

Crexendo Business Solutions, Inc.
1615 South 52nd Street
Tempe, Arizona 85281
(866) 621-6111

LOCAL EXCHANGE PRICELIST

SECTION 1 - SERVICES, PRICES AND CHARGES

1. LOCAL EXCHANGE SERVICE
 - a. Business Local Exchange Services are available where facilities and/or network accessibility are available from the underlying carrier. The charges quoted are for a period of one month, a month is considered to have 30 days, and are payable monthly in advance.
 - b. Timing of calls begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. The company does not bill for incomplete calls.

SECTION 1 - SERVICES, PRICES AND CHARGES

2. PRICES AND CHARGES

A. Business Service – Southwestern Bell Area

Non-Recurring Charges:

1-Party, Multiline and PBX Trunk, per line	\$36.00
ISDN BRI	\$125.00
ISDN PRI or DS-1	\$1,000.00

Recurring Charges:

Service Type	RATE GROUPS							
	1	2	3	4	5	6	7	8
1-Party (each)	\$19.15	\$19.60	\$20.65	\$21.30	\$22.00	\$23.10	\$25.25	\$28.25
Multiline Key	\$22.65	\$23.20	\$24.45	\$25.15	\$26.05	\$27.35	\$30.10	\$33.55
Message	\$12.30	\$12.60	\$13.25	\$13.65	\$14.10	\$14.80	\$16.50	\$18.45
PBX Trunk	\$28.95	\$29.65	\$31.25	\$32.20	\$33.25	\$35.20	\$39.95	\$44.65
ISDN BRI	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00
ISDN BRI (B-1/B-2 Channel)	\$115	\$115	\$115	\$115	\$115	\$115	\$115	\$115
DS-1	\$650	\$650	\$650	\$650	\$650	\$650	\$650	\$650

Message Service has a usage allowance of 100 local calls. Each call over the call allowance will be \$0.08 per call.

Service Type	Non-Recurring	Recurring
Hunting – Circular	\$3.00	\$0.85
Hunting - Preferred	\$20.00	\$3.00
DID Service – 10 numbers	\$108.75	\$46.00
DID Service – Additional 10 numbers	\$4.40	\$15.00
DID Service – 100 numbers	\$148.35	\$181.00

	<u>Non-Recurring</u>	<u>Recurring</u>
Additional Directory Listing Charge	\$15.00	\$3.00
Nonlisted Listing Charge	\$0.00	\$0.90

SECTION 1 - SERVICES, PRICES AND CHARGES

A. Business Service - Southwestern Bell Area (cont.)

Features	Monthly Charge	Installation Charge
Caller ID – Number	\$7.50	\$5.40
Caller ID - Name	\$7.50	\$5.40
Call Forwarding	\$3.50	\$5.40
Call Waiting	\$3.25	\$5.40
Three Way Calling	\$2.50	\$5.40
Call Return	\$4.00	\$5.40
Auto Redial	\$4.00	\$5.40
Speed Calling 8	\$2.50	\$5.40
Speed Calling 30	\$3.20	\$5.40
Priority Call	\$3.00	\$5.40
Selective Call Forwarding	\$2.65	\$5.40
Call Blocker	\$3.00	\$5.40
Anonymous Call Rejection	\$1.00	\$5.40
Priority Ring	\$4.00	\$5.40
Call Forwarding – Busy Line	\$3.00	\$5.40
Call Forwarding – Don't Answer	\$3.00	\$5.40
Call Forwarding – Busy Line/Don't Answer	\$4.00	\$10.75
Call Forwarding – Simultaneous	\$2.65	\$16.15
Remote Call Forwarding	\$16.95	\$15.90
Business Line Feature Package - The Basics: Three Way Calling, Call Block, Call Forwarding, *69, Call Waiting, Caller ID, Speed Calling 8	\$5.70	N/C
Business Line Feature Package – Works 1: Three Way Calling, Call Block, Remote Access Call Forwarding, *69, Call Waiting, Speed Calling 8, Call Forwarding - All	\$13.45	N/C
Business Line Feature Package – Works 2: Three Way Calling, Call Block, Remote Access Call Forwarding, *69, Call Waiting, Caller ID, Speed Calling 8, Call Forwarding	\$11.45	N/C

Per Use Features:

Services	Per Activation	Maximum Charge, per month
Auto Redial	\$0.50	\$4.00
Call Return	\$0.50	\$4.00
Three Way Calling	\$0.75	\$6.00
Call Trace	\$8.00	N/A

SECTION 1 - SERVICES, PRICES AND CHARGES

2. PRICES AND CHARGES

B. Business Service – Verizon Area

Non-Recurring Charges:

1-Party, Multiline and PBX Trunk, per line	\$51.50
ISDN BRI	\$125.00
ISDN PRI	\$1,700.00
DS-1	\$1,000.00

Recurring Charges:

	1-Party	Measured	Multiline Key	PBX Trunk	ISDN BRI	ISDN PRI	DS-1
Rate Class 1	\$18.35	N/A	\$22.00	\$29.40	\$39.16	\$850	\$650
Rate Class 1A	\$21.30	N/A	\$25.50	\$34.55	\$39.16	\$850	\$650
Rate Class 1B	\$22.00	N/A	\$26.40	\$35.80	\$39.16	\$850	\$650
Rate Class 1C	\$29.10	\$26.45	\$34.90	\$48.20	\$39.16	\$850	\$650
Rate Class 1D	\$37.35	\$26.45	\$55.25	\$62.65	\$39.16	\$850	\$650
Rate Class 2	\$18.90	N/A	\$22.65	\$30.25	\$39.16	\$850	\$650
Rate Class 2A	\$21.85	N/A	\$26.15	\$35.40	\$39.16	\$850	\$650
Rate Class 2B	\$22.55	N/A	\$27.05	\$36.65	\$39.16	\$850	\$650
Rate Class 2C	\$29.65	\$26.45	\$35.55	\$49.05	\$39.16	\$850	\$650
Rate Class 2D	\$37.90	\$26.45	\$55.90	\$63.50	\$39.16	\$850	\$650
Rate Class 3	\$19.45	N/A	\$23.35	\$31.10	\$39.16	\$850	\$650
Rate Class 3A	\$22.40	N/A	\$25.85	\$36.25	\$39.16	\$850	\$650
Rate Class 3B	\$23.10	N/A	\$27.75	\$37.50	\$39.16	\$850	\$650
Rate Class 3C	\$30.20	\$26.45	\$35.25	\$49.90	\$39.16	\$850	\$650
Rate Class 3D	\$38.45	\$26.45	\$56.60	\$64.35	\$39.16	\$850	\$650
Rate Class 4	\$19.95	N/A	\$23.90	\$31.90	\$39.16	\$850	\$650
Rate Class 4A	\$22.90	N/A	\$27.40	\$37.05	\$39.16	\$850	\$650
Rate Class 4B	\$23.60	N/A	\$28.30	\$38.30	\$39.16	\$850	\$650
Rate Class 4C	\$30.70	N/A	\$36.80	\$50.70	\$39.16	\$850	\$650
Rate Class 4D	\$38.95	\$26.45	\$57.15	\$65.15	\$39.16	\$850	\$650

Measured Service

	DAY 1 st Min	DAY Add'l Min	EVENING 1 st Min	EVENING Add'l Min	NIGHT 1 st Min	NIGHT Add'l Min
Band A (0-7 miles)	\$.04	\$.015	\$.04	\$.015	\$.024	\$.009
Band B (7-14 miles)	\$.056	\$.021	\$.056	\$.021	\$.0336	\$.0126
Band C (14-21 miles)	\$.08	\$.03	\$.08	\$.03	\$.048	\$.018
Band D (21-28 miles)	\$.112	\$.042	\$.112	\$.042	\$.0672	\$.0252
Band E (28-41 miles)	\$.144	\$.054	\$.144	\$.054	\$.0864	\$.0324

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SECTION 1 - SERVICES, PRICES AND CHARGES

B. Business Service – Verizon Area (cont.)

Service Type	Non-Recurring	Recurring
Hunting – Circular	\$20.00	\$3.25
Hunting - Rotary	\$20.00	\$3.00
DID Service – 100 numbers	\$0.00	\$125.00
DID Service – Additional 100 numbers	\$0.00	\$15.00
	<u>Non-Recurring</u>	<u>Recurring</u>
Additional Directory Listing Charge	\$13.50	\$1.10
Nonlisted Listing Charge	\$13.50	\$1.65
Non-Published	\$13.50	\$1.65
	<u>Monthly Charge</u>	<u>Installation Charge</u>
Touchtone	\$2.00	N/C
Caller ID – Number	\$7.50	\$5.00
Caller ID – Name & Number	\$9.00	\$5.00
Auto Busy Redial	\$4.00	\$5.00
Call Waiting	\$2.50	\$5.00
Three Way Calling	\$3.15	\$5.00
Auto Call Return	\$4.00	\$5.00
Last Number Redial	\$3.15	\$5.00
Speed Calling 8	\$2.25	\$5.00
Speed Calling 30	\$3.60	\$5.00
VIP Alert	\$3.00	\$5.00
Call Block	\$3.00	\$5.00
Anonymous Call Block	\$1.00	\$5.00
Smart Ring	\$6.00	\$5.00
Call Forwarding – Busy Line	\$1.25	\$5.00
Call Forwarding – Don't Answer	\$1.25	\$5.00
Call Forwarding – Busy Line/Don't Answer	\$3.15	\$5.00
Call Forwarding – Variable	\$2.25	\$5.00
Remote Call Forwarding	\$14.50	\$33.50
Business Line Feature Package - Smart: Call Forwarding, Call Waiting, Touchtone, Call Waiting/Cancel Call Waiting	\$5.70	N/C
Business Line Feature Package – Smarter: Three Way Calling, Call Forwarding, Call Waiting, Speed Calling 8, Touchtone, Call Waiting/Cancel Call Waiting	\$13.45	N/C
Business Line Feature Package – Smartest: Three Way Calling, Call Waiting, Speed Calling 8, Call Forwarding, Last Number Redial, Touchtone, Call Waiting/Cancel Call Waiting	\$11.45	N/C

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SECTION 1 - SERVICES, PRICES AND CHARGES

B. Business Service – Verizon Area (cont.)

Per Use Features:		
Services	Per Activation	Maximum Charge, per month
Auto Redial	\$0.75	\$4.00
Call Return	\$0.75	\$4.00
Call trace	\$10.00	N/A

C. Connection Charge \$60.00

SECTION 2 - RULES AND REGULATIONS

1. INTERCONNECTION

Interconnection with the facilities or service of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The customer is responsible for taking all necessary legal steps for interconnecting customer-provided terminal equipment or communications systems with carrier's facilities. The customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection. Any special interface equipment of facilities necessary to achieve compatibility between the facilities of the carrier and other participating carriers shall be provided at the customer's expense.

2. APPLICATION FOR SERVICE

Application for service may be made verbally or in writing. The name(s) of the customer(s) desiring to use the service must be set forth in the application for service.

SECTION 2 - RULES AND REGULATIONS (cont.)

3. DEPOSITS

Deposits and/or advanced payments are not required.

4. PAYMENT AND BILLING

- a. Service is provided and billed on a monthly basis in arrears.
- b. Initial billing for set-up and installation charges or monthly service fees will not commence for any new customer until the customer has actually been placed in service.
- c. Billing will be payable upon receipt and past due 15 days after issuance.

5. CANCELLATION BY CUSTOMER

- a. Cancellation of service by the customer can be made either verbally or in writing and is applied as follows:
 - i. Where an application for service is canceled by the customer prior to the start of any design work or installation of facilities, no charge applies.
 - ii. When an application which requires special design work is canceled after the design work has begun, the company may collect charges equal to the cost incurred for the associated design work to date.
 - iii. If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service. Any minimum contract requirements of prescribed service will be applicable.

SECTION 2 - RULES AND REGULATIONS (cont.)

6. DISCONNECTION OF SERVICE BY CARRIER
- a. The carrier may discontinue for any of the following reasons:
- i. Nonpayment of bills;
 - ii. Tampering with the company's property;
 - iii. Vacation of the premises by subscriber;
 - iv. Violation of rules, service agreements, or filed price list;
 - v. Use of subscriber equipment which adversely affects the company's service to its other subscribers;
 - vi. Fraudulent obtaining or use of service;
 - vii. Unlawful use of service or use of service for unlawful purposes.
- b. Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the carrier will, prior to disconnection, mail written notice of the pending disconnection to the subscriber. The company will not disconnect service prior to the eighth business day following mailing of the notice. In the alternative, the company may provide delivered notice and disconnect not prior to 5:00 p.m. of the next business day.

SECTION 2 - RULES AND REGULATIONS (cont.)

- c. Before service is disconnected, the company will make a good faith effort to reach the subscriber by telephone to advise the subscriber of the pending disconnection and the reasons therefor. The company will maintain a log or record of the attempts, showing the telephone number called and the time of call. In the alternative, the company may provide personal notice.

Telephone or personal contact need not be attempted when the company has attempted such contact in any two billing periods during a consecutive twelve-month period and the company has notified the subscriber in writing that telephone or personal contact will not be attempted in the future before disconnecting service.

- d. All notices of delinquency or pending disconnection will include details pertinent to the situation and describe how the subscriber can make contact with the company to resolve any differences. All notices must accurately state amounts owing for service(s) which are subject to disconnection. A new notice will be required in cases where information is incorrect.
- e. Except in case of danger to life or property, no disconnection shall be made on Saturdays, Sundays, legal holidays, or on any other day on which the company cannot reestablish service on the same or following day.

SECTION 2 - RULES AND REGULATIONS (cont.)

- f. When the company has reason to believe service is to other than the subscriber of record, the company shall undertake reasonable efforts to inform occupants of the service address of the impending disconnection. In this case, at the request of the service users, a minimum period of five business days will be allowed to permit the service users to arrange for continued service.
- g. The company may not immediately disconnect service if the customer has met the requirements regarding a medical emergency.
- h. Service will not be totally disconnected while a subscriber is pursuing any remedy or appeal provided for by Commission rules, provided any amounts not in dispute are paid when due.

SECTION 2 - RULES AND REGULATIONS (cont.)

- i. Service will be restored when the causes of discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the customer has been made as provided for in the Price List of the carrier.

- 7. INTERRUPTION OF SERVICE
 - a. The company will follow the Commission's rules in the case of major outage and/or service interruption.

 - b. It is the obligation of the customer to notify the carrier of any interruptions in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission of the customer, not within the customer's control, or is not in wiring or equipment connected to the terminal of the carrier.

 - c. All reported interruptions of service will be restored within two working days, excluding Sundays and holidays, except those caused by emergency situations, unavoidable catastrophes and force majeure.

- 8. RESTORATION OF SERVICE
 - a. The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

- 9. TAX ADJUSTMENT
 - a. The Company concurs in the Municipal Utility Occupation tax schedules of each Local Exchange Company tariff in the state of Texas to the extent those local taxes are both current and applicable to the services the Company provides. This amount will be separately stated on each bill to the customer.

SECTION 3 – LIFELINE PROGRAM

3.1 General

- (A) The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunications Act of 1996.
- (B) Lifeline is supported by the federal universal service support mechanism.
- (C) Federal baseline support of eight dollars and twenty-five cents (\$8.25) is available for each Lifeline service and is passed through to the subscriber. An additional three dollars and fifty cents (\$3.50) credit is provided by the Company. Supplemental federal support of one dollar and seventy-five cents (\$1.75), matching one half of the Company contribution, will also be passed along to the Lifeline subscriber. The total Lifeline credit available to an eligible customer in Texas is thirteen dollars and fifty cents (\$13.50). The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.
- (D) Designated Services Available To Lifeline Customers:
- (1) Single Party Service
 - (2) Local Usage
 - (3) Touch Tone Services
 - (4) Voice Grade Access to the Public Switched Network
 - (5) Access to Emergency Services
 - (6) Access to Operator Services
 - (7) Access to Interexchange Services
 - (8) Access to Directory Assistance
 - (9) Toll Restriction at No Charge

3.2 Regulations

(A) General

- (1) Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.
- (2) One low income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified below.
- (3) A Lifeline customer may subscribe to any local service offering available to other residential customers. Since the Lifeline credit is applicable to the primary residential connection only, it may not be applied to multiple lines in a package for local service.

SECTION 3 – LIFELINE PROGRAM

Lifeline Program (Continued)

Regulations (Continued)

(A) General (Continued)

(4) Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.

(5) No deposit will be required of a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.

(6) The Federal Universal Service Charge will not be billed to Lifeline customers.

(7) Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local calls. Access to toll service may be denied for non-payment of regulated tolls.

(8) At no time shall a customer's Lifeline rate go below zero.

3.3 Eligibility

- (A) Customers are eligible if they participate in at least one of the following programs:
Medicaid, Food stamps, Federal Public Housing Assistance, Supplemental Security Income, Low Income Home Energy Assistance Program, Temporary Assistance to Needy Families (TANF), or National School Lunch's free lunch program (NSL). Additionally, a customer with total gross annual income that does not exceed 135% of the federal poverty income guidelines may apply directly to the Public Utility Commission of Texas for Lifeline eligibility certification.
- (B) All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

SECTION 3 – LIFELINE PROGRAM

Lifeline Program (Continued)

3.4 Certification

- (A) Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for services; or eligible Lifeline subscribers may enroll in the Lifeline program by signing a document certifying under penalty of perjury that the customer participates in one of the Texas Lifeline eligible programs and identifying the qualifying program. The Lifeline credit will not be established until the Company has received such signed document. If the customer requests installation prior to the Company's receipt of such signed document, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
- (B) The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
- (C) When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation within 60 calendar days, the Lifeline credit will be discontinued.

SECTION 3 – LIFELINE PROGRAM

Lifeline Program (Continued)

3.5 General

(A) Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.

(B) Service Charges are applicable for installing or changing Lifeline service.

(C) Link-Up connection assistance may be available for installing or relocating Lifeline service.

(D) The Service Change Charge is not applicable when existing service is converted intact to Lifeline.

(E) The total Lifeline credit consists of one federal credit plus one (1) Company credit

(1) Federal credit

Monthly Credit

All programs, one per Lifeline service \$10.00

(2) Company credit

All programs, one per Lifeline service \$ 3.50

SECTION 4 – LINK-UP PROGRAM

Link-Up

4.1 General

- (A) Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996.
- (B) Link-Up is supported by the federal universal service support mechanism.
- (C) A federal credit amount of fifty percent (50%) of the non-recurring charges for connection of service, up to a maximum of thirty dollars (\$30.00), is available to be passed through to the subscriber.

4.2 Regulations

(A) General

- (1) Customers eligible under Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
- (2) Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
- (3) The Link-Up credit is available each time the customer installs or relocates the primary residential service.
- (4) To receive the credit, proof of eligibility must be provided within 30 days after installation of service.
- (5) The total tariffed charges for connecting service, including service and other installation charges, are considered in the credit calculation.

SECTION 4 – LINK-UP PROGRAM

Link-Up (Continued)

Regulations (Continued)

(B) Eligibility

- (1) To be eligible for a Link-Up credit, a customer must be a current recipient of any one of the low income assistance programs set forth below:

Medicaid, Food stamps, Federal Public Housing Assistance, Supplemental Security Income, Low Income Home Energy Assistance Program, Temporary Assistance to Needy Families (TANF), or National School Lunch's free lunch program (NSL). Additionally, a customer with total gross annual income that does not exceed 135% of the federal poverty income guidelines may apply directly to the Public Utility Commission of Texas for Link-Up eligibility certification.

- (2) All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

(C) Certification

- (1) Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for services; or eligible Lifeline subscribers may enroll in the Link-Up program by signing a document certifying under penalty of perjury that the customer participates in one of the Texas Lifeline eligible programs and identifying the qualifying program. The Lifeline credit will not be established until the Company has received such signed document. If the customer requests installation prior to the Company's receipt of such signed document, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.

- (2) The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Link-Up plan.

SECTION 4 – LINK-UP PROGRAM

Link-Up (Continued)

4.3 Rates and Charges

- (A) The federal credit available for a Link-Up connection is thirty dollars (\$30.00) maximum or fifty percent (50%) of the installation and service charges from this Tariff, whichever is less.