

**inContact, Inc. d/b/a UCN**

**TELECOMMUNICATIONS TARIFF**

This tariff contains the rates, terms and conditions applicable to the Intrastate Resale Telecommunications Services provided by **inContact, Inc. d/b/a UCN** within the State of Idaho.

**NOTES:**

1. Idaho Tariff No. 5 of inContact, Inc. d/b/a UCN cancels and replaces, in its entirety, the company's Idaho Tariff No. 3, under its prior corporate name, UCN, Inc.

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Issued: May 13, 2009

Effective: May 23, 2009

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7730 S. Union Park Avenue, Suite 500  
Midvale, Utah 84047

**Idaho Public Utilities Commission  
Office of the Secretary  
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Boise, Idaho**

**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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**SYMBOLS**

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

- (C) - Change in Rule or Regulation.
- (D) - Delete or discontinue.
- (I) - Change resulting in an increase to a customer's bill.
- (M) - Moved from or to another tariff location.
- (N) – New.
- (R) - Change resulting in a reduction to a customer's bill.
- (T) - Change in text or regulation.

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**SECTION 1.0 - TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the Subscriber's or Customer's location to the Carrier's designated point of presence or network switching center.

**Authorized User** - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services.

**Carrier or Company** - inContact, Inc. d/b/a UCN, unless otherwise indicated by the context.

**Customer** - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service and is responsible for the payment of charges and/or compliance with tariff regulations.

**Customer Premises Equipment** - Terminal equipment, as defined herein, which is located on the Customer's premises.

**Dedicated Access** - See Special Access Origination/Termination.

**Holiday** - One of the following federally recognized holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25).

**IDPUC** - Refers to the Idaho Public Utilities Commission.

**Special Access Origination/Termination** - Where originating or terminating access between the Customer and the interexchange carrier is provided on dedicated circuits. The Access Provider provides these dedicated circuits from the Customer's location to the Company's point of presence. The rates and charges for dedicated circuits are determined by the Access Provider and the Customer is responsible for payment of these charges to the Access Provider.

**Subscriber** - The person, firm, corporation, or other legal entity, which arranges for services of the Company on behalf of itself or Authorized Users. The Subscriber is responsible for compliance with the terms and conditions of this tariff. A Subscriber may also be a Customer when the Subscriber uses services of the Company.

**Switched Access Origination/Termination** - Where originating or terminating access between the Customer and the interexchange carrier is provided on Feature Group circuits.

**Terminal Equipment** - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

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## SECTION 2.0 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

inContact, Inc. d/b/a UCN offers intrastate service originating at specified points within the state of Idaho under terms of this tariff. 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.

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

### 2.2 Limitations

**2.2.1** Service is offered subject to the availability of the necessary resold facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.

**2.2.2** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Subscriber or Customer is using service in violation of provisions of this tariff, 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.

**2.2.4** All services and resold facilities provided under this tariff are directly or indirectly controlled by the Company and the Subscriber 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 tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.3 Use**

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

**2.4 Liabilities of the Company**

**2.4.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, shall be determined in accordance with IDAPA 31.41.303 regulations and any other applicable law.

**2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

**2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

**2.4.4** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service, which is not the direct result of the Company's negligence.

**2.4.5** 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 clause.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**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 Terminal Equipment**

The Company's facilities and service may be used with or terminated in Subscriber-provided terminal equipment or Subscriber-provided communications systems, such as a PBX or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Subscriber, except as otherwise provided. The Subscriber is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

**2.7 Installation and Termination**

Service is installed upon mutual agreement between the Subscriber and the Company. The agreement will determine terms and conditions of installation, termination of service, any applicable sales commission structure, and sales commission payment schedule. The service agreement does not alter rates specified in this tariff.

When Customers are members of the transient public, they do not contract directly with the Company for provision of service. Subscribers contract for service on behalf of themselves and/or their transient patrons. Service provided to Customers (patrons of the contracting party) is governed by the terms of this tariff schedule and the lawful terms of the billing agency. No contractual agreements are required of the Customer.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.8 Cancellation by Company**

- A. Cancellation Without Prior Notice. Company may, immediately and without notice, discontinue the furnishing of service(s) to a customer, without incurring any liability, for any of the following reasons:
- (1). If a condition immediately dangerous or hazardous to life, physical safety, or property exists, or it is necessary to prevent a violation of federal, state or local safety or health codes;
  - (2). If company is ordered to terminate service by any court, the Commission, or any other duly authorized public authority;
  - (3). Company's service(s) was (were) obtained, diverted or used without the authorization or knowledge of the telephone company;
  - (4). The customer provides false information to company regarding the customer's identity, address, credit-worthiness, past or current use of common carrier communications services or its planned use of service(s);
- B. Cancellation Upon Written Notice. Company may, upon five (5) days notice, discontinue the furnishing of service(s) to a customer, without incurring any liability, for any of the following reasons:
- (1). If company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services, company may discontinue service pursuant to this sub-section if:
    - (a). The customer refuses to furnish information to company regarding the customer's credit-worthiness, its past or current use of common carrier communications services or its planned use of service(s);
    - (b). The customer has been given written notice by company of any past due amount, which remains unpaid in whole or in part, for any of company's other common carrier communications services to which the customer either subscribes or had subscribed or used;
  - (2). The customer uses, or attempts to use, service with the intent to avoid payment, either whole or in part, of other charges for the service stated in this tariff:

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.8 Cancellation (Cont'd)**

- (a). Using or attempting to use the service by rearranging, tampering with, or making connections to company's service not authorized by this tariff; or
  - (b). Using tricks, schemes, false or invalid number, false credit devices, electronic devices; or
  - (c). Any other fraudulent means or devices.
- (3). Upon five (5) days written notice to the customer of any sum thirty (30) days past due; or
  - (4). Thirty (30) days after sending the customer written notice of noncompliance with any other provision of this tariff if the noncompliance is not corrected within thirty (30) day period.
- C. The discontinuance of service(s) by company pursuant to this Section does not relieve the customer of any obligation to pay company for charges due and owing for service(s) furnished up to the time of discontinuance.

**2.9 Termination of Service by Subscriber**

Unless otherwise specified by contractual commitment, any Subscriber may terminate service with the Company upon thirty days written notice.

**2.10 Interruption of Service by the Company**

Without incurring liability, the Company 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 subscriber and the Company's equipment and facilities and may continue such interruption until any items of non-compliance or improper equipment operation so identified are rectified.

The Company may discontinue Service without notice to the subscriber, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain customer authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company 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.

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.11 Payment for Service**

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Idaho PUC. Any objections to billed charges must be reported within 180 days to the Company's billing agent. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Customer inquiries regarding service or billing may be made in writing or by calling the toll free number listed below:

Kimm Partridge  
7730 S. Union Park Avenue, Suite 500  
Midvale, Utah 84047  
(800) 363-6177  
[kimm.partridge@incontact.com](mailto:kimm.partridge@incontact.com)

Customers who are dissatisfied with the response to their complaint may contact the IDPUC for resolution of the issues at the following address:

Idaho Public Utilities Commission  
472 W. Washington Street  
Boise, Idaho 83702  
Toll-free: (800) 432-0369

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**SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

**2.12 Other Rules**

**2.12.1 Regulatory Changes**

The Company reserves the right to discontinue service, limit service, or to impose requirements on Subscribers as required to meet changing regulatory rules and standards of the IDPUC and the Federal Communications Commission.

**2.12.2 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.

**2.13 800/888/876/866 Numbers**

**2.13.1** 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.

**2.13.2** If a Customer accumulates undisputed past-due charges, the Company reserves the right not to honor the Customer's request for a change in 800/888/877/866 service to another carrier (e.g., "porting" of the 800/888/877/866 number), including a request for a Responsible Organization (Resp Org) change, until such time as all charges are paid in full.

**2.13.3** 800/888/877/866 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. The Company will only honor Customer requests for change in Resp Org or 800/888/877/866 service provider for 800/888/877/866 numbers dedicated to the sole use of that single Customer.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES**

**3.1 General Description of Rates and Charges**

**3.1.1 Application of Charges**

Long Distance Communications Service may include recurring and nonrecurring charges. Stabilized recurring charges may be offered on a Customer specific basis where service demands or competitive necessity justify such charges. Recurring charges consist of flat-rated monthly and usage-sensitive charges. Service also may include a Minimum Charge.

**3.1.2 Taxes**

The Customer will be billed for, and is responsible for payment of any taxes, surcharges, fees or assessments (excluding taxes on the Company's net income) imposed on or based upon provision, sale or use of the Company's services.

**3.1.2.1 Idaho Universal Service Fund**

Surcharge equivalent to: \$0.0025 per MOU of intrastate usage

**3.1.3 Jurisdiction**

When the location of the calling and the called stations is a factor in rate determination, the rate is calculated according to whether the termination of the call is intrastate, interstate or international. This tariff contains rates for intrastate calls only.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.2 Timing of Calls**

**3.2.1** Timing for all calls begins when the called party answers the call (i.e., when two-way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

**3.2.2** Chargeable time for all calls ends when either one of the parties disconnects from the call.

**3.2.3** The minimum call duration and additional billing increments are specified on a per product basis in this section of the tariff.

**3.2.4** The Company will not bill for incomplete calls.

**3.3 Special Access Channels**

Special access channels (i.e.: dedicated facilities), 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 access provider and the Customer is responsible for payment of these charges to the local exchange telephone company. The Company will, at the Customer's request, act on behalf of the Customer in the ordering and installation of the special access channel with the access provider. The Company may also request the access provider to bill them for the account, in the name of the Customer. If this option is utilized, the Company will pass the charges, including a billing service fee, through to the Customer.

**3.4 Quality and Grade of Service Offered**

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 98% during peak use periods. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.5 Service Offerings**

**3.5.1 Switched Long Distance Service**

Switched Long Distance Service is a usage based direct dialed interexchange service, which utilizes switched access facilities from equal access locations, on the originating end of each call. Calls are billed in a maximum of 60 second increments, unless otherwise indicated. All charges are billed monthly in arrears.

**3.5.2 Switched Toll-Free Service**

Switched Toll-Free Service provides Toll-Free calls to terminating points throughout the state of Idaho, which utilizes switched access facilities from equal access locations, on the terminating end of each call. Charges for the Toll-Free calls are billed to the Company's customers rather than the caller. Calls are billed in a maximum of 60 second increments with initial call duration of 60 seconds, unless otherwise indicated. All charges are billed monthly in arrears.

**3.5.3 Dedicated Long Distance Service**

Dedicated Long Distance Service is a direct dialed interexchange service, which utilizes dedicated access facilities on the originating end of each call. Calls are billed in 6 second increments with initial call duration of 6 seconds, unless otherwise indicated. All charges are billed monthly in arrears.

**3.5.4 Dedicated Toll Free Service**

Dedicated Toll Free Service provides inbound '800/888/877' calling to points terminating within the State of Idaho utilizing dedicated access facilities on the terminating end of each call. Charges for the '800/888/877' calls are billed to the Company's Customers rather than to the originating caller. Calls are billed in 6 second increments with initial call duration of 18 seconds, unless otherwise indicated. All charges are billed monthly in arrears.

**3.5.5 Calling Card**

Calls are billed in a maximum of 60 second increments with initial call duration of 60 seconds, unless otherwise indicated. All Card calls are billed in arrears.

**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

Customers may receive service from differing underlying carriers and may choose Outbound 1+ and/or Inbound toll free options from Plans 1, 2, 12 – 19.

**3.6.1 Plan 1**

Plan 1 is a residential/business service that provides Outbound 1+, Inbound toll free and calling card service at flat rates. Calls are billed in 60 second increments.

**Outbound 1+ Switched:** \$0.293

A monthly access fee of \$2.99 applies if monthly usage is less than \$20.00

**Inbound Toll-Free:** \$0.293

A monthly fee of \$1.00 applies

**Calling Card:** \$0.149

Directory Assistance: Plan 1 customers will be charged \$0.95 per call for intrastate Directory Assistance.

**3.6.2 Plan 2**

Plan 2 is a residential service that provides Outbound 1+, Inbound toll free and calling card service at flat rates. Calls are billed in 60 second increments.

**Outbound 1+ Switched:** \$0.169

Monthly Access Fee: \$4.95

**Inbound Toll-Free:** \$0.169

A monthly fee of \$1.00 applies

**Calling Card:** \$0.149

Directory Assistance: Plan 2 customers will be charged \$0.95 per call for intrastate Directory Assistance.

**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.3 Plan 3 \***

Plan 3 is a small business service. It provides Outbound 1+ switched and Inbound toll free calling. Calls are billed in 6 second increments.

Rates:

**Outbound 1+ Switched:**

Monthly Minutes of Use	Rate
0 – 999	\$0.0768
1,000 – 1,999	0.0687
2,000 – 2,999	0.0663
3,000 – 3,999	0.0654
4,000 – 4,999	0.0614
5,000 – 5,999	0.0606
6,000 – 6,999	0.0566
7,000 – 7,999	0.0525
8,000 – 8,999	0.0485
9,000 – 9,999	0.0445
10,000 +	0.0331

**Inbound Toll Free:** \$0.095

Directory Assistance: Plan 3 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

\*Effective March 8, 2003, Plan No. 3 will no longer be available to new subscribers.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.4 Plan 4 \***

Plan 4 is a residential service. It provides Outbound 1+ switched calling. Calls are billed in 60 second increments.

Rates:

**Outbound 1+ Switched**

Monthly Minutes of Use	Rates
0 – 999	\$0.090
1,000 – 1,999	0.085
2,000 – 2,999	0.072
3,000 – 3,999	0.069
4,000 – 4,999	0.054
5,000 – 5,999	0.050
6,000 +	0.037

Directory Assistance: Plan 4 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

\* Effective March 8, 2003, Plan No. 4 will no longer be available to new subscribers.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.5 Plan 5 \***

Plan 5 is a residential flat rate service. It provides Outbound 1+ switched calling and Inbound toll free calling. Calls are billed in 60 second increments.

Rates:

**Outbound 1+ Switched:** \$0.076

**Inbound Toll Free:** \$0.18

Directory Assistance: Plan 5 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

\* Effective March 8, 2003, Plan No. 5 will no longer be available to new subscribers.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.6 Plan 6 \***

Plan 6 is a switched plan of long distance services available to residential customers. Plan 6 Option plans include the following services: Outbound 1+ switched and Inbound toll-free services. Calls are billed in 60 second increments.

Rates:

**Outbound 1+ Switched**

Monthly Minutes of Use	Rates
0 – 2,999	\$0.07
3,000 +	0.05

**Inbound Toll Free: \$0.10**

Directory Assistance: Plan 6 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

\* Effective March 8, 2003, Plan No. 6 will no longer be available to new subscribers

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Rates and Charges****3.6.7 Plan 7 \***

Plan 7 is a small business switched long distance service offering consisting of 1+ outbound and toll free inbound service. Calls are billed in 6 second increments.

Rates:

**Outbound 1+ Switched**

Monthly Minutes of Use	Rate
0 – 999	\$0.1150
1,000 – 1,999	0.1093
2,000 – 2,999	0.1081
3,000 – 3,999	0.1070
5,000 – 5,999	0.0978
6,000 – 6,999	0.0943
4,000 – 4,999	0.1035
7,000 – 7,999	0.0932
8,000 – 8,999	0.0920
9,000 – 9,999	0.0874
10,000 – 10,999	0.0863
11,000 – 11,999	0.0751
12,000 – 12,999	0.0727
13,000 – 13,999	0.0646
14,000 +	0.0472

**Inbound Toll Free:** \$0.1299

Directory Assistance: Plan 7 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

\* Effective March 8, 2003, Plan No. 7 will no longer be available to new subscribers.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.8 Plan 8 \***

Plan 8 is a switched long distance offering of services available to business/commercial customers. Plan 8 includes the following services: 1+ outbound and calling card services. Outbound 1+ switched calls are billed in 6 second increments. Calling card calls are billed for a 60 second minimum increment and 6 second additional increments.

Rates

**Outbound 1+ Switched**

Monthly Minutes of Use	Rate
0 – 999	\$0.0850
1,000 – 1,999	0.0808
2,000 – 2,999	0.0805
3,000 – 3,999	0.0723
4,000 – 4,999	0.0680
5,000 – 5,999	0.0638
6,000 – 6,999	0.0595
7,000 – 7,999	0.0536
8,000 +	0.0510

**Calling Card: \$0.10**

Directory Assistance: Plan 8 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

\* Effective March 8, 2003, Plan No. 8 will no longer be available to new subscribers.

**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.9 Plan 9 \***

Plan 9 is a residential service. It provides Outbound 1+ switched calling. Calls are billed in 60 second increments.

Monthly minutes of Use	Rates
0 – 999	\$0.090
1,000 – 1,999	0.081
2,000 – 2,999	0.077
3,000 – 3,999	0.074
4,000 – 4,999	0.069
5,000 – 5,999	0.054
6,000 – 6,999	0.050
7,000 +	0.037

Directory Assistance: Plan 9 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

\* Effective March 8, 2003, Plan No. 9 will no longer be available to new subscribers.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Rates and Charges****3.6.10 Plan 10 \***

Plan 10 is a small business service that provides Inbound toll free calling. Calls are billed in 6 second increments.

Monthly Minutes of Use	Rate
0 – 999	\$0.1400
1,000 – 1,999	0.1150
2,000 – 2,999	0.1080
3,000 – 3,999	0.1039
4,000 – 4,999	0.0979
5,000 – 5,999	0.0874
6,000 – 6,999	0.0863
7,000 – 7,999	0.0850
8,000 – 8,999	0.0809
9,000 – 9,999	0.0759
10,000 – 10,999	0.0723
11,000 – 11,999	0.0649
12,000 – 12,999	0.0638
13,000 – 13,999	0.0614
14,000 – 14,999	0.0606
15,000 – 15,999	0.0599
16,000 – 16,999	0.0566
17,000 – 17,999	0.0525
18,000 – 18,999	0.0509
19,000 – 19,999	0.0485
20,000 – 20,999	0.0445
21,000 +	0.0331

\$2.50 monthly access fee applies.

\* Effective March 8, 2003, Plan No. 10 will no longer be available to new subscribers.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.11 Plan 11 \***

Plan 11 is a residential service that provides Inbound toll free calling. Calls are billed in 60 second increments.

Monthly Minutes of Use	Rate
0 – 999	\$0.077
1,000 – 1,999	0.070
2,000 +	0.068

\$2.50 monthly access fee applies.

\* Effective March 8, 2003, Plan No. 11 will no longer be available to new subscribers.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.6 Rates and Charges**

**3.6.12 Plan 12**

Plan 12 is a residential/business service that provides Outbound 1+, Inbound toll free and calling card service at flat rates. Calls are billed in 60 second increments.

**Outbound 1+ Switched:** \$0.135

A monthly access fee of \$2.50 applies if monthly usage is less than \$20.00

**Inbound Toll-Free:** \$0.135

A monthly fee of \$1.00 applies

**Calling Card:** \$0.099

Directory Assistance: Plan 12 customers will be charged \$0.95 per minute for intrastate Directory Assistance calls.

**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Rates and Charges****3.6.13 Plan 13**

Plan 13 is a small business service that provides Outbound 1+ and Inbound toll free service. Outbound 1+ and Inbound toll free usage are billed for an 18 second minimum increment and 6 second additional increments.

**Outbound 1+ Switched**

Monthly Minutes of Use	Rates
0 – 999	\$0.2461
1,000 – 1,999	0.2234
2,000 – 2,999	0.2044
3,000 – 3,999	0.1945
4,000 – 4,999	0.1885
5,000 – 5,999	0.1827
6,000 +	0.1774

A monthly access fee of \$2.50 applies if monthly usage is less than \$50.00

**Inbound Toll Free**

Monthly Minutes of Use	Rates
0 – 999	\$0.2465
1,000 – 1,999	0.2237
2,000 – 2,999	0.2048
3,000 – 3,999	0.1948
4,000 – 4,999	0.1888
5,000 – 5,999	0.1830
6,000 +	0.1777

A monthly fee of \$1.00 applies.

Directory Assistance: Plan 13 customers will be charged \$0.95 per minute for intrastate Directory Assistance calls.

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.6 Rates and Charges****3.6.14 Plan 14**

Customers may enroll in Plan 14 until June 1, 2006.

Plan 14 is a small business service that provides Outbound 1+ and Inbound toll free service. Outbound 1+ and Inbound toll free usage are billed for an 18 second minimum increment and 6 second additional increments.

**Outbound 1+ Switched**

Monthly Minutes of Use	Rates
0 – 999	\$0.2031
1,000 – 1,999	0.1800
2,000 – 2,999	0.1616
3,000 – 3,999	0.1523
4,000 – 4,999	0.1467
5,000 – 5,999	0.1414
6,000 +	0.1365

A monthly access fee of \$2.50 applies if monthly usage is less than \$50.00

**Inbound Toll Free**

Monthly Minutes of Use	Rates
0 – 999	\$0.2339
1,000 – 1,999	0.2074
2,000 – 2,999	0.1862
3,000 – 3,999	0.1755
4,000 – 4,999	0.1690
5,000 – 5,999	0.1629
6,000 +	0.1573

Directory Assistance: Plan 14 customers will be charged \$0.95 per minute for intrastate Directory Assistance calls.

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.6 Rates and Charges****3.6.15 Plan 15**

Customers may enroll in Plan 15 until June 1, 2006.

Plan 15 is a business service that provides Outbound 1+, Inbound toll free and calling card service, based on monthly usage and mileage. Customers must meet the minimum volume usage requirement, or they will be charged the difference. Outbound 1+ and Inbound toll free calls are billed in 6 second increments. Calling card calls are billed in 60 second increments.

**Outbound 1+ Dedicated:**

Monthly Minutes of Use	Tier Called/Rates		
	A	B	C
0 – 999	\$0.1537	\$0.3501	\$0.1659
1,000 – 1,999	0.1362	0.3104	0.1471
2,000 – 2,999	0.1223	0.2787	0.1321
3,000 – 3,999	0.1153	0.2626	0.1245
4,000 – 4,999	0.1110	0.2529	0.1198
5,000 – 5,999	0.1070	0.2439	0.1156
6,000 – 6,999	0.1033	0.2354	0.1116
7,000 – 7,999	0.0999	0.2276	0.1079
8,000 – 8,999	0.0967	0.2203	0.1044
9,000 +	0.0936	0.2134	0.1011

**Inbound Toll Free:**

Monthly Minutes of Use	Originating Tier/Rates		
	A	B	C
0 – 999	\$0.1261	\$0.3262	\$0.1788
1,000 – 1,999	0.1118	0.2892	0.1585
2,000 – 2,999	0.1004	0.2596	0.1423
3,000 – 3,999	0.0946	0.2447	0.1341
4,000 – 4,999	0.0911	0.2356	0.1292
5,000 – 5,999	0.0878	0.2272	0.1246
6,000 – 6,999	0.0848	0.2194	0.1203
7,000 – 7,999	0.0820	0.2120	0.1162
8,000 – 8,999	0.0793	0.2052	0.1125
9,000 +	0.0768	0.1988	0.1090

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 15 customers will be charged \$0.85 for intrastate Directory Assistance calls.

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.6 Rates and Charges****3.6.16 Plan 16**

Plan 16 is a small business service that provides Outbound 1+, Inbound toll free and calling card service. Customers must meet their minimum usage requirement, or they will be charged the difference. Outbound 1+ and Inbound toll free usage are billed in 6 second increments. Calling Card usage is billed in 60 second increments.

**Outbound 1+ Dedicated**

Monthly Minutes of Use	Rates
0 – 1,999	\$0.1936
2,000 – 3,999	0.1716
4,000 – 5,999	0.1541
6,000 – 7,999	0.1452
8,000 – 9,999	0.1398
10,000 – 11,999	0.1348
12,000 – 13,999	0.1301
14,000 - 15,999	0.1258
16,000 – 17,999	0.1218
18,000 +	0.1179

**Inbound Toll Free:**

Monthly Minutes of Use	Rates
0 – 1,999	\$0.2222
2,000 – 3,999	0.1970
4,000 – 5,999	0.1769
6,000 – 7,999	0.1667
8,000 – 9,999	0.1605
10,000 – 11,999	0.1548
12,000 – 13,999	0.1494
14,000 - 15,999	0.1445
16,000 – 17,999	0.1398
18,000 +	0.1354

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 16 customers will be charged \$0.85 for intrastate Directory Assistance calls.

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.6 Rates and Charges****3.6.17 Plan 17**

Plan 17 is a small business service that provides Outbound 1+, Inbound toll free and calling card service. Customers must meet their minimum usage requirement, or they will be charged the difference. Outbound 1+ and Inbound toll free usage are billed in 6 second increments. Calling Card usage is billed in 60 second increments.

**Outbound 1+ Dedicated**

Monthly Minutes of Use	Rates
0 – 1,999	\$0.1072
2,000 – 3,999	0.0950
4,000 – 5,999	0.0853
6,000 – 7,999	0.0804
8,000 – 9,999	0.0774
10,000 – 11,999	0.0746
12,000 – 13,999	0.0721
14,000 - 15,999	0.0697
16,000 – 17,999	0.0674
18,000 +	0.0653

**Inbound Toll Free:**

Monthly Minutes of Use	Rates
0 – 1,999	\$0.1374
2,000 – 3,999	0.1218
4,000 – 5,999	0.1094
6,000 – 7,999	0.1031
8,000 – 9,999	0.0993
10,000 – 11,999	0.0957
12,000 – 13,999	0.0924
14,000 - 15,999	0.0893
16,000 – 17,999	0.0865
18,000 +	0.0838

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 17 customers will be charged \$0.85 for intrastate Directory Assistance calls.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES**

**3.6 Rates and Charges**

**3.6.18 Plan 18**

Customers may enroll in Plan 18 until June 1, 2006.

Plan 18 is a small business service that provides Outbound 1+, Inbound toll free and calling card service. Customers must meet their minimum usage requirement, or they will be charged the difference. Outbound 1+ and Inbound toll free usage are billed for an 18 second minimum increment and 6 second additional increments. Calling card usage is billed in 60 second increments.

**Outbound 1+ Switched**

Monthly Minutes of Use	Rates
0 – 999	\$0.2461
1,000 – 1,999	0.2234
2,000 – 2,999	0.2044
3,000 - 3,999	0.1945
4,000 – 4,999	0.1885
5,000 – 5,999	0.1827
6,000 +	0.1774

**Inbound Toll Free**

Monthly Minutes of Use	Rates
0 – 999	\$0.2465
1,000 – 1,999	0.2237
2,000 – 2,999	0.2048
3,000 – 3,999	0.1948
4,000 – 4,999	0.1888
5,000 – 5,999	0.1830
6,000 +	0.1777

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 18 customers will be charged \$0.95 for intrastate Directory Assistance calls.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.6 Rates and Charges****3.6.19 Plan 19**

Customers may enroll in Plan 19 until June 1, 2006.

Plan 19 is a small business service that provides Outbound 1+, Inbound toll free and calling card service. Customers must meet their minimum usage requirement, or they will be charged the difference. Outbound 1+ and Inbound toll free usage are billed for an 18 second minimum increment and 6 second additional increments. Calling card usage is billed in 60 second increments.

**Outbound 1+ Switched**

Monthly Minutes of Use	Rates
0 – 999	\$0.2031
1,000 – 1,999	0.1800
2,000 – 2,999	0.1616
3,000 - 3,999	0.1523
4,000 – 4,999	0.1467
5,000 – 5,999	0.1414
6,000 +	0.1365

**Inbound Toll Free**

Monthly Minutes of Use	Rates
0 – 999	\$0.2339
1,000 – 1,999	0.2074
2,000 – 2,999	0.1862
3,000 – 3,999	0.1755
4,000 – 4,999	0.1690
5,000 – 5,999	0.1629
6,000 +	0.1573

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 19 customers will be charged \$0.95 for intrastate Directory Assistance calls.

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.6 Rates and Charges****3.6.20 Plan 20**

Plan 20 is available to all customers. Plan 20 includes Outbound 1+, Inbound Toll Free and Calling Card service. Customers must meet their minimum usage requirement or they will be charged the difference. Outbound 1+ and Inbound Toll Free usage are billed for a 30-second minimum increment and 6-second additional increments thereafter. Calling card usage is billed in 60-second increments.

Outbound 1+ Switched	<u>Monthly Minutes of Use</u>	<u>Per Minute Rates</u>
	0 - 999	0.2365
	1,000 - 1,999	0.2313
	2,000 - 2,999	0.2142
	3,000 - 3,999	0.2094
	4,000 - 4,999	0.1914
	5,000 - 5,999	0.1802
	6,000 - 6,999	0.1640
	7,000 - 7,999	0.1485
	8,000 +	0.1357

Inbound Toll Free	<u>Monthly Minutes of Use</u>	<u>Per Minute Rates</u>
	0 - 999	0.2571
	1,000 - 1,999	0.2515
	2,000 - 2,999	0.2329
	3,000 - 3,999	0.2277
	4,000 - 4,999	0.2081
	5,000 - 5,999	0.1934
	6,000 - 6,999	0.1854
	7,000 - 7,999	0.1752
	8,000 +	0.1601

A monthly fee of \$1.00 per assigned toll-free number applies.

Calling Card: \$0.099

Directory Assistance: Customers will be charged \$0.95 per call for intrastate directory Assistance calls.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES**

**3.6 Rates and Charges**

**3.6.21 Plan 21**

Plan 21 is available to all customers. Plan 21 includes Outbound 1+, Inbound Toll Free and Calling Card service. Customers must meet their minimum revenue commitment or they will be charged the difference. Outbound 1+ and Inbound Toll Free usage are billed for a 30-second minimum increment and 6-second additional increments thereafter. Calling card usage is billed in 60-second increments.

<u>Outbound 1+ Switched</u>	<u>Monthly Revenue Commitment</u>	<u>Per Minute Rates</u>
	\$0 - \$29.99	0.2665
	\$30 - \$99.99	0.2465
	\$100 - \$149.99	0.2413
	\$150 - \$199.99	0.2242
	\$200 - \$249.99	0.2194
	\$250 - \$299.99	0.2014
	\$300 - \$349.99	0.1902
	\$350 - \$399.99	0.1740
	\$400 - \$499.99	0.1585
	\$500 +	0.1457

<u>Outbound 1+ Switched</u>	<u>Monthly Revenue Commitment</u>	<u>Per Minute Rates</u>
	\$0 - \$29.99	0.2871
	\$30 - \$99.99	0.2671
	\$100 - \$149.99	0.2615
	\$150 - \$199.99	0.2429
	\$200 - \$249.99	0.2377
	\$250 - \$299.99	0.2181
	\$300 - \$349.99	0.2034
	\$350 - \$399.99	0.1354
	\$400 - \$499.99	0.1852
	\$500 +	0.1701

A monthly fee of \$1.00 per assigned toll-free number applies.

Calling Card: \$0.099

Directory Assistance: Customers will be charged \$0.95 per call for intrastate directory Assistance calls.

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**SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.7 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

**3.7.1 Public Telephone Surcharge**

Rate per Call	\$0.55
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**SECTION 4.0 - MISCELLANEOUS**

**4.1 General**

Each Customer is charged individually for each call placed through the Company. Charges may vary by service offering, class of call, time of day, day of week, class of call and/or call duration.

**4.2 Late Payment Charge**

The company will charge a one-time 1.5% late payment fee on all invoices not paid by the due date identified on the Company bill.

**4.3 Return Check Charge**

The Company will assess a return check charge of up to \$20.00 whenever a check or draft presented for payment of service is not accepted by the institution on which it is written. This charge applies each time a check is returned to the Company by a bank for insufficient funds.

**4.4 In-State Connection Fee**

A monthly service charge will be applied to each intra-state long distance Customer's account to recover the Company's cost of LEC Network Access charges. This monthly charge is applied if a Customer has \$0.01 or more of new billable charges on their bill, including, but not limited to, monthly recurring charges, or minimum usage charges. This charge does not contribute towards any applicable minimum monthly charge. This charge is not applied to customers who also subscribe to Company's local exchange services. Customers in Lifeline programs are exempt from this service charge.

In-State Connection Fee (ISCF)	<u>Monthly Charge</u> \$1.15
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**4.5 In-State Cost Recovery Charge**

A monthly service charge will be applied to each intra-state long distance Customer's account in order to recover certain costs associated with the Company's compliance with annual regulatory compliance fees, foreign corporation maintenance and other costs. This monthly charge is applied if a Customer has \$0.01 or more of new billable charges on their bill, including, but not limited to, monthly recurring charges, or minimum usage charges. This charge applies strictly to intrastate usage. This charge does not contribute towards any applicable minimum monthly charge. Customers in Lifeline programs are exempt from this charge.

In-State Cost Recovery Charge (ISCRC)	<u>Amount</u> 2.99% of intrastate usage
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**SECTION 5.0 - PROMOTIONS**

**5.1 Promotions - General**

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some of all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration, not to exceed 90 days, or by offering premiums or refunds of equivalent value. Such promotions shall be made available to all similarly situated Customers in the target market area. All promotions will be filed with the Commission prior to offering them to Customers.

**5.2 Demonstration of Calls**

From time to time the Company shall demonstrate service by providing free test calls of up to four minutes duration over its network.

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**SECTION 6.0 - CONTRACT SERVICES**

**6.1 General**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.

Each contract will be filed with the Idaho Public Utilities Commission.