



WELCOME TO THE WORLD OF DIGITAL PHONE

Explanation of Fees

HBL VoIP Digital Phone Service (Residential)

Unlimited Local and Long Distance VoIP Digital Phone Service:

\$21.99 for Digital Subscribers

\$24.99 for non- Digital Subscribers

Unlimited calling Plan Includes calls to the continental United States and Canada. This package pricing is based on Residential Usage and adheres to HBL Communications Fair Use Policy, Terms and Conditions and includes Residential Features and applicable taxes and fees.

Activation Fee

HBL Communications charges a onetime activation fee per line of \$20.00 for residential and business accounts that will be charged to your account on the date of your activation of service.

Disconnection Fee

HBL Communications charges a Disconnection fee per line of \$40.00 for residential and business accounts if you cancel your service within 1 year of activation. Account will not acquire disconnection fee if disconnected during promotional periods.

Reactivation Fee

HBL Communications charges a Reactivation fee per line of \$9.99 to any account that was suspended due to non-payment and/or suspension of services then re-activated.

Change Phone Number/Re-Provision Fee

The fee to change your number after it has been provisioned is \$9.99 plus applicable taxes. This does not include changing from a temporary number assigned by HBL Communications.

Emergency 911 Recovery Fee

Emergency 911 Recovery of \$1.50 applies to each voice line. This fee is used to recover costs directly associated with developing, implementing and maintaining a nationwide E911 in compliance with Federal Communications Commission (FCC) regulations, 911 dialing and national 911 emergency call center.

Regulatory Recovery Fee

A regulatory recovery surcharge of \$0.99 applies to each voice line. It is a fee that HBL Communications charges its customers for, but not limited to, local number portability cost, CALEA compliance cost and other regulatory fees and cost.

Universal Service Fund Fee

The Universal Service Fund (USF) is an FCC program aimed at ensuring the availability of affordable telecommunications services to schools, libraries and rural healthcare facilities; it also serves to subsidize local service in high-cost areas and low-income households. This fee includes recovery for Federal Communications Commission (FCC) regulatory fees assessed on HBL Communication. This fee is assessed on service providers by the FCC and is used by the FCC to partially fund its operations.

Directory Assistance

411 or Directory Assistance is \$1.50 per call.

800/Toll Free Phone Numbers

Please check www.hblcommunications.com for details, area availability and rates.

Hardware Fees

ATA Devices and phone equipment vary by area. Please call 866-863-6064 for pricing and availability.

Taxes

Applicable taxes are billed and collected on services and equipment. Taxes are applied based on the jurisdiction in which the service is being provided. HBL Communications uses the 911 address listed on your account to indicate the location of the service. If for some reason the 911 address is not available, HBL Communications uses the billing address as the service location.

International Rates

A full list of International Rates can be found at www.hblcommunications.com. Rates are subject to change without notice. International calls to cell phones excluded except where noted. Effective 03/01/2009. Country rate codes and their associated pricing vary region. A general listing of international calling rates:

France - \$.06

UK - \$.06

Mexico City - \$.08

Philippines - \$.18

India - \$.17

Italy - \$.08

Venezuela - \$.07

China - \$.12