

**TARIFF SCHEDULES APPLICABLE TO  
ALTERNATIVE OPERATOR SERVICES**

**NAMING**

**RATES, RULES AND REGULATIONS**

**GOVERNING OPERATIONS OF**

**CUSTOM TELECONNECT, INC. ("CTI")**

6242 West Desert Inn Road  
Las Vegas, Nevada 89146  
Telephone: (702) 368-3324  
Facsimile: (702) 368-0363  
Toll-Free: (800) 672-9080

(T)  
(T)

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Issued: October 8, 2009  
By:

Vicki Crowder - President  
6242 West Desert Inn Road (T)  
Las Vegas, Nevada 89146 (T)

ADMINISTRATIVELY  
APPROVED FOR FILING

Effective: November 7, 2009

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ORIGINAL

**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
1	1 <sup>st</sup> Rev.	*	21	Original	
2	4 <sup>th</sup> Rev.	*	22	Original	
3	Original		23	Original	
4	Original		24	Original	
5	Original		25	Original	
6	Original		26	Original	
7	Original		27	Original	
8	Original		28	2 <sup>nd</sup> Rev.	
9	Original		29	Original	
10	Original		30	Original	
11	Original		31	1 <sup>st</sup> Rev.	
12	Original		32	Original	
13	Original		33	1 <sup>st</sup> Rev.	*
14	Original		34	2 <sup>nd</sup> Rev.	*
15	1 <sup>st</sup> Rev.	*			
16	Original				
17	Original				
18	Original				
19	Original				
20	Original				

\* - indicates those pages included with this filing

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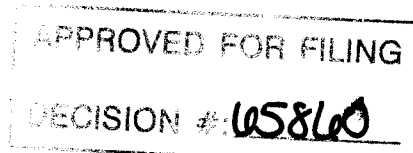
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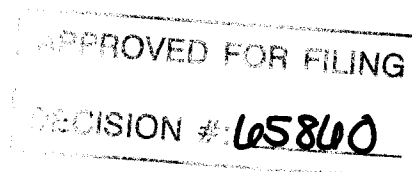
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**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed listing, rule or condition which may affect rates or charges.
- (D) - To signify discontinued material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.
- (X) - To signify a correction or reissued matter.



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## TARIFF FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the ACC. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the ACC follows in their Tariff approval process, the most current page number on file with the Commission is not always the Tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. **Paragraph Numbering Sequence** - There are eight levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.(A).
  - 2.1.1.(A).1.
  - 2.1.1.(A).1.(a).
  - 2.1.1.(A).1.(a).I.
  - 2.1.1.(A).1.(a).I.(i).
- D. **Check Sheets** - When a Tariff filing is made, an updated check sheet accompanies the Tariff filing. The Check Sheet lists the pages contained in the Tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The Tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Arizona Corporation Commission.

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**APPLICATION OF TARIFF**

This Tariff contains the regulations and rates applicable to the furnishing of intrastate resale common carrier telecommunications service associated with the provision of operator services by Custom Teleconnect, Inc., ("CTI") in the State of Arizona.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement that connects the Customer's location to an Custom Teleconnect, Inc. switching center or designated point of presence.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Carrier's service.

**Calling Card Call** - A billing arrangement by which a call may be charged to a valid telephone Company-issued calling card.

**Carrier or Company** - Whenever used in this Tariff, "Carrier" or "Company" refers to Operator Service Company, unless otherwise specified or clearly indicated by the context.

**Collect Call** - A billing arrangement by which the charge for a call may be charged to the called party, provided the called party accepts the charge.

**Commercial Credit Card Call** - A billing arrangement by which a call may be charged to an authorized credit card number, such as MasterCard or VISA.

**Commission** - The Arizona Corporation Commission.

**Confinement Institution** - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with CTI for the provision of service for use by their Inmate population.

**CTI** - Used throughout this Tariff to mean Custom Teleconnect, Inc.

**Customer Dialed Calling Card Call** - A service whereby the End User dials all of the digits necessary to route and bill the call.

**Customer or End User** - The person, firm, corporation, or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's Tariff.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)**

**Holidays** - The Company observes the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**Inmates** - The confined population of Institutions.

**LATA** - Local Access and Transport Area.

**Operator Dialed Surcharge** - This charge applies to calls when the user dials "00" only and any valid Company operator access code and requests that the operator dial the destination number.

**Operator Station Call** - A service whereby the originating Customer requests the assistance of a Company Operator to place or bill the call. Calls billed collect or to a telephone Company issued Calling Card, to an authorized Commercial Credit Card, or to a Third Party are Operator Station Calls unless the call is placed on a Person-to-Person basis.

**Pay Telephone** - Telephone instruments provided by the Customer or Institution for use by its guests, patrons, visitors, transient third parties or for use by Inmates of Confinement Institutions. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

**Person-to-Person Call** - A service whereby the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station, a particular station, room number, department, or office to be reached through a PBX attendant.

**Subscriber** - The person, firm, partnership, corporation, or other entity who owns, leases, or manages the telephone, PBX, or other switch vehicle from which a Customer places a call utilizing the services of the Company.

**Third Party Billing** - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

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**SECTION 2 - RULES AND REGULATIONS****2.1 Undertaking of Custom Teleconnect, Inc.**

CTI's telecommunications services are furnished for communications originating at specified points within the State of Arizona under terms of this Tariff. CTI's service is provided through the terminal equipment of Subscribers serving the transient public and to other Customers of CTI.

CTI installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this Tariff. CTI may act as the Customer's agent for ordering access connection facilities provided by other entities, when authorized by the Customer, to allow connection of a Customer's location to the CTI network. The Customer shall be responsible for all charges due for such service arrangement. Service is provided twenty-four (24) hours per day, seven (7) days per week.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.2 Limitations**

- 2.2.1 CTI offers InterLATA telecommunications services in Arizona.
- 2.2.2 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this Tariff.
- 2.2.3 The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer or Subscriber is using the service in violation of the provisions of this Tariff, or in violation of the law.
- 2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5 Intrastate Directory Assistance Service is not included in the Company's service offering.
- 2.2.6 The Company reserves the right to discontinue service, when any governmental or regulatory condition imposed upon CTI materially and negatively impacts the financial viability of the service as determined by CTI in its best business judgment.

**2.3 Use**

Services provided under this Tariff may be used for any lawful purpose for which the service is technically suited.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.4 Liability**

- 2.4.1** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.2** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, tradename or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this Tariff; or for any act or omission of the Customer or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.3** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service that is not the direct result of the Company's negligence.
- 2.4.4** The Company will provide credit on charges disputed by Customer in writing that are verified as incorrect by Company. If objection in writing is not received by Company within a reasonable period of time after bill is rendered (as determined by current law and regulatory policy) the account shall be deemed correct and binding upon the Customer.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Installation and Termination**

Service is installed upon contractual agreement between the Subscriber and the Company. The contractual agreement specifies the terms and conditions of installation, termination of service, commission structure, and commission payment schedule. The service contract does not alter rates specified in the tables and schedules contained in this Tariff. Service contracts do not apply to End Users.

**2.6 Notice Information**

Subscribers of CTI's service who make CTI's service available to the public are required to post notice on or near each telephone used to access its services. Such notice must include: the Company's name, address, toll-free telephone number for inquiries, dialing instructions, an indication that the Company's rates apply, a statement that the calling card carrier will not carry the call, description of complaint procedures, a statement that the end user has the right to access their carrier of choice, and any location-specific surcharges.

**2.7 Noncompliance by Subscribers**

In instances where the Company finds that a Subscriber is not in compliance with information posting and notice requirements of the Arizona Corporation Commission, the Company will contact the Subscriber and request compliance. If, after the above steps are taken, the Subscriber refuses to comply with the Commission's rules, the Company will terminate service to the Subscriber.

**2.8 Terminal Equipment**

Carrier's facilities and service may be used with or terminated in Subscriber provided terminal equipment or Subscriber provided communications systems, such as a PBX or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Subscriber, except as otherwise provided. The Subscriber is responsible for all costs at his/her premises, including Subscriber personnel, wiring, electrical power, and the like, incurred in his/her use of Carrier's services. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

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**ORIGINAL****SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.9 Payment for Service and Credit Allowance****2.9.1 Payment for Service**

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be CTI, a local exchange telephone Company or credit card Company. Terms of payment shall be according to the rules and regulations of the billing agency. Any objection to billed charges should be promptly reported to the Company's billing agent. Adjustments to Customer's bills shall be made to the extent that records are available and circumstances exist which reasonably indicate that such charges are appropriate. CTI shall not cause local service to be terminated for an End User's failure to pay for operator services provided by the Company.

**2.9.2 Taxes and Fees**

Any governmental assessments, fees, licenses, or other similar taxes or fees imposed upon the Company shall be added pro rata, insofar as practical, to the rates and charges stated in the Company's rate schedules. Company shall add to the bills of Customers an amount sufficient to recover any such tax or fee.

**2.10 Deposits**

The Company does not require deposits.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.11 Advance Payments**

The Company does not require advance payments for service.

**2.12 Third Party Billing**

To protect against fraud, CTI reserves the right to refuse to accept third party billed calls at its discretion.

**2.13 Access to Other Carriers**

Neither the Company nor its Subscribers may block access to other certificated carriers unless a waiver is granted by the Arizona Corporation Commission.

**2.14 Access Charges**

The Company, either directly or indirectly through its underlying carriers, will pay intrastate access charges for use of local exchange Company facilities when completing intrastate Arizona calls.

**2.15 Call Splashing**

Pursuant to A.A.C. R-14-2-1008, the Company will not transfer calls to another carrier unless the rating and billing information for the call will properly reflect the originating and terminating points of the call. If such transfers are not possible, the Company will inform the caller that the call cannot be completed and that the preferred carrier may be reached via an access code or toll-free Customer service number. If such a transfer occurs, it will be made at no charge to the end user.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.16 Complaint Procedures**

Customer complaints and inquiries regarding their bills may be directed to the toll-free number provided by the billing agent on the bill. In addition, inquiries and complaints may also be directed to:

Customer Service Manager  
Custom Teleconnect, Inc.  
6242 West Desert Inn Road  
Las Vegas, Nevada 89146  
Telephone: (702) 368-3324  
Facsimile: (702) 368-0363  
Toll-Free: (800) 672-9080

(T)  
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If not satisfied with the Company's response, Customers may contact:

Consumer Service Section  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007  
Telephone: (602) 542-4251

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES****3.1 General**

CTI provides operator assisted long distance telecommunications services originating and terminating within the State of Arizona. Rates for these services may vary by call type, call duration, mileage and time of day. All CTI services are available twenty-four (24) hours a day, seven (7) days per week.

**3.2 Timing of Calls**

Billing for calls placed over the network is based in part on the duration of the call.

**3.2.1** Timing for all calls begins when the called party answers the call (i.e. when two-way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

**3.2.2** Chargeable time for all calls ends when one of the parties disconnects from the call.

**3.2.3** Minimum call duration for billing purposes is one minute unless otherwise specified in the individual rate schedules of this Tariff.

**3.2.4** Calls are measured and billed in one minute increments unless otherwise indicated in this Tariff. Any partial minute is rounded up to a full minute.

**3.2.5** No charges apply to incomplete calls.

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)****3.3 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call. The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by BellCore (Bell Communications Research), in the following manner:

**Step 1** - Obtain the "V" and "H" coordinates for the Subscriber's switch and the destination point.

**Step 2** - Obtain the difference between the "V" coordinates of each of the Serving Wire Centers. Obtain the difference between the "H" coordinates.

**Step 3** - Square the difference obtained in Step 2.

**Step 4** - Add the squares of the "V" difference and "H" difference obtained in Step 3.

**Step 5** - Divide the sum of the squares obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

**Step 6** - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Serving Wire Centers.

**Formula:**

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)****3.4 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard Tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the the Company service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

	<b>Maximum</b>
Rate Per Call:	\$0.65

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**

**3.5 Application of Rates and Charges**

- 3.5.1** Rates and charges specified for services offered under this Tariff are maximums. Any change to a rate or charge at or below the maximum level shall not be construed as an application to increase rates. The rates and charges applicable at any given time are covered in a price list furnished to the Arizona Corporation Commission by this Carrier.
- 3.5.2** Not less than fourteen (14) days prior to the effective date of any changes in the rates and charges, the Carrier will furnish the Commission a new price list reflecting the changed rates and charges. New Tariff pages would be filed with the Commission for approval only when increasing maximum levels.

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**ORIGINAL****SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)****3.6 Rate Periods used in Application of Rates**

Unless otherwise specified in this tariff, the following rate periods apply to services subject to time of day discounts:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD					EVE	
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

\* Up to but not including.

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)****3.7 Operator Assisted Calling**

CTI's Operator Assisted Calling is available for use by transient end users from Aggregator locations. Calls are billed in one minute increments, with additional per call charges reflecting the level of operator assistance and billing method. Operator service charges are not discounted for time of day.

The Company offers many operator service rate plans depending upon the needs of a particular Aggregator location. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to long distance usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

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## SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

## 3.7 Operator Assisted Calling, (Cont'd.)

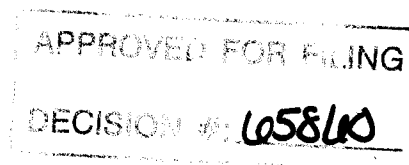
## 3.7.1 Per Minute Usage Rates

## A. IntraLATA Maximum Usage Rates:

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
1-10	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
11-16	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
17-22	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
23-30	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
31-40	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
41-55	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
56-70	\$0.5200	\$0.3300	\$0.3590	\$0.3000	\$0.3000	\$0.3000
71-124	\$0.5200	\$0.3300	\$0.3590	\$0.3000	\$0.3000	\$0.3000
125-196	\$0.5300	\$0.3600	\$0.3590	\$0.3000	\$0.3000	\$0.3000
197-292	\$0.5800	\$0.3600	\$0.3590	\$0.3000	\$0.3000	\$0.3000
293-Over	\$0.5800	\$0.3800	\$0.3908	\$0.3000	\$0.3000	\$0.3000

## B. Maximum Per Call Service Charges:

Customer Dialed Calling or Credit Card:	\$1.50
Operator Dialed Calling or Credit Card:	\$2.50
Station-to-Station Collect:	\$2.30
Person-to-Person Collect:	\$4.50
Third Party Station-to-Station:	\$2.30
Third Party Person-to-Person:	\$4.50
Person-to-Person:	\$4.50
Station-to-Station:	\$3.50
Operator Dialed Surcharge:	\$2.00



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Las Vegas, Nevada 89102

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## SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

## 3.7 Operator Assisted Calling, (Cont'd.)

## 3.7.1 Per Minute Usage Rates, (Cont'd.)

## C. InterLATA Maximum Usage Rates:

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
1-10	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
11-16	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
17-22	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
23-30	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
31-40	\$0.5065	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
41-55	\$0.5307	\$0.3332	\$0.3135	\$0.3000	\$0.3000	\$0.3000
56-70	\$0.5560	\$0.3732	\$0.3590	\$0.3000	\$0.3000	\$0.3000
71-124	\$0.5560	\$0.3865	\$0.3590	\$0.3000	\$0.3000	\$0.3000
125-196	\$0.5560	\$0.4265	\$0.3590	\$0.3000	\$0.3000	\$0.3000
197-292	\$0.5560	\$0.4799	\$0.3590	\$0.3000	\$0.3000	\$0.3000
293-Over	\$0.5800	\$0.4820	\$0.3908	\$0.3000	\$0.3000	\$0.3000

## D. Maximum Per Call Service Charges:

Customer Dialed Calling or Credit Card:	\$1.50
Operator Dialed Calling or Credit Card:	\$2.50
Station-to-Station Collect:	\$2.33
Person-to-Person Collect:	\$4.66
Third Party Station-to-Station:	\$2.33
Third Party Person-to-Person:	\$4.66
Person-to-Person:	\$4.50
Station-to-Station:	\$3.50
Operator Dialed Surcharge:	\$2.00

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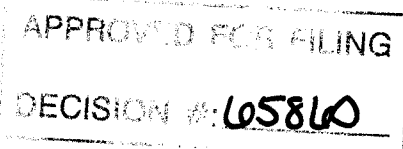
**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)****3.8 Institutional Operator Assisted Calling**

Institutional operator assisted service allows Inmates to place Collect Calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by CTI. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided to Inmates of Institutions, the following special conditions apply:

- a. Calls to "900", "976" or other pay-per-call services are blocked by CTI.
- b. At the request of the Institution, CTI may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- c. At the request of the Institution, CTI may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- d. At the request of the Institution, CTI may block Inmate access to specific telephone numbers.
- e. Availability of CTI's services may be restricted by the Institution to certain hours and/or days of the week.



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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**

**3.8 Institutional Operator Assisted Calling, (Cont'd.)**

- f.** At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning CTI's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- g.** At the request of the Institution, CTI may impose time limits on local and long distance calls placed using its services.
- h.** At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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## SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

## 3.8 Institutional Operator Assisted Calling, (Cont'd.)

## 3.8.1 Local and IntraLATA Rates and Charges

The following rates and charges apply to local and IntraLATA calls placed by inmates of confinement institutions.

A. Local Message Charge: **Maximum**  
\$1.00

## B. Maximum Usage Charges:

Mileage	DAY	EVENING NIGHT/WEEKEND
	Per Min.	Per Min.
All	\$0.5000	\$0.5000

## C. Per Call Service Charges:

Local Collect Inmate: **Maximum**  
\$4.60

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ORIGINAL

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)****3.8 Institutional Operator Assisted Calling, (Cont'd.)****3.8.2 InterLATA Rates and Charges**

The following rates and charges apply to non-local calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

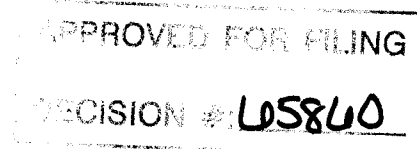
**A. Maximum Usage Charges:**

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial 1st Min.	Add'l Min.	Initial 1st Min.	Add'l Min.	Initial 1st Min.	Add'l Min.
1-10	\$0.6000	\$0.3400	\$0.4200	\$0.2600	\$0.3600	\$0.2200
11-22	\$0.8000	\$0.4400	\$0.5600	\$0.3200	\$0.4600	\$0.2600
23-55	\$0.9000	\$0.5400	\$0.6200	\$0.3800	\$0.5000	\$0.3200
56-124	\$1.0400	\$0.6600	\$0.7000	\$0.4600	\$0.5800	\$0.3800
125-292	\$1.0600	\$0.7200	\$0.7000	\$0.5000	\$0.5800	\$0.4200
293-Over	\$1.1600	\$0.7600	\$0.7800	\$0.5200	\$0.6600	\$0.4400

**B. Per Call Service Charges:**

Collect:

**Maximum**  
\$4.60



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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)****3.9 Emergency Calls**

No charges apply to emergency calls placed to recognized emergency agencies.

**3.10 Non-Subscriber Surcharge**

A maximum per call charge will be applied to all calls place through lines which are prescribed to any interexchange carrier other than the Company, or are not pre-subscribed to any interexchange carrier. This charge is in addition to the initial and additional per minute usage rates and the Per Call Operator Charges.

	<b>Maximum</b>
Per Call Charge:	\$4.00

**3.11 Property Surcharge**

A fee may be imposed in addition to the rates and charges selected by the Aggregator. The combination of service charges, usage charges and property surcharge may be limited by the Company to comply with FCC rules and orders or to insure that the resulting rates and charges are just and reasonable as determined by the Company.

	<b>Maximum</b>
Per Call Surcharge:	\$1.00

**3.12 \*11 Service**

Customers may access the Company's network to place a collect call or other call type requiring operator assistance by dialing a designated access code. Calls are billed in one (1) minute increments with an initial period for billing purposes of one (1) minute. Calls are not mileage nor time-of-day sensitive.

	<b>Maximum</b>
Rate per minute:	\$2.00
Rate per call:	\$10.00
Property Surcharge per call:	\$6.00

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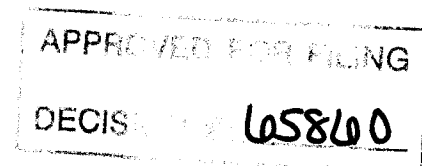
**SECTION 4 - MISCELLANEOUS SERVICES**

**4.1 Late Payment Charge**

A late fee of 1.5% per month will be charged on any past due balance.

**4.2 Return Check Charge**

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this Tariff and pursuant to Arizona law and Arizona Corporation Commission regulations.



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**SECTION 5 - CONTRACT SERVICES AND PROMOTIONS****5.1 Contracts - General**

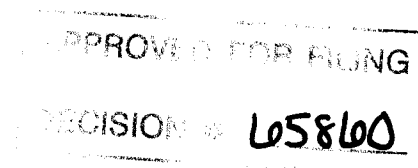
At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this Tariff. Contract Services are subject to the Arizona Corporation Commission's review. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.

**5.2 Promotions - General**

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some of all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration, not to exceed 90 days, or by offering premiums or refunds of equivalent value. Such promotions shall be made available to all similarly situated Customers in the target market area. All promotions will be filed with and approved by the Commission prior to offering them to Customers.

**5.3 Demonstration of Calls**

From time to time the Company shall demonstrate service by providing free test calls of up to four (4) minutes duration over its network.



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## SECTION 6 - PRICE LIST

## 6.1 Public Telephone Surcharge

Rate Per Call: \$0.45

## 6.2 Operator Assisted Calling

## 6.2.1 IntraLATA Usage Rates

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
1-10	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
11-16	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
17-22	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
23-30	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
31-40	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
41-55	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
56-70	\$0.5200	\$0.3300	\$0.3590	\$0.3000	\$0.3000	\$0.3000
71-124	\$0.5200	\$0.3300	\$0.3590	\$0.3000	\$0.3000	\$0.3000
125-196	\$0.5300	\$0.3600	\$0.3590	\$0.3000	\$0.3000	\$0.3000
197-292	\$0.5800	\$0.3600	\$0.3590	\$0.3000	\$0.3000	\$0.3000
293-Over	\$0.5800	\$0.3800	\$0.3908	\$0.3000	\$0.3000	\$0.3000

## 6.2.2 Per Call Service Charges

Customer Dialed Calling or Credit Card:	\$1.50
Operator Dialed Calling or Credit Card:	\$2.50
Station-to-Station Collect:	\$2.30
Person-to-Person Collect:	\$4.50
Third Party Station-to-Station:	\$2.30
Third Party Person-to-Person:	\$4.50
Person-to-Person:	\$4.50
Station-to-Station:	\$3.50
Operator Dialed Surcharge:	\$2.00

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## SECTION 6 - PRICE LIST, (CONT'D.)

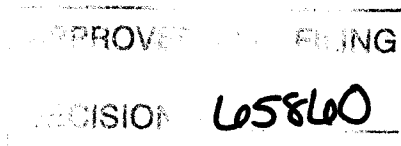
## 6.2 Operator Assisted Calling, (Cont'd.)

## 6.2.3 InterLATA Usage Rates

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
1-10	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
11-16	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
17-22	\$0.4000	\$0.3000	\$0.3000	\$0.3000	\$0.3000	\$0.3000
23-30	\$0.4500	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
31-40	\$0.5065	\$0.3000	\$0.3135	\$0.3000	\$0.3000	\$0.3000
41-55	\$0.5307	\$0.3332	\$0.3135	\$0.3000	\$0.3000	\$0.3000
56-70	\$0.5560	\$0.3732	\$0.3590	\$0.3000	\$0.3000	\$0.3000
71-124	\$0.5560	\$0.3865	\$0.3590	\$0.3000	\$0.3000	\$0.3000
125-196	\$0.5560	\$0.4265	\$0.3590	\$0.3000	\$0.3000	\$0.3000
197-292	\$0.5560	\$0.4799	\$0.3590	\$0.3000	\$0.3000	\$0.3000
293-Over	\$0.5800	\$0.4820	\$0.3908	\$0.3000	\$0.3000	\$0.3000

## 6.2.4 Per Call Service Charges

Customer Dialed Calling or Credit Card:	\$1.50
Operator Dialed Calling or Credit Card:	\$2.50
Station-to-Station Collect:	\$2.33
Person-to-Person Collect:	\$4.66
Third Party Station-to-Station:	\$2.33
Third Party Person-to-Person:	\$4.66
Person-to-Person:	\$4.50
Station-to-Station:	\$3.50
Operator Dialed Surcharge:	\$2.00



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## SECTION 6 - PRICE LIST, (CONT'D.)

## 6.3 Institutional Operator Assisted Calling

## 6.3.1 Local and IntraLATA Rates and Charges

## A. Usage Charges:

Local Message Charge: \$0.50

## IntraLATA Per Minute Rate

(T)

Mileage	DAY	EVENING NIGHT/WEEKEND
	Per Min.	Per Min.
All	\$0.2500	\$0.2500

## B. Per Call Service Charges:

Collect: \$2.30

## 6.3.2 InterLATA Rates and Charges

## A. Usage Charges:

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial 1st Min.	Add'l Min.	Initial 1st Min.	Add'l Min.	Initial 1st Min.	Add'l Min.
1-10	\$0.3000	\$0.1700	\$0.2100	\$0.1300	\$0.1800	\$0.1100
11-22	\$0.4000	\$0.2200	\$0.2800	\$0.1600	\$0.2300	\$0.1300
23-55	\$0.4500	\$0.2700	\$0.3100	\$0.1900	\$0.2500	\$0.1600
56-124	\$0.5200	\$0.3300	\$0.3500	\$0.2300	\$0.2900	\$0.1900
125-292	\$0.5300	\$0.3600	\$0.3500	\$0.2500	\$0.2900	\$0.2100
293-Over	\$0.5800	\$0.3800	\$0.3900	\$0.2600	\$0.3300	\$0.2200

## B. Per Call Service Charges:

Collect: \$2.30

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Las Vegas, Nevada 89146 (T)ADMINISTRATIVELY  
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## SECTION 6 - PRICE LIST, (CONT'D.)

## 6.4 Non-Subscriber Surcharge

Per Call Charge: \$1.99

## 6.5 \*11 Service

Calls are not mileage or time-of-day sensitive. (T)

Aggregators may select from the following billing increments: (N)

1.	Initial period: 1 minute;	Additional period: 1 minute	
2.	Initial period: 3 minutes;	Additional period: 1 minute	
3.	Initial period: 3 minutes;	Additional period: 3 minutes	
4.	Initial period: 6 minute;	Additional period: 6 minutes	(N)

## 6.5.1 Option 1 (T)

Rate per minute: \$0.89

Rate per call: \$4.99

Property Surcharge per call: \$1.00 (R)

## 6.5.2 Option 2 (N)

Rate per minute: \$1.15

Rate per call: \$7.50

Property Surcharge per call: \$1.00 (N)