

Call to Connect Products and Descriptions

1. Call to Connect Simple – Provides Customers with unlimited locals calls and thirty (30) minutes of long distance calling in the United States. Additional toll intraLATA and interLATA billed at a per-minute rate. Customer must choose PNG as its intraLATA and interLATA carrier.

2. Call to Connect – Provides Customers with unlimited locals calls and one hundred twenty (120) minutes of long distance calling in the United States. Additional toll intraLATA and interLATA billed at a per-minute rate. Customer must choose PNG as its intraLATA and interLATA carrier.

3. Call to Connect Plus – Provides Customers with unlimited locals calls and one hundred (120) minutes of long distance calling in the United States, as well as the following custom calling features: Caller ID with name, Call Waiting and Caller ID Waiting. Additional toll intraLATA and interLATA billed at a per-minute rate. Customer must choose PNG as its intraLATA and interLATA carrier.

Domestic Long distance includes the 48 continental US

Customer must be pic'd to us for LD & LLD to receive inclusive minutes (note if they don't select PNG as both their LD & LLD provider they will not receive the free minutes.)

Package availability may vary by location.

Features may not be available in all areas.

Package prices include the charge for the dial tone. Subscriber Line Charge of \$6.50 not included.

Customer may choose another LD provider. However, they are responsible for providing us with the 4-digit PIC code for their carrier. The LD provider they choose must do their own billing. We can not bill another company's LD calls on our bill.

STATE	RBOC	Call To Connect Simple	Call To Connect	Call To Connect Plus
CA	SBC	\$19.33	\$22.33	\$37.33
FL	Bell South	\$16.33	\$21.33	\$42.33
GA	Bell South	\$23.33	\$27.33	\$48.33
IN	SBC	\$15.33	\$19.33	\$32.33
KY	Bell South	\$26.33	\$29.33	\$51.33
MA	Verizon	\$25.33	\$30.33	\$42.33
MD	Verizon	\$22.33	\$26.33	\$42.33
MI	SBC	\$17.33	\$22.33	\$32.33
NJ	Verizon	\$14.33	\$18.33	\$34.33
NY	Verizon	\$27.33	\$33.33	\$49.33
OH	SBC	\$19.33	\$23.33	\$33.33
TX	SBC	\$16.33	\$21.33	\$35.33
VA	Verizon	\$21.33	\$26.33	\$41.33
WI	SBC	N/A	N/A	\$38.33

Call to Connect Features and Availability

Local and long distance bundle features are currently available in the following states*:

- CA
- FL
- GA
- IN
- KY
- MA
- MD
- MI
- NJ
- NY
- OH
- TX
- VA
- WI

Features may carry both monthly fees & activation fees in certain states.
Consult the Agent Portal for specific availability and pricing.
Features are not commissionable under PNG's pricing structure.

Custom Calling Features

Certain Custom Calling Features in this section are included in the packages offered by PNG. Other Custom Calling Features described below may be purchased in addition to the services included in a particular package but these features are available only when purchased in combination with a PNG Bundled Service.

Non-Directory Telephone Number* - Name, address, and telephone number are not published in the directory, but are available from Directory Assistance.

Non-Published Telephone Number* - Name, address, and telephone number are not published in the directory, and your telephone number is not available from Directory Assistance.

Additional Listings* - Allows you to list other members of your household on your main number or list additional telephone numbers separately in the phone book. Ideal for families, roommates or in-home businesses.

Feature Descriptions

A. 1 Way EAS (Extended Area Service) -- Increases the size of the Customer's local calling area on outbound calls. This service allows the subscriber to place outgoing calls to the defined enlarged calling area without a toll charge. It does not entitle other customers within the new enlarged area to call the subscriber without a toll charge.

B. 2 Way EAS (Extended Area Service) -- Increases the size of the Customer's local calling area on outbound and inbound calls. This service allows the subscriber to place and receive calls within the new enlarged calling area without a toll charge. The significant difference is that with 2 Way EAS, other customers located in the new enlarged calling area can now call the subscriber without toll charges.

C. Call Blocking (Call Screening) – allows Customers to block calls from different telephone numbers. A screening list is created by the Customer either by adding the last number with the

line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such number hear an announcement that the calling party is not accepting calls.

C. Call Forwarding - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding – Variable is billed for the forwarded leg of the call.

D. Call Waiting – provides Customer a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Call Waiting service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such equipment.

E. Caller ID with Name*(Deluxe) – allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls. Caller ID records that name, number, date and time of each incoming call – including calls that are not answered by the Customer. Caller ID service requires the use of specialized equipment not provided by PNG. It is the Customer's responsibility to obtain such equipment. **The "With Name"(Deluxe) portion will be provided when available. In all other cases, caller ID with number will be available.*

F. Anonymous Call Rejection (Privacy Manager) - allows a called party to reject calls from parties that have activated the Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID – Number Only and Caller ID features and is available to non-Caller ID –Number Only/Caller ID customers.

G. Anonymous Call Screening – This service can help you avoid unwanted interruptions from telemarketers and unidentified callers. It works with Caller ID service to identify every call you receive so that you can decide whether or not to answer. It screens calls that would normally appear as "unavailable", "out-of-area", "unknown", "anonymous", "blocked" or "private" on your Caller ID box and instructs callers to identify themselves to complete their call. With this service, you can avoid unwanted interruptions without missing calls you want. This service intercepts blocked and unidentified calls before they ring your phone. It instructs solicitors to hang up and tells other callers to either unblock their numbers or enter the telephone numbers they're calling from. Calls from callers who do not identify themselves do not ring your phone.

H. Call Return (Automatic Call Back) – This service allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called. To activate Return Call, the customer dials a code, then hears an announcement of the telephone number of the last party that called. If the customer wishes to return the call right away, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. Call return is available on a per-use basis or on a monthly basis.

I. Per Call Blocking – blocks the Customer's name and number from being transmitted on all outgoing calls from a particular line. Per call blocking is achieved by pressing a code prior to each call, while per line blocking blocks the name and number of every outgoing call. Dialing a special code prior to dialing the number of the person being called can unblock the number and name. Per Call Blocking is provided at no charge.

J. Repeat Dial (Busy Redial) – automatically redials the last telephone number the Customer dialed. If the number is busy, this Service will keep dialing the busy number up to 30 minutes and alert the Customer with a special ring when the line is free. The call will automatically be made when the Customer picks up the receiver. Repeat Dialing does not tie up the Customer's line, allowing the Customer to make and receive calls while it attempts to redial in the background. Repeat Dial is available on a per-use basis or on a monthly basis.

K. 3 Way Calling – Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a 3 way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used with both outgoing and incoming calls. 3 Way Calling is available on a per-use basis or on a monthly basis.

L. Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.