

Charge Name	Price	Frequency	Description
Account Administration Recovery Charge	5.00%	Recurring	A monthly charge to recover costs associated with supporting and maintaining your account billed as a percentage of gross charges. This revenue goes towards customer support and the systems/software used in day-to-day activities.
Additional Directory Listing	\$ 5.00	Recurring	All accounts come standard with one free directory listing. A business may elect to have additional directory listings for a charge.
Automatic-Callback/*69	\$ 5.00	Recurring	Landline calling feature. Allows end user to return the last incoming call by dialing *69
Bank Charge for Returned Check	\$ 25.00	NON-Recurring	Pass through charge for check returned by bank or charged back.
Call Forward Busy	\$ 1.50	Recurring	Landline calling feature. Forwards calls automatically to a preprogrammed number if the line is busy.
Call Forward No Answer	\$ 1.50	Recurring	Landline calling feature. Forwards calls automatically to a preprogrammed number after a predetermined number of rings (1-9 available).
Call Forward Variable	\$ 12.00	Recurring	Landline 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	Landline calling feature. Allows end user to block calls automatically for up to ten numbers.
Call Waiting	\$ 12.00	Recurring	Landline 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	Landline calling feature. Allows end user to see the name and number of the calling party when available.
Credit Adjustment	Variable	NON-Recurring	Credit issued on customer invoice. Reason for credit will vary.
Directory Assistance/411	\$ 2.50	NON-Recurring	Charge for calling directory assistance/411 or area code + 555-1212.

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Early Termination Charge	Variable	NON-Recurring	Charge billed per service terminated in breach of an active contract.
Equipment and Materials	Variable	NON-Recurring	Charge for equipment and materials used relating to service work.
Federal Subscriber Line Charge	\$ 6.50	Recurring	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.
International Fixed Voice Usage	Variable	NON-Recurring	Calls originating from a landline and terminating to a different country. Calls billed in 1 minute increments rounding up to the nearest minute. International calls are blocked by default.
International Toll-free Usage	Variable	NON-Recurring	Calls on a toll-free 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. International calls are blocked by default.
International VoIP Usage	Variable	NON-Recurring	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. International calls are blocked by default.
Interstate Fixed Voice Usage	\$ 0.05	NON-Recurring	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	\$ 0.05	NON-Recurring	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.

Charge Name	Price	Frequency	Description
Interstate VoIP Usage	\$ 0.01	NON-Recurring	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	NON-Recurring	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	\$ 0.03	NON-Recurring	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	NON-Recurring	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.
Late Charge	\$ 20.00	NON-Recurring	Charge assessed to account for invoices unpaid 8 days or more after the due date with any balance. Customers are allotted 7 day grace period.
Local Fixed Voice Usage	\$ 0.05	NON-Recurring	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.
Non-Published Listing	\$ 2.50	Recurring	Business listing is not published in any directories or directory assistance.
Order Charge	\$20-75	NON-Recurring	Order charge for changes to or activation of a service.
Out of Contract Adjustment	\$ 25.00	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.

Charge Name	Price	Frequency	Description
Paper Bill Charge	\$ 5.00	NON-Recurring	Account charge for customers that elect to receive a mailed paper invoice to recover costs of stamps, paper, and overhead.
Postage	Variable	NON-Recurring	Billing back customer for postage.
Repeat Dialing	\$ 5.00	Recurring	Landline calling feature. Allows end user to automatically redial a number that is busy or last number called by pressing *66.
Seasonal Phone Line Charge	\$ 150.00	NON-Recurring	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.
Service Call	Variable	NON-Recurring	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 includes up 45 minutes of travel time. Service calls are billed at \$150/hr in 15 minute increments. Partial increments round up to the next 15 minute increment. Each billable service call has a one hour minimum. Additional rates and terms detailed in proposals.
Service Call Discount	Variable	NON-Recurring	Discount credit added to service call charges for promotional and rate matching purposes.
Service Restoral Charge	\$ 30.00	NON-Recurring	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 per line.
Speed Dialing 30	\$ 5.00	Recurring	Landline 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.
Tax Correction	Variable	NON-Recurring	Taxes added or credited to account for tax billed that should not have been or taxes not billed that should have.

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Three-way calling	\$ 12.00	Recurring	Landline 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.
Turquoise NET - 1 GB	\$ 20.00	Recurring	1 GB cellular internet plan. Carrier options include Verizon, T-Mobile, and AT&T. Overage charges rounds up to next GB billed at \$12/GB. Speeds vary by router, area, and network congestion.
Turquoise NET - 110M/10M HSI	As low as \$70	Recurring	Astound broadband internet connection package over coax providing speeds up to 110mbps/10mbps. Unlimited data.
Turquoise NET - 1GB/20M HSI	As low as \$140	Recurring	Astound broadband internet connection package over coax providing speeds up to 1000mbps/20mbps. Unlimited data.
Turquoise NET - 2 GB	As low as \$25	Recurring	2 GB cellular internet plan. Carrier options include Verizon, T-Mobile, and AT&T. Overage charges rounds up to next GB billed at \$12/GB. Speeds vary by router, area, and network congestion.
Turquoise NET - 250 MB	As low as \$6	Recurring	250 MB cellular internet plan. Carrier options include Verizon, T-Mobile, and AT&T. Overage charges rounds up to next GB billed at \$12/GB. Speeds vary by router, area, and network congestion.
Turquoise NET - 250M/15M HSI	As low as \$90	Recurring	Astound broadband internet connection package over coax providing speeds up to 250mbps/15mbps. Unlimited data.
Turquoise NET - 300/300 ABF	As low as \$70	Recurring	AT&T business fiber internet connection providing speeds up to 300mbps/300mbps. Unlimited data.
Turquoise NET - 5 GB	As low as \$40	Recurring	5 GB cellular internet plan. Carrier options include Verizon, T-Mobile, and AT&T. Overage charges rounds up to next GB billed at \$12/GB. Speeds vary by router, area, and network congestion.
Turquoise NET - 500 MB	As low as \$8	Recurring	500 MB cellular internet plan. Carrier options include Verizon, T-Mobile, and AT&T. Overage charges rounds up to next GB billed at \$12/GB. Speeds vary by router, area, and network congestion.

Charge Name	Price	Frequency	Description
Turquoise NET - 500M/20M HSI	As low as \$110	Recurring	Astound broadband internet connection package over coax providing speeds up to 500mbps/20mbps. Unlimited data.
Turquoise NET - 55M/10M HSI	As low as \$60	Recurring	Astound broadband internet connection package over coax providing speeds up to 55mbps/10mbps. Unlimited data.
Turquoise NET - AIA	As low as \$75	Recurring	AT&T cellular internet over air. Unlimited data. Speeds vary by router, area, and network congestion.
Turquoise NET - Fire Alarm - Dual Path	As low as \$45	Recurring	Verizon cellular internet service with failover using customer network as primary source specific for fire alarms.
Turquoise NET - Fire Alarm - Single Path	As low as \$50	Recurring	Verizon cellular internet service specific for fire alarms.
Turquoise NET - Static IP 1	\$ 5.00	Recurring	Single static IP added to internet plan.
Turquoise NET - Static IP 5	\$ 30.00	Recurring	Block of 5 static IPs added to internet plan.
Turquoise Talk - Cellular Fixed	As low as \$19.99	Recurring	Cellular voice calling plan including up to 250 minutes of use. Additional minutes billed at \$0.05/minute. Rates vary based on volume discounts.
Turquoise Talk - Digital DID Bundle 1	\$ 9.99	Recurring	Charge for 1 digital phone number.
Turquoise Talk - Digital DID Bundle 10	\$ 39.99	Recurring	Charge for 10 digital phone numbers.
Turquoise Talk - Digital DID Bundle 20	\$ 59.99	Recurring	Charge for 20 digital phone numbers.
Turquoise Talk - Digital DID Bundle 5	\$ 29.99	Recurring	Charge for 5 digital phone numbers.
Turquoise Talk - Digital Voice Pro	As low as \$19.99	Recurring	Charge for one VoIP user. Includes unlimited devices, mobile app, user portal, and much more! Rates vary based on volume discounts.
Turquoise Talk - Digital Voice SIP	As low as \$14.99	Recurring	Charge for one VoIP line with no features. Rates vary based on volume discounts.
Turquoise Talk - Legacy Basics	As low as \$49.99	Recurring	Landline with unlimited local calling and no calling features. Local usage billed at \$0.05/minute.
Turquoise Talk - Legacy Essentials	As low as \$49.99	Recurring	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 Seasonal	As low as \$74.99	Recurring	Seasonal landline with unlimited local calling and no calling features. Local usage billed at \$0.05/minute.
Virtual Fax Bundle 1	\$ 14.99	Recurring	Efax service including one user.
Virtual Fax Bundle 1 with Onsite Connect	As low as \$29.99	Recurring	Fax and Efax service with one user compatible with analog fax machines.

Charge Name	Price	Frequency	Description
Virtual Fax Bundle 10	\$ 39.99	Recurring	Efax service including 10 users.
Virtual Fax Bundle 5	\$ 29.99	Recurring	Efax service including 5 users.
Virtual PBX - Local Number 2-5 Extensions	\$ 15.99	Recurring	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	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	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	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	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.
Virtual PBX - Toll-Free Single Extension	\$ 12.99	Recurring	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	Virtual voicemail solution with 2-5 voicemail boxes which includes a 10-digit number.
Virtual Voicemail - 6-10 Mailboxes	\$ 19.99	Recurring	Virtual voicemail solution with 6-10 voicemail boxes which includes a 10-digit number.
Virtual Voicemail - Single Mailbox	\$ 9.99	Recurring	Virtual voicemail solution with one voicemail box which includes a 10-digit number.