

Product Name	Price	Frequency	Charge Category	Description
Turquoise Talk - Digital Voice Pro	\$19.99	Recurring	Digital Voice Solution	Charge for one VoIP user. Includes unlimited devices, mobile app, user portal, and much more!
Turquoise Talk - Digital Voice SIP	\$14.99	Recurring	Digital Voice Solution	Charge for one VoIP line with no features.
Turquoise Talk - Cellular Fixed	\$19.99-\$29.99	Recurring	Cellular Voice Solution	Rates vary based on network availability. Cellular voice calling plan including up to 250 minutes of use. Additional minutes billed at \$0.05/minute.
Turquoise Talk - Legacy Essentials	\$29.99	Recurring	Legacy Voice Calling Plan	Landline calling plan with unlimited local and local toll calling including caller ID w/Name. This plan requires a service level agreement.
Turquoise Talk - Legacy Enhanced	\$54.99	Recurring	Legacy Voice Calling Plan	Landline with unlimited local calling, caller ID w/Name, call waiting, variable call forwarding, repeat dialing, speed dialing, three-way calling
Turquoise Talk - Legacy Seasonal	\$54.99	Recurring	Legacy Voice Calling Plan	Landline with unlimited local calling and caller ID w/Name
Turquoise Talk - Digital DID Bundle 1	\$9.99	NON-Recurring	Digital Voice Solution	Charge for 1 digital phone number.
Turquoise Talk - Digital DID Bundle 10	\$39.99	Recurring	Digital Voice Solution	Charge for 10 digital phone numbers.
Turquoise Talk - Digital DID Bundle 20	\$59.99	Recurring	Digital Voice Solution	Charge for 20 digital phone numbers.

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Turquoise Talk - Digital DID Bundle 5	\$29.99	Recurring	Digital Voice Solution	Charge for 5 digital phone numbers.
Virtual Fax Bundle 1	\$14.99	Recurring	Digital Voice Solution	Efax service including one user.
Virtual Fax Bundle 1 with Onsite Connect	\$29.99	Recurring	Digital Voice Solution	Fax and Efax service with one user compatible with analog fax machines.
Virtual Fax Bundle 10	\$39.99	Recurring	Digital Voice Solution	Efax service including 10 users.
Virtual Fax Bundle 5	\$29.99	Recurring	Digital Voice Solution	Efax service including 5 users.
Virtual PBX - Local Number 2-5 Extensions	\$15.99	Recurring	Digital Voice Solution	Local number with virtual pbx and 2-5 extensions. Includes 500 minutes/mo that do not roll over. Overages billed at \$0.05/min.
Virtual PBX - Local Number 6-10 Extensions	\$19.99	Recurring	Digital Voice Solution	Local number with virtual pbx and 6-10 extensions. Includes 1000 minutes/mo that do not roll over. Overages billed at \$0.05/min.
Virtual PBX - Local Number Single Extension	\$12.99	Recurring	Digital Voice Solution	Local number with virtual pbx and one extension. Includes 250 minutes/mo that do not roll over. Overages billed at \$0.05/min.
Virtual PBX - Toll-Free 2-5 Extensions	\$15.99	Recurring	Digital Voice Solution	Toll-free number with virtual pbx and 2-5 extensions. Includes 200 minutes/mo that do not roll over. Overages billed at \$0.05/min.
Virtual PBX - Toll-Free 6-10 Extensions	\$19.99	Recurring	Digital Voice Solution	Toll-free number with virtual pbx and 6-10 extensions. Includes 400 minutes/mo that do not roll over. Overages billed at \$0.05/min.

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Virtual PBX - Toll-Free Single Extension	\$12.99	Recurring	Digital Voice Solution	Toll-free number with virtual pbx and one extension. Includes 100 minutes/mo that do not roll over. Overages billed at \$0.05/min.
Virtual Voicemail - 2-5 Mailboxes	\$14.99	Recurring	Digital Voice Solution	Virtual voicemail solution with 2-5 voicemail boxes which includes a 10-digit number.
Virtual Voicemail - 6-10 Mailboxes	\$19.99	Recurring	Digital Voice Solution	Virtual voicemail solution with 6-10 voicemail boxes which includes a 10-digit number.
Virtual Voicemail - Single Mailbox	\$9.99	Recurring	Digital Voice Solution	Virtual voicemail solution with one voicemail box which includes a 10-digit number.
Automatic-Callback/*69	\$5.00	Recurring	Legacy Voice Calling Feature	Allows end user to return the last incoming call by dialing *69
Call Forward Busy	\$1.50	Recurring	Legacy Voice Calling Feature	Forwards calls automatically to a preprogrammed number if the line is busy.
Call Forward No Answer	\$1.50	Recurring	Legacy Voice Calling Feature	Forwards calls automatically to a preprogrammed number after a predetermined number of rings (1-9 available).
Call Forward Variable	\$12.00	Recurring	Legacy Voice Calling Feature	Allows end user to program incoming calls to forward to a different phone number. Toggle on by lifting the handset and dialing 72# + desired forward to number. Toggle off by lifting the handset and dialing 73#.
Call Screening	\$5.00	Recurring	Legacy Voice Calling Feature	Allows end user to block calls automatically for up to ten numbers

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Call Waiting	\$12.00	Recurring	Legacy Voice Calling Feature	Allows end user to receive a secondary call by alerting with a tone. End user can switch between calls by pressing the receiver button.
Caller ID w/Name	\$5.00	Recurring	Legacy Voice Calling Feature	Allows end user to see the name and number of the calling party when available. Available as a standalone subscription for the Legacy Basics plans only.
Direct Connect	\$110.00	Recurring	Legacy Voice Calling Feature	Feature providing automatic dialing to a pre-selected phone number after going off hook. Blocks incoming and dialing outgoing calls.
Repeat Dialing	\$5.00	Recurring	Legacy Voice Calling Feature	Allows end user to automatically redial a number that is busy or last number called by pressing *66.
Speed Dialing 30	\$5.00	Recurring	Legacy Voice Calling Feature	Allows end user to call up to 30 frequently dialed numbers using a two-digit code between 20-49. Dial 75# then the selected unassigned two digit code followed by 1 + desired phone number to add to your speed dial list.
Three-way calling	\$12.00	Recurring	Legacy Voice Calling Feature	Allows end user to talk to two people at the same time. While on a call press the receiver button to place the first call on hold, then dial the 2nd desired party and wait until you hear ringing, then press the receiver button again to bridge the calls together.
Out of contract adjustment	\$25.00	Recurring	Legacy Voice Calling Plan	Recurring charge added to base rate of each line with a contract rate AFTER the agreement expires. Charge will be removed when a new agreement is entered into.
Non-Published Listing	\$2.50	Recurring	Listing Charge	Business listing is not published in any directories or directory assistance.
Additional Directory Listing	\$5.00	Recurring	Listing Charges	All accounts come standard with one free directory listing. A business may elect to have additional directory listings for a charge.

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Restoral Charge	\$30.00	NON-Recurring	Order Charge	Accounts that are restored after being suspended for non-payment are assessed a restoral charge per phone number suspended which appears on the next invoice. Charge is billed at \$15/restored line.
Seasonal Phone Line Charge	\$150.00	NON-Recurring	Order Charge	Charge assessed to install service used on a seasonal basis (less than 12 months) such as pool phones. We charge this additionally to recover upfront costs of installation, account setup, and lost revenues relating to longer term accounts.
Directory Assistance/411	\$2.50	NON-Recurring	Usage Charge	Charge for calling directory assistance/411 or area code + 555-1212.
International Fixed Voice Usage	Fixed International Rate Deck	NON-Recurring	Usage Charge	Calls originating from a landline and terminating to a different country. Calls billed in 1 minute increments rounding up to the nearest minute.
International Toll-free Usage	Digital international Rate Deck	NON-Recurring	Usage Charge	Calls terminating to a toll-free number originated from another country. Billed for out of network calls. First billable increment 30 second minimum, then billed in 6 second increments.
International VoIP Usage	Digital International Rate Deck	NON-Recurring	Usage Charge	Calls on a digital number originating and terminating in different countries. Billed for out of network calls. First billable increment 30 second minimum, then billed in 6 second increments.
Interstate Fixed Voice Usage	\$0.05/minute	NON-Recurring	Usage Charge	Call from a landline originating and terminating to different states. Calls billed in 1 minute increments rounding up to the nearest minute.
Interstate Toll-free Usage	\$0.025/minute	NON-Recurring	Usage Charge	Calls terminating to a toll-free number originated from another state. Billed for out of network calls. First billable increment 30 second minimum, then billed in 6 second increments.

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Interstate VoIP Usage	\$0.01/minute	NON-Recurring	Usage Charge	Calls on a digital number originating and terminating in different states. Billed for out of network calls. First billable increment 30 second minimum, then billed in 6 second increments.
Intrastate Fixed Voice Usage	\$0.05/minute	NON-Recurring	Usage Charge	Call from a landline originating and terminating within the same state. Calls billed in 1 minute increments rounding up to the nearest minute.
Intrastate Toll-free Usage	\$0.025/minute	NON-Recurring	Usage Charge	Calls terminating to a toll-free number originated within the same state. Billed for out of network calls. First billable increment 30 second minimum, then billed in 6 second increments..
Intrastate VoIP Usage	\$0.01/minute	NON-Recurring	Usage Charge	Calls on a digital number originating and terminating in the same state. Billed for out of network calls. First billable increment 30 second minimum, then billed in 6 second increments.
Local Fixed Voice Usage	\$0.05/minute	NON-Recurring	Usage Charge	Calls that take place within your area's local exchange (office where your service originates from) is a local call. An exchange will typically cover a city, town, or village, but it does not always follow the same shape as a city, town, or village. For example, you can have calls within a town that ARE NOT considered a local call or a call that terminates to a nearby city that IS considered a local call. Calls billed in 1 minute increments rounding up to the nearest minute.
Operator Assisted Call	\$2.50 or \$0.25/min	NON-Recurring	Usage Charge	Charge for operator assisted calls billed at a flat \$2.50 or \$0.25/minute, whichever greater.
Early Termination Charge	Variable	NON-Recurring	Account Charge	Charge billed per service terminated in breach of an active contract.

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Bank Charge for Returned Check	\$25.00	NON-Recurring	Account Charge	Pass through charge for check returned by bank or charged back.
Credit Adjustment	Variable	NON-Recurring	Account Charge	Utility catalog item to offset charges for various reasons
Equipment Charges	Variable	NON-Recurring	Account Charge	Charge for equipment relating to service work
Late Charge	\$20.00	NON-Recurring	Account Charge	Charge assessed for invoices 8 days past due.
Order Charge	Variable	NON-Recurring	Account Charge	Charge for account changes initiated by an order.
Paper Bill Charge	\$2.50	Recurring	Account Charge	Account charge for customers that elect to receive a mailed paper invoice to recover costs of stamps, paper, and overhead.
Postage	\$1.00	NON-Recurring	Account Charge	Billing back customer for postage.
Service Call	Variable	NON-Recurring	Account Charge	Utility charge for labor onsite or offsite relating to trouble tickets, work orders, and transitions by the underlying carrier technician or The Telephone Company. \$50 trip charge embedded in service call includes up 45 minutes of travel time. Service calls are billed at \$125/hr in 15 minute increments. Partial increments round up to the next 15 minute increment. Each billable service call has a one hour minimum.

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Account Administration Recovery Charge	4.00%	Recurring	Cost Recovery Charge	A monthly charge to recover costs associated with supporting and maintaining your account. This revenue goes towards customer support and the systems/software used in day-to-day activities.
Federal Subscriber Line Charge	\$6.50	Recurring	Cost Recovery Charge	This fee was established in 1984 by the FCC allowing local phone companies to recover some of the associated costs with connecting your service and maintaining the network. We only charge this as a recovery mechanism for services in which we are charged by the underlying carrier. For example, AT&T charges us for all landline packages so we pass most, but not all, of those costs through.