

**VENDOR NAME: AT&T Corporation****SERVICE/PRODUCT NAME: AT&T Long Distance Service: Toll Free****SERVICE/PRODUCT DESCRIPTION:**

Toll-Free calls may originate (a) from the US (or from Customer-designated NPAs within the US), (b) from Canada (or from Customer-designated NPAs within Canada), (c) from Mexico (or from Customer-designated Mexican Service Areas), and/or (d) from Customer-designated countries (other than Canada, Mexico, or the US) from which AT&T toll-free calling is available. For calls originated from the US or Canada, toll-free calls are dialed by the calling party using a Toll-Free Number. For calls originating outside the US or Canada, toll-free calls are dialed by the calling party using an International Freephone Number or using AT&T Direct Toll-Free calling. Toll-Free calls are billed to the Customer for the Toll-Free Number or International Freephone Number.

AT&T Toll-Free Megacom is an inbound nodal service that terminates on a long distance T1.5 dedicated access facility. T1.5 access is a type of nodal service access providing direct-connect private lines from the AT&T network switch to the customer's premises. One T1.5 line carries 24 circuits that can be used for Toll-Free calls, other types of incoming and outgoing calls, and data transmission. AT&T Toll-Free Readyline Service is an inbound service terminating on an existing local POTS Line.

Information Forwarding-2 (INFO-2) is an option that provides the ten-digit telephone number of the originating caller via a feature called Automatic Number Identification (ANI). INFO-2 is available nationwide only when the call originates from an equal access telephone. It is only available with Toll-Free MEGACOM® applications either with or without the Primary Rate Interface (PRI) office function.

**AT&T Toll-Free Advanced Features**

AT&T Toll-Free Advanced Features permits various controls over the routing of calls to a specified Toll-Free telephone number. The degree of control over call routing depends on the particular combination of features used. The combination of features as described below includes: 1) Routing Features, 2) Control Features, 3) Announcement Features, 4) Call Redirection Features. The Customer can choose to order these feature standalone AT&T Toll-Free Advanced Features (Classic) and/or order AT&T Toll-Free Advanced Features Per Call Pricing structure. When the Customer orders AT&T Toll-Free Advanced Features Per Call Pricing, the Customer can select any combination ("bundle") of the AT&T Toll-Free Advanced Service Features, except Transfer Connect, for a flat 'per call' charge. Toll-Free Single Number Service is an inherent capability of AT&T Toll-Free Advanced Features. It permits the Customer to have calls to a single Toll-Free telephone number directed to two or more routing arrangements at one Customer location or at multiple Customer locations.

***Routing Features***

Routing Features allow a Customer to route calls to specific locations, based on Customer defined parameters (geographic routing, point in time routing and percent allocation).

***Feature Package-II - Routing Plan Option:***

This option includes Toll-Free Area Code and/or Country Code Routing, Toll-Free Exchange Routing, Toll-Free Caller Recognition Routing, Toll-Free Time Manager, Toll-Free Day Manager, and Toll-Free Quick Call Allocator. The Routing Plan option allows a Customer to subscribe to and utilize as many and as much of these features as desired for the monthly recurring charge, per month, per specified Toll-Free number. Toll-Free Quick Call Allocator is also available as a Control Feature with the Routing On Demand (ROD) capability.

- **Toll-Free Country Code Routing** - This feature permits the Customer to define the routing of calls from all country codes from overseas countries.
- **Toll-Free Area Code Routing** - This feature permits the Customer to define the routing of calls from all NPAs in the Customer's domestic service area(s).
- **Toll-Free Exchange Routing** - This feature permits the Customer to define the routing of calls from all NXXs in the Customer's specified NPAs. NXXs cannot be divided or split-up for Call Routing purposes. The following conditions apply:
  - o In order to perform Toll-Free Exchange Routing, originating calls must forward Automatic

Number Identification (ANI).

- Toll-Free Exchange Routing cannot be used in conjunction with calls originating from Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.
- **Toll-Free Caller Recognition Routing** - This feature permits the Customer to route calls based upon the calling party's originating 10 digit ANI number.
  - In order to perform Toll-Free Caller Recognition Routing, originating calls must forward Automatic Number Identification (ANI).
  - Toll-Free Caller Recognition Routing cannot be used in conjunction with calls originating from Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.
- **Toll-Free Time Manager** - This feature permits the Customer to have calls to the same AT&T Toll-Free telephone number routed differently during different time intervals throughout a day, according to a schedule established by the Customer. The following conditions apply:
  - The time schedule established by the Customer will follow the national observance of Daylight Savings Time with one hour clock changes in Spring and Fall.
  - The schedule established must include the entire 24-hour day.
  - For Feature Package II, the schedule may be established in time intervals of five minutes.
- **Toll-Free Day Manager** - This feature permits the Customer to have calls to the same AT&T Toll-Free telephone number routed differently based on the day of the week the call is made, according to a schedule established by the Customer. All schedules established by the Customer will follow the national observance of Daylight Savings Time with one hour clock changes in Spring and Fall. Under this option, the schedule established applies to all weeks in the year.
- **Toll-Free Quick Call Allocator** - This feature permits Customers to have calls to the same AT&T Toll-Free telephone number apportioned to two or more routing alternatives based upon distribution of percentages selected by the Customer. For each application of this feature, the percentages must be integers and must total 100%. This feature also allows Customers to make changes on demand using the Rout-It portal. Toll-Free Quick Call Allocator is also available as a ROD feature. When ROD capabilities are invoked, the following charge will apply.

### ***Announcement Features***

AT&T provides: (1) generic announcement features, which are available to all Customers without incurring storage or recording charges, (2) basic announcement features, which contain pre-recorded Customer announcements related to call routing or call completion, and (3) Enhanced Announcement features, which are pre-recorded Customer announcements that include Customer marketing or other commercial information not related to the successful routing or completion of the Toll-Free call by the calling party. These announcements are considered an enhanced Service.

Announcement Features enhance the AT&T Toll-Free Services of AT&T Toll-Free MEGACOM and IP Toll Free dedicated services or AT&T Toll-Free ReadyLine switched service, helping you provide your callers with a superior call experience. Announcement Features give helpful information during the call, such as "You are now being transferred to Customer Service." Announcement Features also lower business costs. For example, an Announcement may provide a variety of options ("Press One for Sales, Two for Customer Service") enabling the caller to self-select the appropriate destination to handle the call.

Generic Announcement Features play professionally recorded messages from the large library of pre-recorded messages provided by AT&T. Since AT&T stores Generic Announcements, customers who utilize these announcements do not have to pay a recording or monthly storage fee.

Generic Announcements:

**# 4081** Thank you for calling. Our office is currently closed. Please call back during our regular business hours, Monday through Friday, between 8am and 5pm.

**# 4082** Thank you for calling. We are currently experiencing technical difficulties, please try your call later.

**# 4083** Thank you for calling. We are currently experiencing a temporary interruption in telephone service, please try your call later.

**# 4084** Thank you for calling. Due to emergency conditions, we are unable to answer your call at this

time, please try your call again later.

# 4085 Thank you for calling. Due to extreme weather conditions, we are unable to answer your call at this time, please try your call again later.

# 4086 We are unable to answer your call at this time. Please try again later.

# 4087 Thank you for calling. We are currently closed for the holiday. Please call again during regular business hours.

# 4088 Thank you for calling. Our office is currently closed, please call again during our regular business hours.

# 4089 Your call cannot be completed due to difficulties at the location you have dialed. Please try your call again later.

# 4090 This office is closed for the day due to severe weather conditions, please try your call again on the next business day.

# 4091 This office is closed today for the holiday. Please try your call again on the next business day.

# 4092 This office is closed for vacation. Please try your call again on the next business day.

# 4093 Network improvements are in progress at the location you have dialed. Please try your call again later.

# 4094 Due to a work stoppage, we cannot handle your call at this time, please try your call again later.

# 4095 Your call cannot be completed due to network difficulties. Please try your call again later.

# 4096 Thank you for calling. Our office is currently closed. Please call back during our regular business hours, Monday through Friday, between 9a.m. and 5p.m.

# 4097 Your response has been recorded, thank you for calling.

# 4100 We're sorry, the Toll-Free number you have dialed is not available from your calling area. Please call the local number.

# A00347 Your call is important to us, please hold on.

Customized Announcement Features play professionally recorded messages that you create and provide to AT&T. Custom Announcement recordings can be up to four minutes in length and are only available to you to use with your AT&T Toll Free service. The Customized Announcements are designed to assist calling parties in the routing/completion of calls, or to provide information to your callers as described in the next few paragraphs.

#### **Announcements:**

##### **Toll-Free Call Prompter**

This feature is a network announcement feature which permits the Customer to have calls to an AT&T Toll-Free telephone number routed to one or one of several routing alternatives and directs the caller to input prompted digit(s) or a preset specified code which will route the call to the appropriate routing alternative. Each routing alternative may be assigned up to 1,023 distinct codes. If routing features are used with Toll-Free Call Prompter, they must be selected from Feature Package II. Toll-Free Call Prompter is available for calls originating from the Mainland, Hawaii, Canada, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, Overseas and Mexico except for those countries using C6 Signaling. The following conditions apply:

- A code may not exceed 15 digits.
- The Customer must specify a default routing alternative for callers who input undesignated digits/codes or do not input a digit/code.
- The prompting announcement is designed for network routing and the Company does not provide, in the prompting announcement, media-related information or service, other than network routing functions, unless the announcement used is an Enhanced Announcement.
- The announcement can be no longer than four minutes.

##### **Toll-Free Enroute Announcement**

This feature allows a Customer to provide an announcement at the beginning of each call or at some other point in the call path. Introductory announcements play announcements at the beginning of the call path, then immediately send the call to the next routing element. In progress announcements play an announcement at any point in the call path, then immediately send the call to the next routing element.

- The intercept announcement is designed to assist in call completion and the Company does not provide, in the announcement, media-related information or service, other than network routing or call completion, unless the announcement used is an Enhanced Announcement.

- The announcement can be no longer than four minutes.

### **Toll-Free Courtesy Response**

This feature permits the Customer to have calls to a Toll-Free telephone number routed to a terminating intercept announcement provided by the Company in order to assist in the completion of calls. The routing parameters for directing calls to the announcement are specified using other AT&T Toll-Free Advanced features. The routing features used with Toll-Free Courtesy Response may be selected from Feature Package II. The following conditions apply:

- The terminating intercept announcement is designed to assist in call completion and the Company does not provide, in the terminating announcement, media-related information or service, other than network routing or call completion, unless the announcement used is an Enhanced Announcement.
- The announcement can be no longer than four minutes.

### **Emergency Announcement Updates**

This option enables Announcement Features customers to have an emergency announcement provisioned on their existing Call Prompter, Enroute Announcement, and/or Courtesy Response, usually within one hour. A semi-professional voice-talent (AT&T staff) will be provided for the recording of the emergency announcement.

Please be aware of the following:

- During scheduled support system maintenance the emergency announcement update will not be available within one hour. Currently this unavailable period occurs every Sunday between 1:00 A.M. and 5:00 A.M, Eastern Time and three times during the year for a full 24 hours.
- Emergency Announcement service orders are issued by the AFSC.
- Customers may call into the AFSC at 800-325-5555 for Emergency Announcement Updates and are required to furnish a security code.
- Emergency Announcement Updates are not available in Foreign Languages or for Enhanced Announcements.

### **Real-Time Announcements**

You can have access to the Real-Time Announcements function that lets you update an existing Announcement with a simple phone call! For security purposes, you will be provided with a User Access Code (UAC), PIN and Announcement ID to be able to update your Announcement. There is no fee for this service and it applies to the following Announcement types:

- Call Prompter – Menu or Database
- Enroute Announcements
- Into Queue
- Courtesy Response

It is important to note that if you subscribe to the Real-Time Announcement feature, you will not have the ability to request an Emergency Announcement Update. Also, once you record a Real-Time Announcement, the previous Announcement will no longer be available for use.

### **Call Redirection Features**

Call Redirection Features allow calls to complete at a location other than the one to which they were originally sent. Call redirection features include:

#### ***Pre-Answer Call Redirection Features***

Pre-Answer Call Redirection Features permit a Toll-Free Service call to be redirected to another AT&T Toll-Free Service termination when a Ring No Answer or a busy condition or a failure of the Company's network is encountered.

**Alternate Destination Routing (ADR)** - This feature allows an incoming call to be redirected to a pre-defined alternate answering location(s) when there is a Ring No Answer or a busy condition or a failure of the Company's network. Changes, additions or deletions in the ADR primary routing location must be made by Company personnel. For ADR options with one alternate location, the ADR secondary routing

information may be changed by the Customer using Toll-Free RCS-Online, Toll-Free RCS-RMI or by Company personnel. For ADR options with more than one alternate location, changes to the ADR secondary routing information must be made by Company personnel. ADR is available with all AT&T Toll-Free Services except AT&T Starterline for primary and secondary routing. ADR is available with Split Access Flexible Egress Routing (SAFER), at the primary and/or secondary location. If SAFER is at both primary and secondary locations and the primary location is unavailable, redirection to an alternate location is attempted using ADR. If that route is unavailable, the final redirection is attempted using SAFER to the secondary location. If SAFER is at the primary location only, an incoming call can only be redirected to one secondary location based on the detection of a busy condition.

The Customer may select the following options:

- **ADR on Ring No Answer** - This option redirects calls to one pre-defined alternate location if a Ring No Answer condition is detected at the primary location.
- **ADR on Busy** - This option redirects calls to a maximum of three pre-defined alternate locations if a busy condition is detected at the primary location. The primary location must utilize AT&T Toll-Free MEGACOM Service. If only one secondary location is used, that location may utilize any AT&T Toll-Free Service except AT&T Starterline. If more than one secondary location is used, then all locations must utilize AT&T Toll-Free MEGACOM Service.
- **ADR on Busy and Ring No Answer** - This option redirects calls to one pre-defined alternate location if either a busy or a Ring No Answer condition is detected at the primary location.

### ***Post-Answer Call Redirection Features***

Post Answer Call Redirection Features permit Toll-Free Service call to be redirected, after the call has been answered by the Customer to: 1) another AT&T Toll-Free Service termination located in the Mainland, Hawaii, Puerto Rico and the U.S. Virgin Islands where AT&T Toll-Free Service is provided; 2) another Toll-Free service termination in Guam or CNMI or in a country other than the United States with whom AT&T maintains an International Toll-Free Service Operating Agreement that permits AT&T to redirect the call; 3) a non-Toll-Free service termination located in the Mainland or Hawaii; or 4) an AT&T nodal service termination located in the Mainland. Calls will not be redirected to the following NPAs: 700 and 900 NPAs. The party who receives the redirected call is the target party. When the call(s) is redirected to another AT&T Toll-Free service termination and the target party is not the Customer, the Customer must obtain the prior written consent of the target party to accept the redirected call(s) from the Customer using the AT&T service(s) to which the target party has subscribed.

The Customer may use one of the AT&T Toll-Free Transfer Connect features or the AT&T Toll-Free Select Again feature to redirect the call. Each Toll-Free Service termination may be equipped with one of the AT&T Toll-Free Transfer Connect features or the AT&T Toll-Free Select Again feature, but not both. AT&T Toll-Free Transfer Connect and AT&T Toll-Free Select Again features are available in conjunction with the following: AT&T Toll-Free MEGACOM Service (excluding AT&T Toll-Free MEGACOM High Capacity Service), AT&T Toll-Free READYLINE, AT&T Toll-Free MEGACOM Service-Canada, and AT&T Toll-Free READYLINE-Canada.

**AT&T Toll-Free Transfer Connect** - AT&T Toll-Free Transfer Connect is provided using one of the arrangements described below. In addition to the rates specified below and other applicable AT&T Toll-Free Advanced Features and/or Optional feature charges, the Customer will be billed the appropriate AT&T Toll-Free Service usage charges associated with the original call until the original call ends. For calls redirected to another Toll-Free Service termination (as described above), this occurs when the Customer disconnects from the caller. For calls during which a redirection is attempted to a non-Toll-Free Service termination, this occurs when either the Customer disconnects from the caller or the target party disconnects from the caller whichever occurs last. An additional charge applies for the duration of the call from the point of redirection for all calls during which a redirection is attempted to a non-Toll-Free Service termination. Speed Dial capability is an option which allows the AT&T Toll-Free Transfer Connect Customer to redirect calls without dialing the target party's complete telephone number using a unique 1, 2, 3, 4 or 5-digit numeric code. This capability is available for use on AT&T Toll-Free Transfer Connect-equipped Toll-Free numbers with a maximum of 2,000 Speed Dial Codes per Toll-Free number. Data Forwarding is an option that allows the AT&T Transfer Connect Courtesy Transfer Customer to forward data from the redirecting party location to the Target Party location. The data is forwarded along with the redirected call and includes data generated by the Customer at the redirecting party location. The Data Forwarding capability must be used in conjunction with AT&T Primary Rate Interface (PRI) and Integrated Services Digital Network (ISDN).

- **Courtesy Transfer** - This arrangement allows the Customer to transfer the caller to the target party without remaining on the call.
- **Consult and Transfer** - This arrangement allows the Customer to place the caller on hold, hear call progress tones (i.e., ringing or busy signal) and either: 1) transfer the caller to the target party without remaining on the call; or 2) terminate the redirection and return to the caller for further call handling.
- **Conference and Transfer** - This arrangement allows the Customer to conference with the target party and the caller. The Customer may consult with the target party prior to adding the caller to the three-way conference. Following the three-way conference, the caller may remain connected to the Customer or to the target party. If the target party is busy or does not answer, the Customer may return to the caller and may attempt another transfer.

## **Service Assurance**

### **Toll-Free Routing Control Service (RCS) Service Assurance**

AT&T will provide a Service Assurance Guarantee to eligible Customers of AT&T Toll-Free Advanced Features with Toll-Free Routing Control Service-Online (Toll-Free RCS-Online) and Toll-Free Routing Control Service-Routing Manager Interface (Toll-Free RCS-RMI). A Customer is eligible for this RCS Service Assurance, if the Customer is unable to invoke their Toll-Free RCS-Online or Toll-Free RCS-RMI to add, change or delete those features for more than one hour. AT&T will apply a credit to the Customer's bill in an amount equal to the Monthly Recurring Charge per billing account. Customers may receive a maximum of one credit per billing account per month. The RCS Service Assurance will not apply for the following:

- Interruptions caused by the negligence of the Customer or others authorized by the Customer to use the Customer's service.
- Interruptions due to the failure of power, equipment or systems not provided by the Company.
- Interruptions during any period in which this Company or its agents are not afforded access to the premises where access lines associated with the AT&T Toll-Free Services are terminated.
- Interruptions during any period when the Customer or User has released the service to the Company for maintenance or rearrangement purposes or for the implementation of a Customer order.
- Periods when the Customer elects not to release the services for testing and/or repair and continues to use it on an impaired basis.
- Non-completion of calls due to network busy conditions.
- Interruptions not reported to the Company.
- Disconnection for Non-Payment.
- Interruptions of the Customer's software and/or hardware.

### **SERVICE LEVELS:**

AT&T does not offer SLAs for Inbound Long Distance. We do consistently achieve a network with availability of 99.99%, 24 hours a day, 365 days per year.

### **SERVICE AVAILABILITY/LIMITATIONS:**

None

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**SERVICE NAME: Long Distance Service: Toll Free**

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Recurring Unit Cost	Usage Cost
Add	07/06/15	08/26/15	1		Toll-Free Megacom Service - Domestic	Per Minute	\$0.00	\$0.00	\$0.0210
Add	07/06/15	08/26/15	2		Toll-Free ReadyLine Service-Domestic	Per Minute	\$0.00	\$0.00	\$0.0240
Add	07/06/15	08/26/15	3		Informational Forwarding (INFO-2) - Automatic Number Identification - With PRI Office Function	Per Caller number information delivered	\$0.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	4		Informational Forwarding (INFO-2) - Automatic Number Identification - Without PRI Office Function	Per Caller number information delivered	\$375.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	5		Toll Free Basic Routing Features (see Note 1)	Per Toll Free Number	\$25.00	\$35.00	\$0.00
Add	07/06/15	08/26/15	6		Toll Free Quick Call Allocator - Activation of a specified allocation percentage performed by AT&T	Each Activation	\$50.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	7		Toll Free Basic Routing Features - Expedite Charge	Per Expedite Order	\$1,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	8		Toll Free Announcement Features (see Note 2)	Per Announcement Played	\$0.00	\$0.00	\$0.035
Add	07/06/15	08/26/15	9		Toll Free Announcement Features - Storage Fee (see Note 2)	Per Announcement	\$0.00	\$55.00	\$0.00
Add	07/06/15	08/26/15	10		Toll Free Announcement Features (see Note 2)	Per Minute of Announcement Played - (billed in 6 second increments)	\$0.00	\$0.00	\$0.03
Add	07/06/15	08/26/15	11		Toll Free Announcement Features - Expedite Charge (see Note 2)	Per Expedite Order	\$1,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	12		Toll Free Announcement Features - Professional Voice Recording (see Note 2)	Per Announcement	\$120.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	13		Toll Free Announcement Features - Emergency Update (semi-professional) (see Note 2)	Per Announcement	\$120.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	14		Toll Free Announcement Features - Foreign Language (see Note 2)	Per Announcement	\$120.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	15		Toll Free Announcement Features - Professional Voice Expedite (see Note 2)	Per Announcement	\$240.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	16		Toll Free Alternate Destination Routing (see Note 3)	Per Toll Free Number	\$150.00	\$20.00	\$0.00
Add	07/06/15	08/26/15	17		Toll Free Alternate Destination Routing - Redirection Attempt (see Note 3)	Per Redirection Attempt	\$0.00	\$0.00	\$0.015
Add	07/06/15	08/26/15	18		Toll Free Alternate Destination Routing - Toll Free Number Changes (see Note 3)	Per Toll Free Number Change	\$50.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	19		Toll Free Alternate Destination Routing - Expedite Charge (see Note 3)	Per Expedite Order	\$1,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	20		Toll Free Transfer Connect - Courtesy Transfer	Per Toll Free Number	\$1,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	21		Toll Free Transfer Connect - Courtesy Transfer - POTS Redirection (see Note 4)	Per Second	\$0.00	\$0.00	\$0.0013
Add	07/06/15	08/26/15	22		Toll Free Transfer Connect - Courtesy Transfer - Redirection Attempt	Per Redirection Attempt	\$0.00	\$0.00	\$0.15
Add	07/06/15	08/26/15	23		Toll Free Transfer Connect - Courtesy Transfer - Per Completed Call	Per Completed Call	\$0.00	\$0.00	\$0.02
Add	07/06/15	08/26/15	24		Toll Free Transfer Connect - Courtesy Transfer - Change Order	Per Change Order	\$150.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	25		Toll Free Transfer Connect - Courtesy Transfer - Expedite	Per Expedite Order	\$1,500.00	\$0.00	\$0.00

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Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Recurring Unit Cost	Usage Cost
Add	07/06/15	08/26/15	26	Toll Free Transfer Connect - Consult & Transfer	Per Toll Free Number	\$2,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	27	Toll Free Transfer Connect - Consult & Transfer - POTS Redirection (see Note 4)	Per Second	\$0.00	\$0.00	\$0.0013
Add	07/06/15	08/26/15	28	Toll Free Transfer Connect - Consult & Transfer - Redirection Attempt	Per Redirection Attempt	\$0.00	\$0.00	\$0.20
Add	07/06/15	08/26/15	29	Toll Free Transfer Connect - Consult & Transfer- Per Completed Call	Per Completed Call	\$0.00	\$0.00	\$0.25
Add	07/06/15	08/26/15	30	Toll Free Transfer Connect - Consult & Transfer - Change Order	Per Change Order	\$150.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	31	Toll Free Transfer Connect - Consult & Transfer - Expedite	Per Expedite Order	\$1,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	32	Toll Free Transfer Connect - Conference & Transfer	Per Toll Free Number	\$2,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	33	Toll Free Transfer Connect - Conference & Transfer - POTS Redirection (see Note 4)	Per Second	\$0.00	\$0.00	\$0.0013
Add	07/06/15	08/26/15	34	Toll Free Transfer Connect - Conference & Transfer - Redirection Attempt	Per Redirection Attempt	\$0.00	\$0.00	\$0.225
Add	07/06/15	08/26/15	35	Toll Free Transfer Connect - Conference & Transfer- Per Completed Call	Per Completed Call	\$0.00	\$0.00	\$0.035
Add	07/06/15	08/26/15	36	Toll Free Transfer Connect - Conference & Transfer - Change Order	Per Change Order	\$150.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	37	Toll Free Transfer Connect - Conference & Transfer - Expedite	Per Expedite Order	\$1,500.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	38	Per Call Pricing NCP Account Charges	Per NCP Account	\$1,000.00	\$250.00	\$0.00
Add	07/06/15	08/26/15	39	Change Order Charges	Per Change Order	\$150.00	\$0.00	\$0.00
Add	07/06/15	08/26/15	40	Order Expedite Charges	Per Expedite Order	\$1,500.00	\$0.00	\$0.00

Note 1 - Basic Routing Features include: Country Code Routing, Area Code Routing, Exchange Routing, Caller Recognition Routing, Time Manager, Day Manger, and Quick Call Allocator.

Note 2 - Basic Announcement Features include: Call Prompter, Enroute Announcement, Network Queing, Speech Recognition\*, Courtesy Response.

Note 3 - Alternate Destination Routing includes: No Ring No Answer, On Busy, or on Busy-Ring No Answer

Note 4 - This is in addition to the Per Completed Call or Per Redirection Attempt options