

**ISPTELECOM**  
convergence solutions

**Master Services Agreement:**

**MSA number: \_ 2012000000 \_**

**SCHEDULE I**

**TOLL FREE SERVICES**

**General**

Delivery of any Service described in this Schedule is subject to the signing of the ISP Telecom Inc. Master Services Agreement between the Customer and ISP Telecom Inc. The terms and conditions of the Master Services Agreement shall govern the relationship of the parties and the execution of this Schedule shall be conclusive evidence of acceptance of those terms and conditions.

**Service Description**

ISP Telecom agrees to arrange for calls to Customer’s toll free number(s) to be routed by ISP Telecom for termination on Customer’s network as required and specified by Customer. ISP Telecom is prepared to assume responsibility for obtaining the toll-free number(s) on behalf of Customer, for use within the ISP Telecom Service, as necessary and appropriate. Alternatively, Customer may obtain the required toll-free number(s).

ISP Telecom will institute a ‘Service Request’ process with Customer for the deployment of interconnecting links between the respective networks

**Pricing**

- A \$2.00 monthly administration fee applies to each toll free number Customer subscribes to.
- A \$15.00 setup charge applies to each toll free number Customer subscribes to.
- The usage pricing details are provided on the attached Appendix ‘A’ and modified from time to time without notice.
- A \$15.00 service fee applies to each request to modify the service, such as calling area.

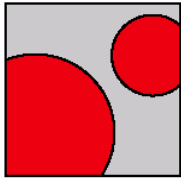
The pricing is in USD and does not include any applicable taxes.

**Billing Increments**

- North American traffic: six (6) seconds with a minimum of six (6) second billing
- International traffic: six (6) seconds with a minimum of thirty (30) second billing  
(including Alaska and Hawaii)
- Mexico traffic: sixty (60) seconds with a minimum of sixty (60) second billing

**Surcharges**

Customer Initials: \_\_\_\_\_



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ISP Telecom will levy surcharges for Toll Free Calls originating from most payphones in both Canada and the United States. A charge of \$0.50 USD for each toll-free call originating from payphones in Canada and a charge of \$1.00 USD for each toll-free call originating from payphones in the United States will be billed along with the applicable long distance charges. ISP Telecom will replace the first digit of the called number (toll free number) with a 2. ie 800 NXX-XXXX to 200 NXX XXXX. ISP Telecom will provide real time call details.

For flat rated toll free services, ISP Telecom will levy surcharges on traffic that exceeds on a monthly basis 3% or greater of the traffic mix originating from the North West Territories and 5% or greater of the traffic mix originating from Canadian Independent Telephone Companies as determined by ISP Telecom in its sole discretion.

ISP Telecom also reserves the right, upon seven (7) days notice, to levy surcharges on incomplete Toll Free calls exceeding 10% of the total call volume per Toll Free Number in each month.

#### **Local Access Charges**

Customer may elect to arrange for local access services itself, or request ISP Telecom to make such arrangements on behalf of Customer. In any event, Customer will bear all costs (e.g. installation, monthly lease) associated with local services.

#### **Rate Changes**

ISP Telecom reserves the right to change the rates for the Toll Free Service by giving seven (7) calendar days advance notice in writing or by email to the Customer of the change in rates.

#### **Ordering**

Orders will be accepted by email attachment or fax of a signed valid Order and specify the Master Services Agreement number, the Schedule, the quantity, and any further details required from time to time to successfully process your order. Please ask your Sales Representative for the Information Form that should accompany each Order. Orders for specific numbers cannot be confirmed until delivery is complete.

Customer Initials: \_\_\_\_\_