

Product Name	Price	Frequency	Charge Category	Class	Description
Turquoise Talk - Legacy Essentials	\$ 29.99	Recurring	Legacy Voice Calling Plans	Business	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 Plans	Business	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 Plans	Business	Landline with unlimited local calling and caller ID w/Name
Turquoise Talk - Legacy Essentials - Special Pricing	\$ 25.99	Recurring	Legacy Voice Calling Plans	Business	Reduced rate on Legacy Essentials package for partners, large volume, and manager overrides. Not eligible for commission.
Turquoise Talk - Legacy Basics - Special Pricing	\$ 40.99	Recurring	Legacy Voice Calling Plans	Business	Reduced rate on Legacy Basics package for partners, large volume, and manager overrides. Not eligible for commission.
Turquoise Talk - Legacy Enhanced - Special Pricing	\$ 50.99	Recurring	Legacy Voice Calling Plans	Business	Reduced rate on Legacy Enhanced package for partners, large volume, and manager overrides. Not eligible for commission.
Turquoise Talk - Legacy Seasonal - Special Pricing	\$ 50.99	Recurring	Legacy Voice Calling Plans	Business	Reduced rate on Legacy Seasonal package for partners, large volume, and manager overrides. Not eligible for commission.
Legacy Voice - Contract Termination Charges	\$ 25.00	NON-Recurring	Legacy Voice Calling Plan	Business	Charge assessed for early termination of an agreement on a fixed voice product. Calculation for charge is \$25 per line, per month terminated short of the end of the contract term.
Out of contract adjustment	\$ 25.00	Recurring	Legacy Voice Calling Plan	Business	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.

Product Name	Price	Frequency	Charge Category	Class	Description
Virtual PBX - Local Number 2-5 Extensions	\$ 15.99	Recurring	Digital Voice Solutions	Business	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 Solutions	Business	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 Solutions	Business	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 Solutions	Business	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 Solutions	Business	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	Digital Voice Solutions	Business	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 Solutions	Business	Virtual voicemail solution with 2-5 voicemail boxes which includes a 10-digit number.
Virtual Voicemail - 6-10 Mailboxes	\$ 19.99	Recurring	Digital Voice Solutions	Business	Virtual voicemail solution with 6-10 voicemail boxes which includes a 10-digit number.
Virtual Voicemail - Single Mailbox	\$ 9.99	Recurring	Digital Voice Solutions	Business	Virtual voicemail solution with one voicemail box which includes a 10-digit number.

Product Name	Price	Frequency	Charge Category	Class	Description
Service Call	\$ -	NON-Recurring	Installation & Maintenance	Business	Technical visit by underlying carrier technician or The Telephone Company technician requested by the customer. Each charge should have a comment that appears on the invoice with date, billable time, and general info about the visit. \$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. Parts billed with 25% markup of cost.
Automatic-Callback/*69	\$ 5.00	Recurring	Legacy Voice Calling Features	Business	Allows end user to return the last incoming call by dialing *69
Call Forward Busy	\$ 1.50	Recurring	Legacy Voice Calling Features	Business	Forwards calls automatically to a preprogrammed number if the line is busy.
Call Forward No Answer	\$ 1.50	Recurring	Legacy Voice Calling Features	Business	Forwards calls automatically to a preprogrammed number after a predetermined number of rings (1-9 available).
Call Forwarding Variable	\$ 12.00	Recurring	Legacy Voice Calling Features	Business	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 Features	Business	Allows end user to block calls automatically for up to ten numbers
Call Waiting	\$ 12.00	Recurring	Legacy Voice Calling Features	Business	Allows end user to receive a secondary call by alerting with a tone. End user can switch between calls by pressing the receiver button.

Product Name	Price	Frequency	Charge Category	Class	Description
Caller ID w/Name	\$ 5.00	Recurring	Legacy Voice Calling Features	Business	Allows end user to the 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 Features	Business	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 Features	Business	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 Features	Business	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 Features	Business	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.
Additional Directory Listing	\$ 5.00	Recurring	Listing Charges	Business	All accounts come standard with one free directory listing. A business may elect to have additional directory listings for a charge.
Non-Published Listing	\$ 2.50	Recurring	Listing Charges	Business	Business listing is not published in any directories or directory assistance.
Fixed Voice Activation Charge	\$ 75.00	NON-Recurring	Order Charges	Business	One-time order charge for pass through costs AT&T bills The Telephone Company when activating/transferring a landline under our company.

Product Name	Price	Frequency	Charge Category	Class	Description
Legacy Basics Connection Charge	\$ 75.00	NON-Recurring	Order Charges	Business	One-time order charge for pass through costs AT&T bills The Telephone Company when activating this calling plan.
Restoral Charge	\$ 15.00	NON-Recurring	Order Charges	Business	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 Charges	Business	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.
Virtual Solution Provisioning Charge	Variable	NON-Recurring	Order Charges	Business	Charge for provisioning virtual solution. 1 extension billed at \$10. 2-5 extensions billed at \$25. 6-10 extensions billed at \$50.
Directory Assistance/411	\$ 2.50	NON-Recurring	Usage Charges	Business	Charge for calling directory assistance/411 or area code + 555-1212.
International Fixed Voice Usage	Fixed International Rate Deck	NON-Recurring	Usage Charges	Business	Calls originating from a landline and terminating to a different country
International Toll-free Usage	Digital international Rate Deck	NON-Recurring	Usage Charges	Business	Calls terminating to a toll-free number originated from another country
International VoIP Usage	Digital International Rate Deck	NON-Recurring	Usage Charges	Business	Calls on a digital number originating and terminating in different countries
Interstate Fixed Voice Usage	\$0.05/minute	NON-Recurring	Usage Charges	Business	Call from a landline originating and terminating to different states

Product Name	Price	Frequency	Charge Category	Class	Description
Interstate Toll-free Usage	\$0.05/minute	NON-Recurring	Usage Charges	Business	Calls terminating to a toll-free number originated from another state
Interstate VoIP Usage	\$0.05/minute	NON-Recurring	Usage Charges	Business	Calls on a digital number originating and terminating in different states.
Intrastate Fixed Voice Usage	\$0.05/minute	NON-Recurring	Usage Charges	Business	Call from a landline originating and terminating within the same state
Intrastate Toll-free Usage	\$0.05/minute	NON-Recurring	Usage Charges	Business	Calls terminating to a toll-free number originated within the same state.
Intrastate VoIP Usage	\$0.05/minute	NON-Recurring	Usage Charges	Business	Calls on a digital number originating and terminating in the same state.
Local Fixed Voice Usage	\$0.05/minute	NON-Recurring	Usage Charges	Business	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.
Operator Assisted Call	\$2.50 or \$0.25/min	NON-Recurring	Usage Charges	Business	Charge for operator assisted calls billed at a flat \$2.50 or \$0.25/minute, whichever greater.
Fixed Voice Provisioning Charge	Variable	NON-Recurring		Business	General order charge for making changes to a fixed voice service. 1 number billed at \$10. 2-5 numbers billed at \$25. 6-10 numbers billed at \$50.

Product Name	Price	Frequency	Charge Category	Class	Description
Fixed Voice Usage	\$0.05/minute	NON-Recurring		Business	Usage charge that will only appear in quoting used to facilitate cost savings estimates. This item is taxed as an intrastate toll call, which is a higher rate, to ensure usage charges are lower on the invoice vs the quote.
Bank Charge for Returned Check	\$ 25.00	NON-Recurring	Account Charge	Business	Pass through charge for check returned by bank or charged back.
Credit Adjustment	Variable	NON-Recurring	Account Charge	Business	Utility catalog item to offset charges for various reasons
Late Charge	\$ 5.00	NON-Recurring	Account Charge	Business	Charge assessed for invoices 8 days past due.
Paper bill Charge	\$ 2.50	Recurring	Account Charge	Business	Account charge for customers that elect to receive a mailed paper invoice to recover costs of stamps, paper, and overhead.
Postage	\$ 0.55	NON-Recurring	Account Charge	Business	Pass through charge for mail delivered without postage.
Account Administration Recovery Charge	3% of gross billed charges	Recurring	Cost Recovery Charge	Business	A monthly charge to recover costs associated with supporting and maintaining an 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	Business	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.