
SECTION 3 - DESCRIPTION OF SERVICE

3.1 Timing of Calls

3.1.1 Long distance usage charges are based on the actual usage of ITS' network. Usage begins when the called party picks up the receiver, as determined by hardware answer supervision of the local telephone company. A call is terminated when either party disconnects from the call.

3.1.2 Unless otherwise specified in this tariff, the minimum call duration for billing purposes is thirty (30) seconds.

3.1.3 Unless otherwise specified in this tariff, usage is measured and rounded up for billing purposes.

3.1.4 There will be no billing applied for incomplete calls.

3.2

Issued: May 19, 2008

Effective:

By: Jeffrey S. Leslie, President
ITS Telecommunications Systems, Inc.
Post Office Box 277
Indiantown, Florida 34956

SECTION 3 - DESCRIPTION OF SERVICE, (Cont'd)

3.2

3.3 ITS Long Distance Service

ITS Long Distance Service is offered to customers for calling within the state of Florida. Customers generally access ITS' network via local exchange company provided Feature Group D access. Calls are routed over the Company's owned or leased transmission and switching facilities to any valid NPA-NXX.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Per Call Surcharges

3.4.1 Per call surcharges are applicable to calls originated by Customers, based upon the type of call origination, for example, operator assisted, person-to-person, station-to-station and credit card. Surcharges are based on current industry rates and are in addition to per minute of use charges.

3.4.1.A. Operator Assistance Call Surcharge - applicable to calls originated to an operator for:

3.4.1.A.1. Operator-Station *

3.4.1.A.2. Operator Person-to-Person

3.4.1.A.3. Directory Assistance
Charge per call **

3.4.1.A.4. Conference Service,
per called station

3.4.1.A.5. Busy Line Verification

3.4.1.A.6. Busy Line Interruption

3.4.1.B. Credit Card Call Surcharge - applicable to calls without operator assistance

* Does not apply to calls where a customer cannot otherwise dial the call due to a) defective equipment or trouble on the network or b) identifies himself or herself as handicapped and in need of assistance to make the call or c) the customer wants to make a credit card call that the customer is having difficulty making without operator assistance.

** Not applicable to handicapped persons who are unable to use the telephone directory.

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