

RATES TERMS AND CONDITIONS  
APPLICABLE TO  
INTERSTATE AND INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE  
FURNISHED BY  
DIRECTLINK DBA CTA LONG DISTANCE

1. APPLICATION OF TERMS AND CONDITIONS

These terms and conditions of service contain all of the regulations and rates which are applicable to the provision of Interstate and International Message Telecommunications Service by DirectLink Long Distance, hereafter referred to as the “Company”, from its points of presence in the State of Oregon, to points within the United States and territories and, to international points specified herein. Service is furnished subject to the availability of facilities and subject to transmission, atmospheric and like conditions. By accepting service from the Company, the Customer accepts these terms and conditions as a binding agreement between the Customer and the Company. Changes to these terms and conditions may be made by the Company upon thirty (30) days written notice to the Customer. Use of the Company’s service after the thirty (30) day notice period shall be construed as the Customer’s agreement to the changed terms and conditions.

2. DEFINITIONS

Certain terms used generally throughout these terms and conditions, particularly those for specialized common carrier communications channels furnished by the Company over its facilities are defined below:

2.1 Central Office

A Local Exchange Carrier switching system where Local Exchange Carrier customer station loops are terminated for purposes of interconnection to each other and to trunks.

2.2 Channel

The term “Channel” denotes a path for electrical transmission between two or more points, the path having a bandwidth designed to carry voice grade transmission.

2.3 Collect Calls

A call for which charges are billed, not to the originating telephone number, but to the destination or termination telephone number.

2.4 Customer

The term “Customer” denotes the person, partnership, association, joint stock company, trust, corporation, or government entity or any other entity, that is responsible for payment of charges and for compliance with terms and conditions specified herein.

2.5 Customer-Provided Facilities

The term “Customer – Provided Facilities” denotes all communication facilities provided by the Customer and/or authorized user other than those provided by the Company.

2.6 Direct Dial Call

The term “Direct Dial Call” denotes an interstate or international telephone call which is automatically completed and billed to the telephone number from which the call originated without the automatic or live assistance of an operator. This includes calls forwarded by call forwarding equipment.

2.7 Exchange

The term “Exchange” denotes a unit established by the Local Exchange Carrier for the administration of communications service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. One or more designated exchanges comprise a given Local Access and Transport Area.

2.8 International Message Telecommunications Service

The term “International Message Telecommunications Service” denotes the furnishing of station-to-station direct dial International switched network services to the Customer for the completion of long distance voice and dial up low speed data transmissions over voice grade channel from the Company Points of Presence to points in other countries as specified herein.

2.9 Interstate Message Telecommunications Service

The term “Interstate Telecommunications Service” denotes the furnishing of direct dial interstate switch network services to the Customer for the completion of long-distance voice and dial up low speed data transmissions over voice grade channel between and among points within the United States.

2.10 Local Exchange Carrier (LEC)

The term “Local Exchange Carrier” denotes any telephone company that has been granted a certificate of Public Convenience and Necessity by a State Commission which provides local telephone service to Customers within a defined exchange.

2.11 Other Common Carrier

The term “Other Common Carrier” denotes a common carrier, other than the Company, providing domestic or international communications service to the public.

## 2.12 Points of Presence

The term “Points of Presence” denotes the sites where the Company provides a network interface with facilities provided by Other Common Carriers, Local Exchange Carriers or Customers for access to the network.

## 3. GENERAL REGULATIONS

### 3.1 Service Description

Interstate and International Message Telecommunications Service is offered to residential and business Customers of the Company to provide direct dialed termination of interstate station-to-station calls placed from origination points in Oregon to points within the United States or territories and/or international points specified herein. All services are provided subject to the terms and conditions set out in this offering.

### 3.2 Facilities of Other Companies

Certain services are offered by the Company subject to the availability of suitable facilities from the Local Exchange Carrier. In order to provide such service (s), the Company will incur charges and/or liabilities in the Local Exchange Carrier’s Access Tariff. Such service (s) will not be provided if facilities cannot be obtained from Local Exchange Carrier because of a condition, over which a customer has control (e.g. hazardous locations, etc.), that violates a regulation in the Local Exchange Carrier’s Access Tariff.

### 3.3 Undertaking of the Company

- (a) The Company undertakes to provide switched Interstate and International Message Telecommunications (MTS) Service in accordance with the terms and conditions specified herein.
- (b) The Company shall provide Interstate and International Message Telecommunications Service as an integral part of the Company’s MTS service offerings.

### 3.4 Use of Service

Customers are prohibited from and by their acceptance of service agree not to use the services furnished by the Company for any unlawful purpose or for any purpose prohibited under the provisions of any rule or order promulgated by a regulatory agency with jurisdiction over the service.

### 3.5 Limits of Liability

The Company shall not be liable for failure, disruptions or interruption in service except as provided in this paragraph 3.5.

- (a) The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of law.
- (b) In the event an error or omission is caused by the gross negligence of the Company, the Company's liability shall be limited to and in no event exceed the sum of \$2,000.
- (c) The Company's liability for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services furnished by the Company shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect, provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution of the other service, but in no event shall the liability exceed the total amount of the charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error or defect. The Company shall not be liable for consequential, general, compensatory or punitive damages except as provided in this paragraph 3.5.
- (d) The Company is not liable for any act or omission of any other communications utility which furnishes a portion of a service.
- (e) The Company is not liable for damages associated with service which it does not furnish.
- (f) The customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- (g) The Company shall in no event be liable for interruptions, delays, errors, or defects in transmission, or failure to transmit when caused by acts of God, fire, war, riots, government authorities, or other causes beyond its control.

### 3.6 Assignment

- (a) Customer shall not assign or transfer the use of the Company's services except that, where there is no interruption or relocation of use, such assignment or transfer may be made to an assignee Customer, whether an individual, partnership, association or corporation, if the Company consents in writing to such assignment and provided that:
  - 1. Customer of record (assignor Customer) requests such assignment or transfer in writing in accordance with paragraph (c) below: and
  - 2. The new Customer (assignee Customer) notifies the Company in writing that it agrees to assume all outstanding obligations of the former Customer for use of the Company's services. These obligations include all outstanding indebtedness for the use of the Company's service. Consent to such assignment or transfer will not be unreasonably withheld.
- (b) Any permitted assignment or transfer of the Company's service shall not relieve or discharge any Customer from remaining jointly and severally liable with the new Customer for any obligations existing at the time of transfer or assignment.
- (c) Customer shall provide written notice to the Company at least forty-five (45) days prior to the effective date of any requested assignment or transfer. The Company agrees to respond to a request to assign or transfer to another Customer within thirty (30) days of receipt of notification. All terms and conditions contained herein shall apply to any assignee or transferee.
- (d) The Company may assign this agreement to another carrier upon written notice to Customer.

#### 4. PAYMENT AND CREDIT REGULATIONS

##### 4.1 Payment of Charges

- (a) Billing periods are monthly. The billing date is dependent on the billing cycle assigned to the customer.
- (b) Bills are due and payable upon receipt. The total invoiced amount must be paid within fifteen (15) days of the invoice date. The Company may elect to give customers written notice that after five (5) days from such notice, or after such longer period as the Company provides, customer's right to continued use of the service shall be suspended until all payments have been made in full and the Company shall have the right to take such steps as are necessary to terminate customer's access to the service.

- (c) If payment is not received by the payment date, the late payment charge of \$3.00 for residential and \$5.00 for business shall apply to the entire unpaid balance for each month or portion thereof that an outstanding balance remains.
- (d) Bills may be paid by mail or in person at the business office or duly authorized collector of the Company. All charges for services are payable only in U.S. currency. Payments may be made by cash, check, money order, credit card or cashier's check.
- (e) The Company is not responsible for local telephone charges incurred by the customer in gaining access to the Company's network.
- (f) A bill shall not include any previously unbilled charge for service furnished prior to three (3) months immediately preceding the date of the bill, except charges for collect calls, credit card calls, third-party calls, and "Error file" calls (those which cannot be billed, due to the unavailability of complete billing information to the Company) which shall have a five-month back billing period.
- (g) Payments returned for insufficient funds/closed accounts will incur a \$25.00 special handling fee.
- (h) Any applicable federal, state and local use, excise, sales or privilege taxes or similar liabilities chargeable to or against the Company as a result of the provision of the Company's services hereunder to Customer, shall be charged to and payable by Customer in addition to the rates stated in these terms and conditions.
- (i) In the event the Company must employ the services of attorneys for collection of charges due under these terms and conditions, Customer shall be liable for all costs of collection including reasonable attorneys' fees.

#### 4.2 Security for Payment

##### (a) Authorization to Obtain Credit Information

The Company reserves the right to require all Customers to establish credit to the reasonable satisfaction of the Company. Upon application for service, Customer shall be deemed to have authorized the Company to obtain such routine credit information and verification as the Company shall require in accordance with its then existing credit policies.

##### (b) Deposit

Prior to service activation or any permitted assignment, the Company reserves the right to require any Customer whose credit has not been

established to the reasonable satisfaction of the Company to make a deposit to guarantee payment of charges. After service activation, if Customer's recurring charges exceed Customer's estimated monthly usage by more than 25%, a deposit or additional deposit may be required.

- (i) The total amount of any security deposit, if required by the Company, shall be a maximum of the Customer's estimated charges for two (2) months service as determined by the Company. Deposits may be applied against any bill(s) owed by Customer to the Company for service rendered hereunder to the extent that such bill(s) are unpaid more than thirty (30) days after the bill date.
- (ii) Interest at a simple rate of .5% per year will be paid for the period during which the deposit is held by the Company.
- (iii) A deposit will be returned by the Company under the following circumstances:

When an application for service has been canceled prior to service activation, the deposit will be applied to any existing charges incurred in accordance with the terms and conditions herein. The Company agrees to refund the excess portion of the deposit, if any, within thirty (30) days following settlement of Customer's account.

Upon the discontinuance of service, the Company will refund Customer's deposit to the extent that it exceeds any unpaid charges for installation and service to Customer within sixty (60) days.

- (iv) The unused portion of a deposit and accrued interest will be refunded if Customer has demonstrated its credit by paying each and every bill rendered by the Company for service within the fifteen (15) day period for one year following the tender of such deposit.
- (v) The refunding or crediting of Customer's deposit and accrued interest in no way relieves Customer from complying with all terms and conditions contained herein or from tendering payments when due.

#### 4.3 Denial of Access to Interstate Message Telecommunications Service by the Company

The Company expressly retains the right to immediately deny the access to service without incurring any liability for any of the following reasons:

- (a) Nonpayment of any sum due for service provided hereunder, where Customer's charges remain unpaid more than ten (10) days following written notice of nonpayment from the Company. Notice shall be deemed

to be effective upon mailing of written notice, postage prepaid, to Customer's last known address; or

- (b) Customer's acts or omissions which constitute a violation of, or a failure to comply with, any regulation stated in these terms and conditions governing the furnishing of service. The Company agrees to give Customer five (5) days written notice of such violation or failure to comply prior to denial of service; or
- (c) The implementation of any order of a court of competent jurisdiction, or federal or state regulatory authority of competent jurisdiction, prohibiting the Company from furnishing such service; or
- (d) Where the Customer has failed or neglected to tender any additional or required security deposit within ten (10) days of demand by the Company.

#### 4.4 Customer's Liability in the Event of Denial of Access to Service by the Company

In the event Customer's service is disconnected by the Company for any of the reasons stated in Section 4.3, Customer shall be liable for all unpaid charges due and owing to the Company associated with the service. Customer's deposit and accrued interest shall be applied to all cancellation charges applicable to the service offering received by Customer.

#### 4.5 Reinstitution of Service

If Customer seeks reinstatement of service following denial of service by the Company, Customer shall pay to the Company prior to the time service is reinstated (1) all accrued and unpaid charges, and (2) a deposit per Section 4, subparagraph 4.2 (b) (i) in order to reinstate service.

#### 4.6 Discontinuation of Service

The Customer's service shall automatically discontinue upon discontinuation of the Customer's subscription to the Company's services described herein.

#### 4.7 Billing Disputes

In the event Customer disputes any charges billed by the Company, Customer may withhold from payment to the Company the disputed portion of any billing pending resolution of the dispute, provided Customer submits to the Company an itemized statement in writing which identifies the disputed charges and reasonably explains the basis of the dispute. Customer's explanation must be received by the Company within thirty (30) days of the bill date of the disputed bill. The Company shall

resolve the dispute, within thirty (30) days of receipt of Customer's explanation of whether any billing adjustment should be made into Customer's account. In making such determination the Company will consider all relevant and credible information provided by Customer as well as any other information reasonably available to the Company. The burden of proof to establish any right to billing adjustments in the customer's favor shall be solely upon the Customer.

In the event Customer does not agree with the initial determination by the Company relating to amounts in dispute and adjustments, if any, which the Company may agree to make, Customer shall so advise the Company and within ten (10) days following the Company's initial determination shall submit to the Company any additional information which Customer deems pertinent or relevant to the dispute. Within twenty (20) days of the Company's receipt of additional information, the Company shall make its final determination based upon all documentation or information available to the Company. In the event the Company lacks credible evidence to substantiate Customer's position after a reasonable review of and consideration of such information available, the Company shall notify Customer and, if the Company determines that all or any portion of such disputed amount is still owed, Customer shall be required to tender payment of such amount within ten (10) days thereafter. If Customer withholds the disputed amount thereafter, or within the time required, fails to provide supporting information in writing which sets out a legitimate basis under the terms and conditions herein for disputing any charges, Customer's account shall be deemed to be past due and unpaid. In such event, the Company shall be entitled to deny Customer's service immediately and/or require an additional deposit.

If the billing dispute is resolved in favor of the Company, any payments withheld pending resolution of the dispute may be subject to a late payment fee of 1.7 percent per month for the period during which such charges remain unpaid.

If notice of a dispute with respect to charge is not received, in writing, within 15 days after an invoice is rendered, such invoice shall be deemed to be correct and binding upon the Customer. In instances of a dispute, the Customer is required to pay the undisputed portion of the bill in its entirety. Accounts not paid within 15 days from the due date stated on the bill will be considered delinquent.

If a customer has undisputed delinquent charges, the Company reserves the right not to honor that Customer's request for a change in any service and the Company reserves the right not to honor that Customer's request for a change in the responsible party for the account until such undisputed charges are paid in full.

#### 4.8 Right to Back Bill for Improper use of the Company's Services

Any person or entity which uses, appropriates or secures the use of services from the Company, whether directly or indirectly, in any unlawful manner or through the providing of any misleading or false information to the Company and which use, appropriation, or securing of services is inconsistent with the stated uses, intents,

and purposes of these terms and conditions or any restrictions, conditions, and limitations stated herein, shall be liable for an amount equal to the accrued and unpaid charges that would have been applicable to the use of the Company's services actually made by Customer.

5. RATES FOR INTERSTATE AND INTERNATIONAL MESSAGE TELECOMMUNICATIONS SERVICE

5.1 Description of Service

- (a) Customers who have selected DirectLink Long Distance as their primary interexchange carrier will have their line(s) programmed by the Local Exchange Carrier to automatically route 1+ calls to the Company's network. Customer is responsible for any changes by the Local Exchange Carrier to affect this programming or carrier selection.
- (b) International Message Telecommunications Service is available as an additional service at the rates listed in section 6.1. Customer must subscribe to any of the domestic telecommunications service offerings available from the Company's MTS Service.

5.2 Rate Designs

(a) Message Telecommunications Service (MTS)

- (1) MTS is a measured distance sensitive, non-time of day sensitive calling plan for business and residential customers and casual callers. Rates for MTS are set forth in Section 6 following.
- (2) All business and residential usage rates will be applied in one-minute increments. Any portion of a one-minute increment will be rounded upward to the next increment.

(b) Director Assistance

- (1) Direct Dial Long Distance Directory Assistance is available to customers of the Company's switched service. Directory Assistance provides the calling party with the requested telephone number. The charge applies to each call regardless of whether Directory Assistance is able to furnish the requested number. Up to two requests may be made on each Directory Assistance Call.
- (2) A credit allowance for a Directory Assistance call will be provided if the customer experiences poor transmission quality, receives an incorrect telephone number, or inadvertently misdials the intended Directory Assistance number.

- (3) Handicapped customers who qualify for exemptions from Directory Assistance charges due to visual or other physical disabilities will be required to submit a written letter of verification satisfactory to the Company. Each Directory Assistance billed call will appear on the subsequent month's bill as a credit.
  
- (c) The Company's Toll-Free Service is a service accessed via 8XX NPA's originating on feature group facilities provided by the Local Exchange Company (LEC) and terminating on a regular business line or a Special Access Line (SAL). This service enables the customer to receive 8XX service calls at their residence or place of business.

The Company reserves the right to require an applicant for the Company 8XX Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that a new traffic forecast be submitted by the Customer quarterly after service is initiated.

The Company furnishes the Company's 8XX Service upon condition that the Customer contracts for adequate facilities to permit the use of this service without injurious effect upon it or any service rendered. The Company may terminate or refuse to furnish 8XX Service to any applicant, without incurring any liability and without notice to the Customer, if the use of the service would interfere with or impair any service rendered by the Company.

The Customer must obtain an adequate number of access lines for the Company 8XX Services to handle the Customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering; 1) total call volume; 2) average call duration; 3) time-of-day characteristics; and 4) peak calling period. The Company, without incurring any liability and without notice to the Customer, may disconnect or refuse to furnish the Company 8XX service to any Customer that fails to comply with these conditions.

6. RATES

6.1 Message Telecommunications Service ("MTS")

(a) MTS - Domestic

Calling Plan	Flat Rate	First Minute	Add'l Minute
<b>150 Minute Call Plan</b> Interstate Service for United States and Puerto Rico. Available with or without a service bundle.	\$5.00 first 150 minutes	n/a	\$0.06
<b>250 Minute Call Plan</b> Interstate Service for United States and Puerto Rico. Available with or without a service bundle.	\$9.00 first 250 minutes	n/a	\$0.06
<b>500 Minute Call Plan</b> Interstate Service for United States and Puerto Rico. Available with or without a service bundle.	\$19.00 first 500 minutes	n/a	\$0.06
<b>2000 Minute Call Plan</b> Interstate Service for United States and Puerto Rico. Available to business subscribers with or without a service bundle.	\$40.00 first 2000 minutes	n/a	\$0.06
<b>Unlimited Call Plan</b> Interstate Service for United States and Puerto Rico. Available to residential subscribers with or without a service bundle. *** See additional terms of service for <i>Unlimited Long Distance</i> below.	\$19.00	n/a	n/a
<b>CTA Long Distance 6 Cent Rate</b> Interstate Service for United States and Puerto Rico. Available with or without a bundle.	n/a	\$0.06	\$0.06

\*\*\* Unlimited Long Distance - The plan is designed for residential voice calls. The plan cannot be used for business or Internet access services. All the above plans do not include charges incurred for calling card service, calls to international exchanges, toll calls, directory assistance or operator calls. Usage may be monitored, and customer may be required to show compliance. If Canby Telcom determines that usage is not consistent with typical residential customer usage, the customer may be subject to discontinuation or placed on an alternative calling plan at the company's sole discretion without prior notice. Additional discounts may apply if bundled with other services.

(b) MTS International

Listed are per minute rates which will be billed in 60/60 second increments.

Country Code	Country	Rate
93	Afghanistan	\$0.2800
1684	American Samoa	\$0.0600
376	Andorra	\$0.2800
244	Angola	\$0.2200
54	Argentina	\$0.1900
374	Armenia	\$0.3100
297	Aruba	\$0.2900
61	Australia	\$0.0600
43	Austria	\$0.3200
973	Bahrain	\$0.1700
880	Bangladesh	\$0.0600
32	Belgium	\$0.5600
501	Belize	\$0.2800
975	Bhutan	\$0.0800
591	Bolivia	\$0.2700
55	Brazil	\$0.0600
673	Brunei	\$0.0600
359	Bulgaria	\$0.4900
855	Cambodia	\$0.0800
56	Chile	\$1.0600
86	China	\$0.1700
57	Colombia	\$0.0600
506	Costa Rica	\$0.1000
385	Croatia	\$0.5200
357	Cyprus	\$0.1600
420	Czech Rep	\$0.1000
45	Denmark	\$0.0600
593	Ecuador	\$0.2800
20	Egypt	\$0.1700
503	El Salvador	\$0.2400
298	Faroe Islands	\$0.0600
679	Fiji	\$0.3300
358	Finland	\$0.4800
33	France	\$0.4700
594	French Guyana	\$0.2000
689	French Polynesia	\$0.3500
995	Georgia	\$0.4000
49	Germany	\$0.0600
30	Greece	\$0.1000
299	Greenland	\$0.0700
1473	Grenada	\$0.2700

Country Code	Country	Rate
590	Guadeloupe	\$0.2100
1671	Guam	\$0.0600
502	Guatemala	\$0.1900
245	Guinea Bissau	\$0.8900
592	Guyana	\$0.3100
509	Haiti	\$0.4000
504	Honduras	\$0.2400
852	Hongkong	\$0.0600
36	Hungary	\$0.0900
354	Iceland	\$0.0600
91	India	\$0.0600
62	Indonesia	\$0.0600
98	Iran	\$0.2000
964	Iraq	\$0.2700
353	Ireland	\$0.1600
972	Israel	\$0.2300
39	Italy	\$0.3400
81	Japan	\$0.0600
962	Jordan	\$0.2500
77	Kazakhstan	\$0.3400
254	Kenya	\$0.3400
996	Kyrgyzstan	\$0.2700
383	Kosovo	\$0.7000
965	Kuwait	\$0.0600
856	Laos	\$0.1000
961	Lebanon	\$0.2200
266	Lesotho	\$0.5400
231	Liberia	\$0.6300
352	Luxemburg	\$0.3700
853	Macau	\$0.1100
265	Malawi	\$0.5800
60	Malaysia	\$0.0600
223	Mali	\$0.5200
356	Malta	\$0.3700
692	Marshall Island	\$0.3200
596	Martinique	\$0.2000
230	Mauritius	\$0.1400
262	Mayotte/Reunion	\$0.4100
52	Mexico	\$0.0600
691	Micronesia	\$0.6900
373	Moldova	\$0.4200
976	Mongolia	\$0.0600
258	Mozambique	\$0.3700

<b>Country Code</b>	<b>Country</b>	<b>Rate</b>
264	Namibia	\$0.2700
977	Nepal	\$0.2300
31	Netherlands	\$0.3300
687	New Caledonia	\$0.3400
64	New Zealand	\$0.0600
505	Nicaragua	\$0.3200
227	Niger	\$0.4300
234	Nigeria	\$0.1400
599	NLD Antilles	\$0.2100
1670	Northern Marianna Islands	\$0.0600
47	Norway	\$0.0600
968	Oman	\$0.3700
92	Pakistan	\$0.0600
680	Palau	\$0.3300
970	Palestine	\$0.2300
507	Panama	\$0.1500
595	Paraguay	\$0.0900
51	Peru	\$0.4500
63	Philippines	\$0.1700
48	Poland	\$0.1800
351	Portugal	\$0.6300
974	Qatar	\$0.2200
40	Romania	\$0.0600
7	Russia	\$0.3300
250	Rwanda	\$0.4100
378	San Marino	\$0.4800
966	Saudi Arabia	\$0.1700
65	Singapore	\$0.0600
421	Slovak Republic	\$0.0900
677	Solomon Islands	\$1.2100
27	South Africa	\$0.2700
82	South Korea	\$0.0600
211	South Sudan	\$0.6000
34	Spain	\$0.4000
94	Sri Lanka	\$0.2100
1721	St. Maarten	\$0.1700
249	Sudan	\$0.2100
597	Suriname	\$0.3700
268	Swaziland	\$0.3000
46	Sweden	\$0.4700
41	Switzerland	\$0.5700
963	Syria	\$0.2900
886	Taiwan	\$0.1200

Country Code	Country	Rate
992	Tajikistan	\$0.2400
255	Tanzania	\$0.4200
66	Thailand	\$0.0800
90	Turkey	\$0.2600
993	Turkmenistan	\$0.1800
971	UAE	\$0.2100
256	Uganda	\$0.4800
44	UK	\$0.3700
380	Ukraine	\$0.3100
598	Uruguay	\$0.2200
1340	US Virgin Islands	\$0.0600
998	Uzbekistan	\$0.1300
379	Vatican City	\$0.0600
58	Venezuela	\$0.1300
84	Vietnam	\$0.0800
967	Yemen	\$0.1800
260	Zambia	\$0.6100

## 6.2 Toll Free Service

All 8XX calls are billed at a single flat rate per minute regardless of time of day or jurisdiction.

Calling Plan	Flat Rate	First Minute	Add'l Minute
<b>CTA 8XX Call Plan</b> Interstate Service for United States, Canada, Puerto Rico, US Virgin Islands, Gaum, N. Mariana Is. Available with or without a service bundle.	n/a	\$0.07	\$0.07

## 7. Restricted Countries

To prevent members from being impacted by fraudulent International calling scams, DirectLink restricts calls to certain countries by default. Unfortunately, DirectLink is not able to deliver calls to these destinations. This will require you to look for an alternative provider for long-distance calls made to restricted countries. You can find a list of blocked countries below:

7.1 List of blocked Countries

<b>Country Code</b>	<b>Country</b>
355	Albania
213	Algeria
1-264	Anguilla
672	Antarctica/Norfolk Islands
1-268	Antigua and Barbuda
247	Ascension Island
994	Azerbaijan
1-242	Bahamas
1-246	Barbados
375	Belarus
229	Benin
1-441	Bermuda
387	Bosnia and Herzegovina
267	Botswana
1-284	British Virgin Islands
226	Burkina Faso
257	Burundi
237	Cameroon
238	Cape Verde Islands
1-345	Cayman Islands
236	Central African Republic
235	Chad
269	Comoros
242	Congo
682	Cook Islands
53	Cuba

<b>Country Code</b>	<b>Country</b>
246	Diego Garcia
253	Djibouti
1-767	Dominica
1-809	Dominican Republic
670	East Timor
240	Equatorial Guinea
291	Eritrea
372	Estonia
251	Ethiopia
500	Falkland Islands
241	Gabon
220	Gambia
233	Ghana
350	Gibraltar
1-473	Grenada
224	Guinea
87	Inmarsat
225	Ivory Coast
1-876	Jamaica
686	Kiribati Republic
371	Latvia
218	Libya
423	Liechtenstein
370	Lithuania
389	Macedonia
261	Madagascar
960	Maldives
222	Mauretania
377	Monaco
382	Montenegro
1-664	Montserrat
212	Morocco
95	Myanmar
674	Nauru
683	Niue
850	North Korea

<b>Country Code</b>	<b>Country</b>
675	Papua New Guinea
239	Sao Tome
221	Senegal
381	Serbia
248	Seychelles
232	Sierra Leone
386	Slovenia
252	Somalia
290	St. Helena
1-869	Sy. Kitts/Nevis
1-758	St. Lucia
1-721	St. Maarten
508	St. Pierre and Miquelon
1-784	St. Vincent/Grenadines
228	Togo
690	Tokelau
676	Tonga
1-868	Trinidad/Tobago
216	Tunisia
1-649	Turks/Caicos
688	Tuvalu
678	Vanuatu
681	Wallis and Futuna
685	Western Soma
243	Zaire
263	Zimbabwe