit prior to or at any time after provision of any Service, not to exceed three (3) months estimated charges. The Company may increase the amount of the deposit to reflect increases to the Customer's annual bill. The Customer will receive a receipt for the deposit.

2.5.A.2 Any deposit as referred to in this Section shall be held by the Company to secure the payment of the Customer's bill. At the Company's option, the deposit may be refunded or credited to the Customer at any time prior to the termination of Service.

2.5.A.3 Interest will be paid by the Company on all sums held on deposit at the rate established statutorily for customer deposits. The interest will be accrued for the period during which the deposit is held by the Company.

## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services (Cont'd)**2.5 Charges and Payments for Service or Facilities (Cont'd)2.5.A Deposits (Cont'd)

2.5.A.4 The fact that a deposit is made does not relieve the Customer from making advance payments or from complying with the Company's regulations for the payment of bills in accordance with the terms herein and does not constitute a waiver or modification of the regulations of the Company providing for the discontinuance of Service for nonpayment of any sums due the Company for Service rendered.

2.5.A.5 Upon termination of Service, and assuming deposits of the Customer are not applied as indicated in Section 2.5.A.2, the deposit will be credited to the Customer's account and any credit balance will be refunded after all amounts due the Company have been paid.

2.5.B Description of Payment and Billing Periods

2.5.B.1 Service is provided and billed on a monthly basis. Service continues to be provided and billed on a monthly basis until canceled by the Customer through notice given to the Company.

2.5.B.2 When billing functions are performed by a Local Exchange Carrier (LEC), commercial credit card company or others, the payment conditions and requirements of such LEC, commercial credit card company or other entity performing billing functions apply, including any applicable interest.

2.5.B.3 In the event a Local Exchange Carrier, commercial credit card company or others ceases efforts to collect any amounts associated with the Company's charges, the Company may bill the Customer or the called party directly, and may utilize its own billing and collection procedures which shall be consistent with all applicable statutes, rules and regulations.

## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services (Cont'd)**2.5 Charges and Payments for Service or Facilities (Cont'd)2.5.C Taxes and Other Charges

In addition to payment for Services, Customer must pay all taxes, fees, surcharges and other charges that the Company bills Customer related to Services. Taxes and surcharges will be in the amounts that federal, state and local authorities require the Company to bill Customer. The Company will not provide advance notice of changes to taxes and surcharges, except as required by applicable law. All such taxes and charges shall be separately shown and charged on bills rendered by Company or its billing agent.

2.5.D Payment and Late Payment Charge

2.5.D.1 Payment will be due as specified on the Customer bill. Commencing after that due date, a late charge of up to the highest interest rate allowable by law will be applied to all amounts past due.

2.5.D.2 Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge. The late payment charge does not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill.

2.5.D.3 Service may be denied or discontinued at the Company's discretion for nonpayment of amounts due the Company past the due date as specified in 2.5.D.1. Restoration of Service will be subject to all applicable installation charges.

2.5.E Returned Check Charge

In cases where the Company issues direct bills to Customers, and payment by check is returned for insufficient funds, or is otherwise not processed for payment, there will be a charge as set forth herein. Such charge will be applicable on each occasion when a check is returned or not processed.

## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services (Cont'd)**2.5 Charges and Payments for Service or Facilities (Cont'd)2.5.F Credit Allowance/Service Interruptions

2.5.F.1 Credit for failure of Service will be allowed only when failure is caused by or occurs in the Company's facilities or equipment owned, provided and billed for by the Company. A credit allowance is not applicable for any period during which Customer cannot utilize the Service, except for such period where the Service is interrupted by the Company for access to its facilities for the purposes of investigating and clearing troubles and/or maintenance.

2.5.F.2 Credit allowances for failure of Service or equipment starts when the Customer notifies the Company of the failure and ceases when the operation has been restored and an attempt has been made to notify the Customer by the Company.

2.5.F.3 The Customer shall notify the Company of failures of Service or equipment and make reasonable attempts to ascertain that the failure is not caused by Customer Provided Equipment or Customer provided facilities, any act, or omission of the Customer, or in wiring or equipment connected to the Customer's terminal.

2.5.F.4 Only those portions of the Service or equipment operation disabled will be credited.

2.5.F.5 Any credit provided to the Customer under these Rates, Terms and Conditions shall be determined in accordance with the provisions of Section 2.5.G.

2.5.G Service Interruption Measurement

2.5.G.1 In the event of an interruption of Service that exceeds the minimum requirements set forth in this paragraph, the Company shall make a credit allowance at the Customer's request for a pro rata adjustment of all Service charges billed by the Company for Services rendered inoperative by the interruption. The credit allowance will be computed by dividing the duration of the service interruption measured in twenty-four (24) hour days, from the time the interruption is reported to the Company, by a standard thirty (30) day month, and then multiplying the result by the Company's fixed monthly charges for each interrupted Service.

## LONG DISTANCE SERVICES

**2. Terms and Conditions – Interstate and International Long Distance Services (Cont'd)**2.5 Charges and Payments for Service or Facilities (Cont'd)2.5.G Service Interruption Measurement (Cont'd)

2.5.G.2 A credit allowance will not be given for interruptions caused by the negligence or willful act of the Customer, or interruptions caused by failure of equipment or service not provided by the Company.

2.6 Termination or Denial of Service by the Company

2.6.A The Company may, immediately and without notice to the Customer, and without liability of any nature, temporarily deny, terminate, or suspend Service to any Customer:

2.6.A.1 In the event such Customer or its agent: (a) willfully damages the Company equipment, interferes with use of the Company's Service by other Customers of the Company; (b) unreasonably places capacity demands upon the Company's facilities or Service; or (c) violates any statute or provision of law, or any rule or regulation of any state or federal regulatory agency relating to communications; or (d) otherwise fails to comply with the provisions of these Rates, Terms and Conditions or applicable law; or

2.6.A.2 In the event a Customer becomes insolvent, is the subject of any formal legal proceeding commenced in a court involving a voluntary or involuntary petition or proceeding in bankruptcy, seeks protection or relief from creditors in a formal legal proceeding after a filing for such relief, or executes an assignment for the benefit of creditors; or

2.6.A.3 In the event that the Company determines that any Service is being used fraudulently or illegally, whether by a Customer or its agent.

2.7 Billing Disputes

If Customer believes Customer has been billed by the Company in error, Customer must contact the Company within sixty (60) days of the date of the bill which contains the disputed charge. Refunds or adjustments will not be issued for any charge that is more than sixty (60) days old at the time Customer notifies the Company. Customer may withhold from payment to the Company the disputed portion of any bill pending resolution of the dispute. Customer must pay all non-disputed charges on the bill by the due date indicated on the bill. The Company will notify Customer of the results of its inquiry, and either adjust the billing, issue a credit, or notify Customer that all or a portion of the disputed amount is still owed. Customer will be required to pay such amount within fifteen (15) days thereafter, and if Customer fails to pay this amount within the time required, Customer's account will be deemed past due, and Customer's Services will be subject to termination under Section 2.6 above. Any payments Customer withholds pending resolution of the dispute may be subject to a late payment charge.

## LONG DISTANCE SERVICES

**3. General Classification and Description of the Company's Service – Interstate and International Long Distance Services**3.1 Service Points

3.1.A The Company provides originating Service from domestic points in the United States to domestic points identified in these Rates, Terms and Conditions.

3.1.B The Company provides originating Service from domestic points in the United States to international points identified in these Rates, Terms and Conditions.

3.2 Measurements3.2.A Time-of-Day Rate Period

Time-of-Day Rate Periods are reflected in the rates found in Sections 4 and 5, herein.

3.2.B Availability of Service

The Service is available at the rates listed in Sections 4 and 5, through subscription to any of the long distance service offerings available from the Company. Each of these offerings utilizes the same rate schedules but have different rates and billing increments for each of the rate schedules.

3.3 Timing of Calls

3.3.A Unless otherwise indicated in these Rates, Terms and Conditions, calls are timed by the Company in one (1) minute increments. "Ring-busy" and "ring-no-answer" calls will not knowingly be charged to the Customer and if charged in error, will be credited by the Company to the Customer. Timing begins at the "starting event" and ends at the "terminating event," unless otherwise specified. Time between the starting event and the terminating event is the call duration. The minimum call duration for a completed domestic call is one (1) minute, unless otherwise specified. The minimum call duration for a completed international call is one (1) minute, unless otherwise specified.



## LONG DISTANCE SERVICES

**3. General Classification and Description of the Company's Service – Interstate and International Long Distance Services (Cont'd)**3.3 Timing of Calls (Cont'd)

3.3.B The starting event occurs when the Company's terminal experiences an "Incoming Signaling Protocol Successful," i.e., upon the seizure of an inbound trunk.

3.3.C The terminating event occurs when the Company's terminal receives a signal from the Local Exchange Carrier that either the calling party or the called party has hung up.

3.3.D There shall be no charge for unanswered calls. Upon receiving reasonable and adequate notice of billing from a Customer for any such call, the Company may issue a credit in an amount equal to the charge for the call. Interstate calls which are in progress longer than six seconds will be presumed to have been answered and International calls which are in progress longer than one minute will be presumed to have been answered.

3.3.E Domestic Long Distance Service rates are quoted in terms of initial and additional minutes. The initial minute is the first minute or any fraction thereof after connection is made. The additional minute is each minute or any fraction thereof after the initial minute.

3.3.F The time of day at the calling party rate center determines what Time-of-Day rate period applies.

3.4 Computation of Distance

3.4.A All calls are rated on the basis of airline mileage locations of the caller and the called party, regardless of the call's routing.

3.4.B Airline mileage is obtained by using the "V" and "H" coordinates assigned to each point. To determine the airlines distance between any two cities, the airline mileage is determined as follows:

3.4.B.1 Obtain the "V" and "H" coordinates for each city.

3.4.B.2 Obtain the difference between the "V" coordinates of each of the cities.  
Obtain the difference between the "H" coordinates.

3.4.B.3 Square each difference obtained in step 2, above.

3.4.B.4 Add the square of the "V" difference and the "H" difference obtained in step 3, above.

## LONG DISTANCE SERVICES

**3. General Classification and Description of the Company's Service – Interstate and International Long Distance Services (Cont'd)**3.5 Method of Applying Rates

## 3.5.A Interstate Long Distance Services

3.5.A.1 Calls that begin in one rate period and terminate in another will be billed for the rate applicable to each portion of the call.

3.5.A.2 Unless specified otherwise in these Rates, Terms and Conditions, the duration of each call for billing purposes will be rounded off to the nearest higher minute.

## 3.5.B International Long Distance Services

3.5.B.1 Unless specified otherwise in these Rates, Terms and Conditions, the duration of each call for billing purposes will be rounded off to the nearest higher minute.

3.6 Promotional Discounts

The Company may from time to time offer promotional discounts. Such discounts will be for a specified period of time, will not exceed published rates, and will be offered to all qualifying Customers.

3.7 Dialed Long Distance Services

3.7.A Dialed Long Distance Services are measured use, full time services utilizing interstate and international communications facilities. When appropriate access arrangements exist, these switched services are available on a presubscription (Equal Access) basis. Otherwise, where available, the Services require that a Customer access the Company's network via an alternative access code arrangement such as "950-XXXX" plus the Customer's security code, a toll-free "1-800" telephone number with the Customer's security code, or via "1-0-1-XXXX" code with Customer security code.

3.7.B Depending upon the service option chosen by the Customer, the charges for the use of such interstate or international communications facilities may be based upon the time of day, the total minutes of use and/or the distance of each call.

3.7.C All Customers shall be charged the rates identified in Sections 4 and 5.

3.7.D Domestic points include all fifty (50) states and all U.S. territories and possessions as defined in the Communications Act of 1934, and as amended by the Telecommunications Act of 1996, and as further defined by the Federal Communications Commission in their orders.

## LONG DISTANCE SERVICES

**3. General Classification and Description of the Company's Service – Interstate and International Long Distance Services (Cont'd)**

3.8 Calling Card Service – Deleted

3.9 800 Service

3.9.A 800 Service is a one-way inbound service originating on feature group facilities provided by the Company and terminating on a regular telephone line. The Customer is responsible for payment of all charges associated with such terminating calls rather than the calling party.

3.10 Directory Assistance - Deleted

3.11 Unlimited Long Distance Plan

3.11.A The Unlimited Long Distance Plan is available to residential customers making direct dial interstate calls within the domestic United States. This plan has a flat monthly fee per billing account and per minute rates in excess of Normal Usage as defined in Section 1.

3.11.B This plan is intended for Normal Usage as defined in Section 1, not unlimited dial-up access, commercial facsimile, auto-dialing, telemarketing, or other non-residential uses. Resale is not permitted.

3.11.C Discounts may apply for customers who subscribe to services from Granite State Long Distance, Inc. affiliates.

LONG DISTANCE SERVICES

**4. Rates for Interstate Long Distance Service**

4.1 Returned Check Charge

A Customer whose payment by check is returned for insufficient funds, or is otherwise not processed for payment, will be subject to a returned check charge. Such charge will be applicable on each occasion when a check is returned or not processed. If the returned check was for a combined interstate and international balance, only a single returned check charge will apply.

Per Occasion \$25.00

4.2 Residential Direct Dial Services

	Day		Evening		Night/Weekend	
	Initial Period	Ea Add'l Period	Initial Period	Ea Add'l Period	Initial Period	Ea Add'l Period
1-10	0.281	0.281	0.164	0.164	0.141	0.141
11-22	0.281	0.281	0.164	0.164	0.152	0.152
23-55	0.293	0.293	0.187	0.187	0.152	0.152
56-124	0.304	0.304	0.187	0.187	0.164	0.164
125-292	0.316	0.316	0.187	0.187	0.164	0.164
293-430	0.316	0.316	0.199	0.199	0.164	0.164
431-925	0.316	0.316	0.199	0.199	0.164	0.164
926-1910	0.316	0.316	0.199	0.199	0.164	0.164
1911-3000	0.328	0.328	0.199	0.199	0.176	0.176
3001-4250	0.363	0.363	0.258	0.258	0.199	0.199
4251-over	0.398	0.398	0.269	0.269	0.199	0.199

4.3 Business Direct Dial Services

	Day		Evening		Night/Weekend	
	Initial Period	Ea Add'l Period	Initial Period	Ea Add'l Period	Initial Period	Ea Add'l Period
1-10	0.281	0.281	0.164	0.164	0.141	0.141
11-22	0.281	0.281	0.164	0.164	0.152	0.152
23-55	0.293	0.293	0.187	0.187	0.152	0.152
56-124	0.304	0.304	0.187	0.187	0.164	0.164
125-292	0.316	0.316	0.187	0.187	0.164	0.164
293-430	0.316	0.316	0.199	0.199	0.164	0.164
431-925	0.316	0.316	0.199	0.199	0.164	0.164
926-1910	0.316	0.316	0.199	0.199	0.164	0.164
1911-3000	0.328	0.328	0.199	0.199	0.176	0.176
3001-4250	0.363	0.363	0.258	0.258	0.199	0.199
4251-over	0.398	0.398	0.269	0.269	0.199	0.199

## LONG DISTANCE SERVICES

**4. Rates for Interstate Long Distance Service (Cont'd)**4.4 Calling Card Service - Deleted4.5 800 Service

## 4.5.1 Non-recurring Installation Charge

In addition to the Monthly Recurring Charge and the Usage Charge described in this Section, an Installation Charge per line for each 800 Service terminating line shall be assessed at the rate specified below:

Installation Charge Per 800 Number	\$25.00
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## 4.5.2 Monthly Recurring Charge

In addition to the Usage Charge described in this Section, there shall be assessed a monthly charge per line for each 800 Service terminating line at the rates specified below:

Monthly Recurring Charge	\$5.00
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## 4.5.3 Usage Charge

800 Service is available at the same usage sensitive (per-minute) rate as specified below:

Usage Charge Per Minute	\$0.28
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LONG DISTANCE SERVICES

**4. Rates for Interstate Long Distance Service (Cont'd)**

4.6 Directory Assistance - Deleted

4.7 Volume Discounts: Residence and Business Services

The Company provides volume discounts when a Customer's total monthly charges for certain types of long distance calls exceed certain amounts. The types of calls counted toward monthly volume totals are:

Domestic Direct Distance Dialed

Volume Discount Schedule:	<u>Residence</u>	<u>Business</u>
\$0 - \$9.99	11%	11%
\$10.00 - \$24.99	26%	26%
\$25.00 and over	26%	26%

4.8 Granite State Long Distance 10 Cent Plan

Rates for Direct Dialed Interstate Message Telecommunications service for residential and business customers for all domestic points. This plan has a \$4.95 nondiscountable monthly fee per line. Volume discounts are not applicable for this plan. The rates are as follows:

Rate per minute	\$0.10
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4.9 Granite State Long Distance 15 Cent Plan

Rates for Direct Dialed Interstate Message Telecommunications service for residential and business customers for all domestic points. Volume discounts are not applicable for this plan. The rates are as follows:

Rate per minute	\$0.15
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4.10 Granite State Long Distance 300 Minute Plan

Rates for Direct Dialed Interstate Message Telecommunications Service for residential and business customers for all domestic points. This plan has a flat monthly fee per billing account and a per minute charge in excess of 300 minutes. Volume discounts are not applicable for this plan. The rates are as follows:

Rate per month	\$30.00
Rate per minute in excess of 300 minutes	.10

**4. Rates for Interstate Long Distance Service (Cont'd)**

4.11 Granite State Long Distance 500 Minute Plan

Rates for Direct Dialed Interstate Message Telecommunications Service for residential and business customers for all domestic points. This plan has a flat monthly fee per billing account and a per minute charge in excess of 500 minutes. Volume discounts are not applicable for this plan. The rates are as follows:

Rate per month	\$45.00
Rate per minutes in excess of 500 minutes	.09

4.12 Granite State Long Distance 1000 Minute Plan

Rates for Direct Dialed Interstate Message Telecommunications Service for residential and business customers for all domestic points. This plan has a flat monthly fee per billing account and a per minute charge in excess of 1000 minutes. Volume discounts are not applicable for this plan. The rates are as follows:

Rate per month	\$80.00
Rate per minute in excess of 1000 minutes	.15

4.13 Unlimited Long Distance Plan

This plan is available to residential customers making direct dial interstate calls within the domestic United States. This plan has a flat monthly fee per billing account.

Rate per month	\$45.00
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4.14 Universal Service Fund (USF) Fee

Each customer will be charged a monthly Universal Service Fund Fee. This per line service charge will apply to all interstate long distance services that are provided for within these Rates, Terms and Conditions. The Universal Service Fund Fee will be calculated by multiplying the total monthly Interstate Long Distance Service charges by the percentage rate established by the Federal Communications Commission.

## LONG DISTANCE SERVICES

**5. Rates for International Long Distance Service**5.1 Returned Check Charge

A Customer whose payment by check is returned for insufficient funds, or is otherwise not processed for payment, will be subject to a returned check charge. Such charge will be applicable on each occasion when a check is returned or not processed. If the returned check was for a combined interstate and international balance, only a single returned check charge will apply.

Per Occasion

\$25.00



## LONG DISTANCE SERVICES

**5. Rates for International Long Distance Service (Cont'd)**5.2 Rate Schedules (Cont'd)5.2.A Standard International Service

Rates for Direct Dialed International Message Telecommunications Service

1+ International Rates [For Calls] Made From The Domestic U.S.

Rates are Monday – Sunday, All Day

5.2.B Rate Schedules**GRANITE STATE LONG DISTANCE  
INTERNATIONAL RATES EFFECTIVE JUNE 12, 2013**

<b>Country Code</b>	<b>Country Name</b>	<b>GSLD new Rates</b>
93	Afghanistan	\$0.3915
355	Albania	\$0.2115
213	Algeria	\$0.6540
684	American Samoa	\$0.1170
376	Andorra	\$0.4224
244	Angola	\$0.3483
264	Anguilla	\$0.1920
672	Antarctica	\$4.5390
268	Antigua and Barbuda	\$0.3750
54	Argentina	\$0.0795
374	Armenia	\$0.3275
297	Aruba	\$0.3090
247	Ascension Island	\$4.5390
61	Australia	\$0.2489
43	Austria	\$0.7140
994	Azerbaijan	\$0.8640
242	Bahamas	\$0.3735
973	Bahrain	\$0.3099
880	Bangladesh	\$0.0825
246	Barbados	\$0.3315
375	Belarus	\$0.3869
32	Belgium	\$0.0615
501	Belize	\$0.5625
229	Benin	\$0.3540
441	Bermuda	\$1.2890
975	Bhutan	\$0.2648
591	Bolivia	\$0.2264
387	Bosnia/Herzegovina	\$0.4439
267	Botswana	\$0.3389

55	Brazil	\$0.3689
284	British Virgin Islands	\$1.2890
673	Brunei	\$0.0957
359	Bulgaria	\$0.7875
226	Burkina Faso	\$0.5640
257	Burundi	\$0.3374
855	Cambodia	\$0.0960
237	Cameroon	\$0.3239
403	Canada-Alberta	\$0.0584
250	Canada-British Columbia	\$0.0584
604	Canada-British Columbia	\$0.0584
778	Canada-British Columbia	\$0.0584
204	Canada-Manitoba	\$0.0584
431	Canada-Manitoba	\$0.0584
506	Canada-New Brunswick	\$0.0584
709	Canada-New Foundland	\$0.0584
902	Canada-Nova Scotia	\$0.0584
226	Canada-Ontario	\$0.0584
249	Canada-Ontario	\$0.0584
289	Canada-Ontario	\$0.0584
343	Canada-Ontario	\$0.0584
416	Canada-Ontario	\$0.0584
519	Canada-Ontario	\$0.0584
613	Canada-Ontario	\$0.0584
647	Canada-Ontario	\$0.0584
705	Canada-Ontario	\$0.0584
807	Canada-Ontario	\$0.0584
905	Canada-Ontario	\$0.0584
418	Canada-Quebec	\$0.0584
438	Canada-Quebec	\$0.0584
450	Canada-Quebec	\$0.0584
514	Canada-Quebec	\$0.0584
579	Canada-Quebec	\$0.0584
581	Canada-Quebec	\$0.0584
819	Canada-Quebec	\$0.0584
306	Canada-Saskatchewan	\$0.0584
600	Canada-Special Services	\$0.0584
867	Canada-Yukon and NW Territories	\$0.3314
238	Cape Verde Islands	\$0.4034
345	Cayman Islands	\$0.2625
236	Central African Republic	\$0.7290
235	Chad	\$0.4125
56	Chile	\$0.9015
86	China	\$0.0915
57	Colombia	\$0.2340
269	Comoros	\$0.7890
242	Congo	\$0.8640
682	Cook Islands	\$1.5278
506	Costa Rica	\$0.1109

385	Croatia	\$0.3239
53	Cuba	\$1.5225
357	Cyprus	\$0.0764
420	Czech Republic	\$0.3539
243	Dem. Rep. of Congo	\$0.4590
45	Denmark	\$0.0825
246	Diego Garcia	\$3.0390
253	Djibouti	\$0.5025
767	Dominica	\$0.4725
670	East Timor	\$2.2890
593	Ecuador	\$0.1860
20	Egypt	\$0.1845
503	El Salvador	\$0.2715
240	Equatorial Guinea	\$0.3432
291	Eritrea	\$0.4709
372	Estonia	\$0.0689
251	Ethiopia	\$0.3465
298	Faeroe Islands	\$0.3689
500	Falkland Islands	\$1.5315
679	Fiji	\$0.4889
358	Finland	\$0.1140
33	France	\$0.0584
331	France-Paris	\$0.0584
596	French Antilles/Martinique	\$0.1197
594	French Guiana	\$0.5940
689	French Polynesia	\$0.4424
241	Gabon	\$0.6840
220	Gambia	\$0.6389
995	Georgia	\$0.1740
49	Germany	\$0.0584
233	Ghana	\$0.3240
350	Gibraltar	\$0.4139
881	Global Mobile	\$12.0390
30	Greece	\$0.0591
299	Greenland	\$0.9390
473	Grenada	\$0.1739
590	Guadeloupe	\$0.1199
502	Guatemala	\$0.2181
5022277	Guatemala-Mobile Telefonica	\$0.2181
224	Guinea	\$0.7889
592	Guyana	\$0.3389
509	Haiti	\$0.4230
504	Honduras	\$0.2639
852	Hong Kong	\$0.0645
36	Hungary	\$0.0660
354	Iceland	\$0.0840
91	India	\$0.0644
62	Indonesia	\$0.1289
870	Inmarsat	\$10.5390

98	Iran	\$0.2489
964	Iraq	\$0.3375
353	Ireland	\$0.0539
972	Israel	\$0.0561
39	Italy	\$0.0636
225	Ivory Coast	\$0.3989
876	Jamaica	\$0.3765
81	Japan	\$0.0795
962	Jordan	\$0.1964
254	Kenya	\$0.1770
686	Kiribati/Gilbert Island	\$0.8057
965	Kuwait	\$0.1815
996	Kyrgyzstan	\$0.1926
856	Laos	\$0.1314
371	Latvia	\$0.0929
961	Lebanon	\$0.1874
266	Lesotho	\$0.4620
231	Liberia	\$0.7890
218	Libya	\$0.4440
423	Liechtenstein	\$0.1665
370	Lithuania	\$0.1440
352	Luxembourg	\$0.0735
853	Macau	\$0.1365
389	Macedonia	\$0.2190
261	Madagascar	\$0.6015
265	Malawi	\$0.2384
60	Malaysia	\$0.0696
960	Maldives	\$0.9390
223	Mali	\$0.3690
356	Malta	\$0.1929
692	Marshall Islands	\$0.4889
222	Mauritania	\$0.7140
230	Mauritius	\$0.2775
52	Mexico	\$0.4058
691	Micronesia	\$0.3692
373	Moldova	\$0.3314
377	Monaco	\$0.1125
976	Mongolia	\$0.2775
382	Montenegro	\$0.4889
664	Montserrat	\$0.2807
212	Morocco	\$0.5264
258	Mozambique	\$0.2190
95	Myanmar	\$0.5100
264	Namibia	\$0.4215
674	Nauru	\$1.4640
977	Nepal	\$0.3089
599	Netherland Antilles	\$0.1860
31	Netherlands	\$0.2789
687	New Caledonia	\$0.4074

64	New Zealand	\$0.4365
505	Nicaragua	\$0.3464
227	Niger	\$0.3990
234	Nigeria	\$0.1889
683	Niue	\$1.1640
850	North Korea	\$1.3890
670	Northern Marianas	\$0.1215
47	Norway	\$0.3240
968	Oman	\$0.4560
92	Pakistan	\$0.2190
680	Palau	\$0.5421
507	Panama	\$0.1200
675	Papua New Guinea	\$0.8141
595	Paraguay	\$0.1616
51	Peru	\$0.4290
63	Philippines	\$0.1949
48	Poland	\$0.0764
351	Portugal	\$0.3029
239	Principe and Sao Tome	\$1.9140
974	Qatar	\$0.3014
262	Reunion Island	\$0.5414
40	Romania	\$0.0675
7	Russia	\$0.1980
250	Rwanda	\$0.4268
670	Saipan	\$1.1223
378	San Marino	\$0.0990
882	Satellite Network	\$10.5390
966	Saudi Arabia	\$0.2055
221	Senegal	\$0.7155
381	Serbia	\$0.1920
248	Seychelles Island	\$0.7155
232	Sierra Leone	\$1.1490
65	Singapore	\$0.0578
721	Sint Maarten	\$0.3825
421	Slovakia	\$0.2205
386	Slovenia	\$0.1440
677	Solomon Islands	\$1.4640
252	Somalia	\$0.8714
27	South Africa	\$0.0989
82	South Korea	\$0.0735
211	South Sudan	\$0.8714
34	Spain	\$0.3239
94	Sri Lanka	\$0.2024
290	St. Helena	\$2.4390
869	St. Kitts/Nevis	\$0.3555
758	St. Lucia	\$0.3225
508	St. Pierre and Miquelon	\$0.6996
784	St. Vincent/Grenadines	\$0.3246
249	Sudan	\$0.3059

597	Suriname	\$0.3207
268	Swaziland	\$0.2640
46	Sweden	\$0.0615
41	Switzerland	\$0.0576
963	Syria	\$0.3090
886	Taiwan	\$0.0660
992	Tajikistan	\$0.2507
255	Tanzania	\$0.3584
66	Thailand	\$0.0750
228	Togo	\$0.5790
690	Tokelau	\$1.3740
676	Tonga	\$0.6540
868	Trinidad and Tobago	\$0.1770
216	Tunisia	\$0.6990
90	Turkey	\$0.1065
993	Turkmenistan	\$0.3075
649	Turks and Caicos	\$0.3690
688	Tuvalu	\$1.3740
44	UK	\$0.0519
448	UK-NGN	\$1.0590
256	Uganda	\$0.2553
380	Ukraine	\$0.1590
971	United Arab Emirates	\$0.2490
598	Uruguay	\$0.1487
998	Uzbekistan	\$0.1556
678	Vanuatu	\$1.4631
379	Vatican City	\$0.0674
58	Venezuela	\$0.1214
84	Vietnam	\$0.1080
681	Wallis and Futuna Islands	\$1.7940
685	Western Samoa	\$0.8040
967	Yemen	\$0.5640
260	Zambia	\$0.1289
263	Zimbabwe	\$0.2265

## LONG DISTANCE SERVICES

**5. Rates for International Long Distance Service (Cont'd)**5.3 Universal Service Fund (USF) Fee

Each customer will be charged a monthly Universal Service Fund Fee. This service charge will apply to all international long distance services that are provided for within these Rates, Terms and Conditions. The Universal Service Fund Fee will be calculated by multiplying the total monthly International Long Distance Service charges by the percentage rate established by the Federal Communications Commission.