

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 1  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

TITLE SHEET

LONG DISTANCE TELECOMMUNICATION PRICE LIST

OF

**TOTAL HOLDINGS, INC.**  
**d/b/a GTC Communications**  
**707 Wilshire Boulevard, 12<sup>th</sup> Floor**  
**Los Angeles, California 90017**

This price list, filed with the Idaho Public Utilities Commission, contains the rate, terms and conditions applicable to the Resale Telecommunications Services provided by TOTAL HOLDINGS, INC. within the state of Idaho. Copies may be inspected during normal business hours at the Company's principal place of business; 707 Wilshire Boulevard, 12<sup>th</sup> Floor, Los Angeles, California 90017.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 2  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

CONCURRING, CONNECTING OR  
OTHER PARTICIPATING CARRIERS

1. Concurring Carriers - None
2. Connecting Carriers - None
3. Other Participating Carriers - None

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 3  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

CHECK SHEET

The Sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISIONS</u>
1	Original*	21	Original*
2	Original*	22	Original*
3	Original*	23	Original*
4	Original*	24	Original*
5	Original*		
6	Original*		
7	Original*		
8	Original*		
9	Original*		
10	Original*		
11	Original*		
12	Original*		
13	Original*		
14	Original*		
15	Original*		
16	Original*		
17	Original*		
18	Original*		
19	Original*		
20	Original*		

\* New or Revised Sheet

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 4  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

TABLE OF CONTENTS

	Page
Title Sheet	1
Concurring, Connecting or Other Participating Carriers .....	2
Check Sheet .....	3
Table of Contents .....	4
Tariff Format .....	5
Tracking and Contact Information .....	6
Section 1 - Technical Terms and Abbreviations .....	7
Section 2 - Rules and Regulations.....	9
2.1 Undertaking of the Company .....	9
2.2 Use of Services.....	10
2.3 Liability of the Company .....	10
2.4 Responsibilities of the Customer .....	12
2.5 Cancellation or Interruption of Service.....	13
2.6 Credit Allowance .....	14
2.7 Restoration of Service.....	14
2.8 Deposit.....	14
2.9 Advance Payments .....	14
2.10 Payment & Billing.....	15
2.11 Taxes .....	15
2.12 Late Charge .....	15
Section 3 - Description of Service.....	16
3.1 Computation of Charges .....	16
3.2 Customer Complaints and/or Billing Disputes .....	17
3.3 Level of Service .....	17
3.4 Billing Entity Conditions .....	17
3.5 Service Offerings .....	18
Section 4- Rates.....	21

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 5  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

**TARIFF FORMAT**

A. **Sheet Numbering:** Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1.

B. **Sheet Revision Numbers:** Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

C. **Paragraph Numbering Sequence:** There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A
- 2.1.1.A.1
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I
- 2.1.1.A.1.(a).I.(i)
- 2.1.1.A.1.(a).I.(i).(1)

D. **Check Sheets:** When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on Commission file.

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 6  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

**TRACKING**

The following are the only symbols used for the purposes indicated below:

- (C) to signify change in regulation
- (D) to signify a deletion
- (I) to signify a rate increase
- (L) to signify material relocated in the tariff
- (N) to signify a new rate or regulation
- (R) to signify a rate reduction
- (T) to signify a change in text, but no change in rate or regulation

**CONTACT INFORMATION**

Customer complaints, bill inquiry, new service or disconnect requests:

Lucy Sung  
707 Wilshire Boulevard, 12<sup>th</sup> Floor  
Los Angeles, California 90017  
Toll Free - (800) 486-4030

Commission contact - tariff information:

Alice Breslow  
707 Wilshire Boulevard, 12<sup>th</sup> Floor  
Los Angeles, California 90017  
213-995-9700

Commission contact - complaints:

Lucy Sung  
707 Wilshire Boulevard, 12<sup>th</sup> Floor  
Los Angeles, California 90017  
Toll Free - (800) 486-4030

Idaho Agent:

CT Corporation System  
1111 West Jefferson, Suite 530  
Boise, ID 83702  
Phone: 208-344-8535

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 7  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to GTC's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable GTC to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission - Used throughout this tariff to mean the Idaho Public Utilities Commission.

Customer - The person, firm, corporation or other legal entity which orders the services of GTC or purchases an GTC Prepaid Calling Card and/or originates prepaid calls using such cards, and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Company or GTC - Used throughout this tariff to mean Total Holdings, Inc., d/b/a GTC Communications, a California corporation.

Dedicated Access - The Customer gains entry to the Company's services by a direct path from the Customer's location to the Company's point of presence.

Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Prepaid Account - An inventory of Telecom Units purchased in advance by the Customer, and associated with one and only one Authorization Code as contained in a specific Prepaid Calling Card.

Prepaid Calling Card - A card issued by the Company, containing an Authorization Code which identifies a specific Prepaid Account of Telecom Units, which enables calls to be processed, account activity to be logged, and balances to be maintained, on a prepayment basis.

Resp. Org - Responsible Organization or entity identified by an 800 service Customer that manages and administers records in the 800 database and management system.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 8  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

Switched Access - The Customer gains entry to the Company's services by a transmission line that is switched through the local exchange carrier to reach the Company's point of presence.

Telecom Unit - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of Idaho.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

Underlying Carrier - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 9  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

This tariff contains the regulations and rates applicable to intrastate resale telecommunications services provided by GTC for telecommunications between points within the State of Idaho. Resale services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. The Company reserves the right to examine the credit record and check the references of all applicants and Customers prior to accepting the service order. The service application shall not in itself obligate the Company to provide services. The Company 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 a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement.

- 2.1.1 The services provided by GTC are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.
- 2.1.2 The rates and regulations contained in this tariff apply only to the resale services furnished by GTC and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of GTC.
- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control, including, without limitation: lack of satellite or other transmission medium capacity; the revision, alteration or repricing of the Underlying Carrier's tariffed offerings; or when the use of service becomes or is in violation of the law or the provisions of this tariff.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 10  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

Boise, Idaho

(Acceptance Stamp)

---

2.2 Use of Services

- 2.2.1 GTC's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of GTC's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of GTC's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 GTC's services are available for use 24 hours per day, seven days per week.
- 2.2.5 GTC does not transmit messages, but the services may be used for that purpose.
- 2.2.6 GTC's services may be denied for nonpayment of charges or for other violations of this tariff as set forth in Section 2.5.1 herein.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.

2.3 Liability of the Company

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by the Underlying Carrier, an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 11  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

the material, data or information transmitted.

- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.
- 2.3.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the long distance call for the period during which the call was affected. No other liability in any event shall attach to the Company.
- 2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity or any other property whether owned or controlled by the Customer or others.
- 2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.
- 2.3.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express, implied, or statutory, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- 2.3.8 The included tariff language does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clauses.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 12  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

2.4 Responsibilities of the Customer

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities, which the Customer requests and which are ordered by GTC on the Customer's behalf.
- 2.4.3 If required for the provision of GTC's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to GTC.
- 2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to GTC and the Customer when required for GTC personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of GTC's services.
- 2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of GTC's equipment to be maintained within the range normally provided for the operation of microcomputers.
- 2.4.6 The Customer shall ensure that the equipment and/or system is properly interfaced with GTC's facilities or services, that the signals emitted into GTC's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, GTC will permit such equipment to be connected with its channels without the use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to GTC equipment, personnel or the quality of service to other Customers, GTC may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, GTC may, upon written notice, terminate the Customer's service.

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 13  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

- 2.4.7 The Customer must pay GTC for replacement or repair of damage to the equipment or facilities of GTC caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.
- 2.4.8 The Customer must pay for the loss through theft of any GTC equipment installed at Customer's premises.
- 2.4.9 If GTC installs equipment at Customer's premises, the Customer shall be responsible for payment of any applicable installation charge.
- 2.4.10 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

2.5 Cancellation or Interruption of Services

- 2.5.1 Without incurring liability, upon five (5) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the Customer, GTC may discontinue services 24 hours after an attempt at personal contact or may withhold the provision of ordered or contracted services:
  - 2.5.1.A For nonpayment of any sum due GTC for more than thirty (30) days after issuance of the bill for the amount due,
  - 2.5.1.B For violation of any of the provisions of this tariff,
  - 2.5.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over GTC's services, or
  - 2.5.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting GTC from furnishing its services.
- 2.5.2 Without incurring liability, GTC may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and GTC's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 14  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

2.5.3 Service may be discontinued by GTC without notice to the Customer, by blocking traffic to certain countries, cities or NXX exchanges, or by blocking calls using certain Customer authorization codes, when GTC deems it necessary to take such action to prevent unlawful use of its service. GTC will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.

2.5.4 The Customer may terminate service upon thirty (30) days written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage until the Customer notifies its local exchange carrier and changes its long distance carrier. Until the Customer so notifies its local exchange carrier, it shall continue to generate and be responsible for long distance usage.

2.6 Credit Allowance

2.6.1 Credit may be given for disputed calls, on a per call basis.

2.6.2 Credit shall not be issued for unavailability of long distance services.

2.7 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

2.8 Deposit

The Company does not require deposits.

2.9 Advance Payments

The Company does not require advance payments.

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 15  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

2.10 Payment and Billing

2.10.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon receipt.

2.10.2 The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, presubscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, presubscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and non-recurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.

2.11 Taxes

All federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein. . GTC may adjust its rates and charges or impose additional rates and charges on its Customer in order to recover amounts it is required by governmental or quasi-government authorities to collect from and pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund, the Primary Interexchange Carrier Charge, and compensation to payphone service providers for use of their payphones to access GTC's services.

2.12 Late Charge

A one-time late fee of 1.5% or the amount otherwise authorized by law, whichever is lower, will be charged on any past due balances.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 16  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 Computation of Charges**

3.1.1 The total charge for each completed call may be a variable measured charge dependent on the duration, distance and time of day of the call. The total charge for each completed call may also be dependent only on the duration of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls are measured in increments as set forth in the Rates Section of this tariff. All calls are rounded up to the next whole increment.

3.1.2 Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers that are produced by Bell Communications Research in the NPA-NXX V&H Coordinates Tape and Bell's NECA Tariff No. 4.

Formula:

$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

3.1.3 Timing begins when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Recognition of answer supervision is the responsibility of the Underlying Carrier. Timing for each call ends when either party hangs up. GTC will not bill for uncompleted calls.

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 17  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

SEP 26 2008

Boise, Idaho  
(Acceptance Stamp)

---

3.2 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

707 Wilshire Boulevard, 12th Floor  
Los Angeles, California 90017  
(800) 486-4030

If Customer complaints cannot be resolved by GTC, the Customer may contact the Commission at the following address and phone number:

472 W. Washington Street  
Boise, ID 83702  
Toll Free 1-800-432-0369

Any objection to billed charges should be reported promptly to GTC. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

If a Customer accumulates more than One Dollar of undisputed delinquent GTC 800 Service charges, the GTC Resp. Org. reserves the right not to honor that Customer's request for a Resp. Org. change until such undisputed charges are paid in full.

3.3 Level of Service

A Customer can expect end to end network availability of not less than 99% at all times for all services.

3.4 Billing Entity Conditions

When billing functions on behalf of GTC or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. GTC's name and toll-free telephone number will appear on the Customer's bill.

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 18  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

3.5 **Service Offerings**

3.5.1 **1+ Dialing**

This service permits Customers to originate call via switched or dedicated access lines, and to terminate intrastate calls. The customer dials "1+" followed by "ten digits" or dials "101XXXX" followed by "1+ ten digits".

3.5.2 **Travel Cards**

The Customer utilizes an 11 digit "toll-free" access number established by the Company to access a terminal. Upon receiving a voice prompt, the Customer uses push button dialing to enter an identification code assigned by the Company, and the ten digit number of the called party.

3.5.3 **800 Service (Toll-Free)**

This service is inbound calling only where an 800, 888 or other toll-free prefix number rings into a Customer's premise routed to a specific telephone number or terminated over a dedicated facility.

3.5.4 **GTC Prepaid Calling Cards**

This service permits use of Prepaid Calling Cards for placing long distance calls. Customers may purchase GTC Prepaid Calling Cards at a variety of retail outlets or through other distribution channels. GTC Prepaid Calling Cards are available at a variety of face values typically ranging from two dollars (\$2.00) to twenty-five dollars (\$25.00), in one dollar (\$1.00) increments. GTC Prepaid Calling Card service is accessed using the GTC toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. GTC's processor tracks the call duration on a real time basis to determine the number of Telecom Units consumed. The total consumed Telecom Units for each call is deducted from the remaining balance on the Customer's GTC Prepaid Calling Card. All fees, connection fees, maintenance fees, and other similar fees shall apply as indicated on the prepaid calling card.

All calls must be charged against Prepaid Calling Card that has a sufficient Telecom Unit balance. A Customer's call will be interrupted with an announcement when the balance is about to be depleted.

SEP 26 2008

Boise, Idaho

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 19  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

(Acceptance Stamp)

---

In order to continue the call, the Customer can either call the toll-free number on the back of the GTC Prepaid Calling Card and "recharge" the balance on the card using a nationally recognized credit card (if such feature is available), or the Customer can throw the card away and purchase a new one. Calls in progress will be terminated by the Company if the balance on the GTC Prepaid Calling Card is insufficient to continue the call and the Customer fails to enter the number of another valid GTC Prepaid Calling Card prior to termination.

A card will expire on the date indicated on the card, or if no date is specified, 12 months from the date of purchase, or the date of last recharge, whichever is later. The Company will not refund unused balances.

A credit for GTC Prepaid Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. To receive the proper credit, the Customer must notify the Company at the designated toll-free customer service number printed on the GTC Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed.

Credit allowances for calls pursuant to GTC Prepaid Card Service do not apply for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.

Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.

The Company will block all calls beginning with the NPA "900" and NXX "976" calls, therefore such calls can not be completed.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 20  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

3.5.5 Directory Assistance.

Access to long distance directory assistance is obtained by dialing 1 + 555-1212 for listings within the originating area code and 1 + (area code) + 555-1212 for other listings. When more than one number is requested in a single call, a charge will apply for each number requested. A charge will be applicable for each number requested, whether or not the number is listed or published.

3.5.6 Specialized Pricing Arrangements.

Customized service packages and competitive pricing packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Customers to the Company for proposals or for competitive bids. Service offered under this tariff provision will be provided to Customers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis. All such arrangements will be filed as required by Commission rules and regulations.

3.5.7 Emergency Call Handling Procedures

Emergency "911" calls are not routed to company, but are completed through the local network.

3.5.8 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance the marketing of its services. These offerings may be limited to certain dates, times and locations. The Company will notify the Commission of such offerings as required by Commission rules and regulations.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 21  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

SEP 26 2008

Boise, Idaho  
(Acceptance Stamp)

---

**SECTION 4 - RATES**

**4.1 1+ Dialing**

**4.1.1 Basic Plan**

\$0.249 per minute

A \$4.95 per month service charge applies.  
Billed in one-minute increments.

**4.1.2 Residential Plan**

Residential Plan is not available to those residential customers whose home phone line is classified as a "business", "public", or "semi-public" line. Customer may not use this service for commercial use. If GTC determines the service is not being used for individual residential service, or in any other way violates the restriction of this service, customer will be ineligible for this product, and GTC may terminate customer's account.

\$0.14 per minute

A \$2.00 minimum monthly billing requirement, per telephone line, applies. Customers whose monthly usage per telephone line is less than the minimum, excluding taxes and surcharges for the monthly billing period, will be billed the minimum amount.

A \$1.95 per month service charge applies.

Monthly service charge waived if customer elects to pay by credit card and receive their bill online.

Billed in one-minute increments.

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 22  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

4.1.3 Residential Plan II

Residential Plan is not available to those residential customers whose home phone line is classified as a "business", "public", or "semi-public" line. Customer may not use this service for commercial use. If GTC determines the service is not being used for individual residential service, or in any other way violates the restriction of this service, customer will be ineligible for this product, and GTC may terminate customer's account

\$0.14 per minute

A \$2.00 minimum monthly billing requirement, per telephone line, applies. Customers whose monthly usage per telephone line is less than the minimum, excluding taxes and surcharges for the monthly billing period, will be billed the minimum amount.

A \$1.95 per month service charge applies. However, if customer elects to pay by credit card and paper billing, monthly service charge reduced to \$0.95. Monthly service charge waived if customer elects to pay by credit card and receive their bill online.

Billed in one-minute increments.

4.1.4 Business Plan

\$0.14 per minute

A \$2.00 minimum monthly billing requirement, per telephone line, applies. Customers whose monthly usage per telephone line is less than the minimum, excluding taxes and surcharges for the monthly billing period, will be billed the minimum amount.

A \$4.95 per month service charge applies.

Billed in one-minute increments.

4.1.5 Business ePlan

\$0.14 per minute

A \$2.00 minimum monthly billing requirement, per telephone line, applies. Customers whose monthly usage per telephone line is less than the minimum, excluding taxes and surcharges for the monthly billing period, will be billed the minimum amount.

A \$1.95 per month service charge applies if customer elects to pay by credit card and paper billing. Monthly service charge waived if customer elects to pay by credit card and receive their bill online.

Billed in one-minute increments.

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 23  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

---

**4.2 Travel Cards**

\$0.149 per minute

A \$.25 per call service charge applies.  
Billed in one-minute increments.

**4.3 Toll Free**

\$0.14 per minute

A \$10 monthly minimum usage, per toll-free number, applies. This charge will appear on the bill each month that a customer's toll-free billing, per toll-free number, is less than \$10.00.  
Billed in one-minute increments.

**4.4 Prepaid Calling Cards**

\$0.30 Per Telecom Unit

A \$.25 per call service charge applies.

---

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**

SEP 26 2008

Boise, Idaho

(Acceptance Stamp)

IDAHO PRICE LIST NO. 1  
ORIGINAL SHEET. 24  
TOTAL HOLDINGS, INC  
d/b/a GTC Communications

4.5 Directory Assistance

\$0.85 per each number requested

4.6 Rate Periods

	Monday - Friday	Sat.	Sun.
8 a.m. to 5 p.m.*	Daytime Rate Period		
5 p.m. to 11 p.m.*	Evening Rate Period		Evening Rate Period
11 p.m. to 8 a.m.*	Night/Weekend Rate Period		

\* To, but not including

When a message spans more than one rate period, total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. If the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

4.7 Payphone Dial Around Surcharge

A dial around surcharge of \$.50 per call will be added to any completed INTRASTATE toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

4.8 Idaho Universal Service Fund (IDUSF) Surcharge

A surcharge is assessed on all intrastate toll minute of use to contribute towards funding for an Idaho Universal Service Fund. The Surcharge Rate is established by the Commission and will be assessed to each business and residential customer.

**Issued: September 16, 2008**  
**Issued By: Mark Leafstedt**  
**Title: CEO**

**Effective: September 26, 2008**