



MetTel Toll Free Services – Product Guide

Business Rules and Rates

MetTel Toll Free services enable clients to build customer loyalty and expand their reach beyond their local calling area in a cost effective manner. Toll Free services allow customers, suppliers and employees to contact businesses without hassles or delay. MetTel offers low monthly charges and extremely competitive per minute rates for both In-State and State-to-State in-bound calls.

Terms of the Offering

1. The service provides an 800, 866, 877, 888, etc. number which is pointed to a telephone number selected by the customer, for incoming calls to be answered.
2. Calls can be received from In-State, State-to-State and some locations outside the 48 contiguous states.
3. Customers can select a 12, 24 or 36 month term commitment.
4. There is a monthly charge of \$4.95 per Toll Free number.
5. Calls from outside the 48 contiguous states into a Toll Free number are billed at prevailing per minute International TF rates. In-bound calls can only be received from states/territories/countries where 10 digits can be dialed to reach a U.S. Toll Free number.
6. In-State, State-to-State, and International calls into the Toll Free number are rounded to the next minute.
7. Intelligent Toll Free Service is an available feature. It provides Time-of-Day routing where calls first ring to one location and at a pre-designated time, calls are automatically routed to another pre-determined point-to number. The one-time and monthly charges depend on how many routes are established.
8. There is a monthly charge for a Toll Free Number to be published.
9. Following are the monthly feature charges which may apply.

Intelligent Toll Free Service 2 - 5 Routes	\$19.95
Intelligent Toll Free Service 6 - 10 Routes	\$29.95
Intelligent Toll Free Service 11- 20 Routes	\$39.95
Intelligent Toll Free Service 21 - 99 Routes	\$49.95
Toll Free Number Published	\$24.75

10. Federal Universal Service Fund (FUSF) surcharges apply in addition to taxes.



11. The following non recurring charges apply at the one-time rates below:

Intelligent Toll Free Svc 2-5 Routes Install Chg	\$100.00
Intelligent Toll Free Svc 6-10 Routes Install Chg	\$125.00
Intelligent Toll Free Svc 11-20 Routes Install Chg	\$150.00
Intelligent Toll Free Svc 21-99 Routes Install Chg	\$175.00
Toll Free Number Established	\$25.00
Toll Free Gold Number Established	\$75.00
Toll Free Expedite Fee	\$50.00
Toll Free Restoral Fee	\$30.00
Toll Free Change Service Charge	\$16.50
Toll Free Disconnection	\$12.50

MetTel Toll Free – per minute rates

1. Customer is quoted per minute rates for State-to-State and In-State calls on an individual case basis and prevailing International rates.

Toll Free Authorization Formd

1. Customers wishing to move their existing Toll Free services from another carrier to MetTel are required to sign a Resp Org LOA form.