

TELECARE, INC.

TELECOMMUNICATIONS PRICE LIST

Telecare, Inc.'s
Toll-free Telephone Number:
(800) 466-1550

This Price List contains the rates, terms and conditions applicable to the IntraLATA and InterLATA Resale Telecommunications Services provided by Telecare, Inc. within the State of Idaho.

DATED: September 19, 1995

Effective: October 5, 1995

ISSUED BY: Donald W. Roudebush
Telecare, Inc.
444 Lafayette, Road
Noblesville, Indiana 46060

Idaho Public Utilities Commission
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Boise, Idaho

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SECTION 1 - TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Customer's telephone to a Telecare designated switching center or point of presence.

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to utilize the Carrier's service.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer or Authorized User upon access to the Carrier's Travel Card Service network to identify the caller and validate the caller's authorization to use the services provided.

Commission - Refers to the Idaho Public Utility Commission.

Company or Carrier - Telecare, Inc. unless otherwise clearly indicated by the context.

Customer - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's price list.

Dedicated Access Origination/Termination - Where access between the customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is billed by the access provider directly to the Customer.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, customers presubscribe their telephone line(s) to their preferred interLATA carrier.

LEC - Local Exchange Company.

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SECTION 1 - TERMS AND ABBREVIATIONS, (CONT'D.)

Serving Wire Center - A specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage.

Switched Access Origination/Termination - Where access between the customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

Telecare - Used throughout this price list to refer to Telecare, Inc.

Travel Card Call - A service whereby the Customer or Authorized User dials all of the digits necessary to route and bill a call placed from a location other than his/her residence or normal place of business. Service is accessed via a "1-800" or other access code dialing sequence.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purposed of rating calls.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of Telecare

Telecare's services and resold facilities are furnished for intraLATA and interLATA communications originating at specified points within the state of Idaho under terms of this price list.

Telecare installs, operates, and maintains the communications services provided hereinunder in accordance with the terms and conditions set forth under this price list. Telecare may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Telecare network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and resold facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this price list.

2.2.2 Telecare reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this price list, or in violation of the law.

2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.2 Limitations, (Cont'd.)

2.2.4 All services and resold facilities provided under this price list are directly or indirectly controlled by Telecare and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this price list shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.2.6 Presubscribed service is available from equal access locations only. Travel service is available from any originating location in the state.

2.3 Use

Services provided under this price list may be used for any lawful purpose for which the service is technically suited.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.4 Payment for Service

All charges due by the Customer are payable to Telecare or any agency duly authorized to receive such payments. Any objections to billed charges must be reported to the Company within thirty (30) days of the invoice date. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Customers are responsible for all charges associated with their account, including all charges placed against Travel Card numbers. Customers claiming not to be responsible for more than five calls on any one statement may be required to accept a Travel Card number change issued by Telecare.

2.5 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.6 Cancellation

Customers must provide thirty days written notification to Telecare prior to cancellation. Customers are responsible for all charges, including fixed fees, which accrue up to the cancellation date.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.7 Refunds or Credits for Service Outages or Deficiencies**

Credit allowances for interruptions of service caused by service outages or deficiencies are limited to the initial minimum period call charges for re-establishing the interrupted call.

2.8 800 Numbers

2.8.1 The Company will make every effort to reserve "800" vanity numbers on behalf of customers, but makes no guarantee or warrantee that the requested "800" number(s) will be available or assigned to the customer requesting the number.

2.8.2 If a Customer accumulates undisputed past-due charges, the Company reserves the right not to honor the Customer's request for a change in 800 service to another carrier (e.g., "porting" of the 800 number), including a request for a Responsible Organization (Resp Org) change, until such time as all charges are paid in full.

2.8.3 800 numbers shared by more than one Customer, whereby individual customers are identified by a unique Personal Identification Number, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in Section 2.8.2, the Company will only honor Customer requests for change in Resp Org or 800 service provider for 800 numbers dedicated to the sole use of that single Customer.

2.9 Other Rules

The Company reserves the right to discontinue service, limit service, or to impose requirements on Customers as required to meet changing regulatory rules and standards of the Idaho Public Utilities Commission.

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SECTION 3 - DESCRIPTION OF SERVICE

3.1 Timing of Calls

- 3.1.1 Long distance usage charges are based on usage of Telecare's service. The Company will determine that a call has been established through industry standard answer detection methods, including hardware answer detection.
- 3.1.2 Chargeable time for a call ends upon disconnection by either party.
- 3.1.3 The minimum call duration and usage measurement and rounding for billing purposes is specified on a per-product basis in Section 4 of this price list.
- 3.1.4 No charges apply for incomplete calls. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.2 Rate Periods

Unless otherwise specified in this tariff, the following rate periods apply for time-of-day sensitive services:

| | MON | TUES | WED | THUR | FRI | SAT | SUN | |
|----------------------------|---------------------------|------|-----|------|-----|-----|-----|-----|
| 8:00 AM TO 5:00 PM* | DAYTIME RATE PERIOD | | | | | | | |
| 5:00 PM TO 11:00 PM* | EVENING RATE PERIOD | | | | | | | EVE |
| 11:00 PM TO 8:00 AM* | NIGHT/WEEKEND RATE PERIOD | | | | | | | |

* to, but not including

Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.3 Holidays

Holiday discounts apply to all services offered by Telecare. The evening rate applies to calls placed on the following holidays unless a lower rate would normally apply:

- New Year's Day - January 1
- Martin Luther King Day - As nationally observed
- Memorial Day - As nationally observed
- Independence Day - July 4
- Labor Day - As nationally observed
- Columbus Day - As nationally observed
- Thanksgiving Day - As nationally observed
- Christmas Day - December 25

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 Determination of Mileage

Usage charges for mileage sensitive services vary based on the type of service subscribed to by the Customer. For services utilizing switched access, mileage measurements for rate schedules are based on the distance in airline miles between rate centers associated with the originating and terminating stations. For services utilizing dedicated access, mileage measurements for rate schedules are based on the distance in airline miles between the Telecare network access point associated with the station utilizing Dedicated Access Origination/Termination and the rate center associated with the called/calling station.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by BellCore (Bell Communications Research), in the following manner:

- Step 1: Obtain the "V" and "H" coordinates for the serving wire center or network access point serving the Customer's location and the called/calling station.
- Step 2: Obtain the difference between the "V" coordinates. Obtain the difference between the "H" coordinates.
- Step 3: Square the differences obtained in Step 2.
- Step 4: Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5: Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6: Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating locations of the call.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.5 Service Offerings

3.5.1 Outbound Long Distance Service

Telecare's Outbound Long Distance Service is a "1+" direct dial intercity service available for Customer use 24 hours a day, seven days a week. Intrastate service is offered in conjunction with interstate service.

Service is accessed through standard business or residential switched access lines or through dedicated access lines. The Customer is responsible for obtaining suitable access from any certificated access provider. All costs incurred in the installation and use of local access lines is the responsibility of the Customer.

A number of service plans are available to the Customer and are provided in Section 4 of this price list.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.5 Service Offerings, (Cont'd.)

3.5.2 Inbound Long Distance Service

Telecare's Inbound Long Distance Service is an 800 number intercity service available for Customer use 24 hours a day, seven days a week. Intrastate service is offered in conjunction with interstate service.

Service is terminated through switched or dedicated access lines. The Customer is responsible for obtaining suitable access from any certificated access provider. All costs incurred in the installation and use of access lines is the responsibility of the Customer.

Calls may originate from any exchange in Idaho and terminate to the Customer's location at no charge to the calling party.

A number of service plans are available to the Customer and are provided in Section 4 of this price list.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.5 Service Offerings, (Cont'd.)

3.5.3 Travel Card Service

Telecare's Travel Card Service is offered to Customers of Telecare Network Outbound or Inbound Long Distance Services or as a stand alone service. Service is offered 24 hours a day, seven days a week to all valid terminating locations. Intrastate service is offered in conjunction with interstate service.

Access to Telecare's Travel Card service is via a toll-free number. The Customer must input a valid Authorization Code and personal identification number (PIN).

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SECTION 4 - RATES

4.1 General

Each Customer is charged individually for each call placed through the Carrier. Charges are computed on an airline mileage basis as described in Section 3.4 of this price list. Rates vary by time of day and call duration and are based on the product selected by each Telecare customer.

Special access channels, if utilized, are provided and billed to the Customer by the local exchange telephone company. Charges for the special access channel are determined by the local exchange telephone company and the Customer is responsible for payment of these charges to the local exchange telephone company.

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SECTION 4 - RATES, (CONT'D.)**4.2 RESIDENTIAL ONE PLUS SERVICE**

Telecare's Residential One Plus service is a "1+" switched access service primarily for residential Customers. Service is available via switched access origination.

4.2.1 Standard Service

Calls are billed in six (6) second increments following an initial thirty (30) second minimum initial period. No installation or monthly recurring charges apply. Standard Service Rates also apply to Customers who subscribe to Telecare's Interstate Saver's Choice Service.

PER MINUTE USAGE RATES:

| <u>MILEAGE BANDS</u> | <u>DAY INITIAL/ADD'L MINUTE/MINUTE</u> | <u>EVENING INITIAL/ADD'L MINUTE/MINUTE</u> | <u>NIGHT/WEEKEND INITIAL/ADD'L MINUTE/MINUTE</u> |
|----------------------|--|--|--|
| 0-55 | \$.3500 / .3000 | \$.2900 / .2400 | \$.2300 / .1900 |
| 56-124 | .4100 / .3600 | .3300 / .2800 | .2700 / .2300 |
| 125-292 | .4400 / .3900 | .3700 / .3200 | .3000 / .2700 |
| 293 & UP | .4700 / .4200 | .4000 / .3500 | .3200 / .3000 |

4.2.2 Advantage Plus Service

Calls are billed in six (6) second increments following an initial thirty (30) second minimum initial period. No installation or monthly recurring charges apply.

PER MINUTE USAGE RATES:

| | |
|---|-------------------|
| Calls placed between 7:00 AM up to and including 7:00 PM | \$0.1850 / minute |
| Calls placed between 7:00 PM up to and including 7:00 AM | \$0.1550 / minute |

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SECTION 4 - RATES, (CONT'D.)**4.3 RESIDENTIAL TRAVEL CARD SERVICE**

Telecare's Residential Travel Card Service is a service whereby the Customer accesses the Company's network using an 800 number. The Customer enters a Authorization Code which is electronically verified prior to placing the call. Calls are billed in six (6) second increments following an initial thirty (30) second minimum initial period. No installation or monthly recurring charges apply.

PER CALL SURCHARGE:

Per Residential Travel Card Call \$0.75

PER MINUTE USAGE RATES:

| <u>MILEAGE BANDS</u> | <u>DAY INITIAL/ADD'L MINUTE/MINUTE</u> | <u>EVENING INITIAL/ADD'L MINUTE/MINUTE</u> | <u>NIGHT/WEEKEND INITIAL/ADD'L MINUTE/MINUTE</u> |
|--------------------------|--|--|--|
| 0-292 | \$.3357 / .3220 | \$.2518 / .2415 | \$.2090 / .1815 |
| 293 & UP | .3357 / .3220 | .2518 / .2415 | .2090 / .1815 |

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SECTION 4 - RATES, (CONT'D.)**4.4 COMMERCIAL ONE PLUS SERVICE**

Telecare's Commercial One Plus Service is a "1+" outbound switched access service primarily for business Customers. Service is available via switched access origination. Calls are billed in six (6) second increments following an initial thirty (30) second minimum initial period. No installation or monthly recurring charges apply. Service is subject to volume discounts.

PER MINUTE USAGE RATES:

| <u>VOL. DISC.</u> <u>OPTION</u> | <u>MONTHLY</u> <u>USAGE</u> | <u>DAY/EVE & NIGHT/WKND</u> <u>PER MINUTE RATE</u> |
|------------------------------------|--------------------------------|---|
| OPTION A | \$ < 10\$ | \$.2260 |
| OPTION 1 | \$ 10 - 200 | .1750 |
| OPTION 2 | \$ 201 - 500 | .1700 |
| OPTION 3 | \$ 501 - 900 | .1650 |
| OPTION 4 | \$ 901 -1500 | .1600 |
| OPTION 5 | \$1501 -2000 | .1550 |
| OPTION 6 | \$2001 -2500 | .1500 |
| OPTION 7 | \$2501 -3000 | .1450 |
| OPTION 8 | \$3001 -3500 | .1400 |
| OPTION 9 | \$3501 + | .1350 |

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SECTION 4 - RATES, (CONT'D.)

4.5 COMMERCIAL DEDICATED ONE PLUS

Telecare's Commercial Dedicated One Plus Service is a "1+" outbound dedicated access service primarily for larger business Customers. Customers may originate calls using dedicated access origination facilities. Calls are billed in six (6) second increments following an initial six (6) second minimum initial period. No installation or monthly recurring charges apply.

PER MINUTE USAGE RATES:

| | <u>DAY/EVE/NIGHT/WKND</u> |
|-----------------|---------------------------|
| Rate per minute | .1000 |

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SECTION 4 - RATES, (CONT'D.)

4.6 COMMERCIAL TRAVEL CARD SERVICE

Telecare's Commercial Travel Card Service is a service whereby business Customers access the Company's network using an 800 number. The Customer enters a Authorization Code which is electronically verified prior to placing the call. Calls are billed in six (6) second increments following an initial thirty (30) second minimum initial period. No installation or monthly recurring charges apply.

PER CALL SURCHARGE:

Per Residential Travel Card Call \$0.25

PER MINUTE USAGE RATES:

| | |
|-----------------|---------------------------|
| | <u>DAY/EVE/NIGHT/WKND</u> |
| Rate per minute | .2400 |

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SECTION 4 - RATES, (CONT'D.)

4.7 SWITCHED 800 SERVICE

Telecare's Switched 800 Service is an inbound service whereby business and residential Customers receive incoming 800 number calls using switched access termination. The Customer is billed for the call rather than the calling party. Calls are billed in six (6) second increments following a thirty (30) second minimum initial period. No installation or monthly recurring charges apply. Service is subject to volume discounts.

PER MINUTE USAGE RATES:

| <u>VOL. DISC.</u> <u>OPTION</u> | <u>MONTHLY</u> <u>USAGE</u> | <u>DAY/EVE & NIGHT/WKND</u> <u>PER MINUTE RATE</u> |
|------------------------------------|--------------------------------|---|
| OPTION 1 | \$ 10 - 200 | \$.1900 |
| OPTION 2 | \$ 201 - 500 | .1800 |
| OPTION 3 | \$ 501 -1500 | .1700 |
| OPTION 4 | \$1500 & UP | .1600 |

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SECTION 4 - RATES, (CONT'D.)

4.8 DEDICATED 800 SERVICE

Telecare's Dedicated 800 Service is an inbound service whereby business Customers receive incoming 800 number calls using Dedicated Access Termination facilities. The Customer is billed for the call rather than the calling party. Calls are billed in six (6) second increments following an initial six (6) second minimum initial period. No installation or monthly recurring charges apply.

PER MINUTE USAGE RATES:

DAY/EVE/NIGHT/WKND

Rate per minute .1400

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SECTION 4 - RATES, (CONT'D.)

4.9 DIRECTORY ASSISTANCE

Directory Assistance is available to business and residential Customers of Telecare's One Plus Services. A per call charge applies to each call to the Directory Assistance Bureau regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Per Directory Assistance Call \$0.80

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