Revolutionary Rates, Evolutionary Service

Products and Services

A Guide for Resellers

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Introduction

Welcome to the AmericanFone Revolution and our Reseller program! We are thrilled to have you on board as a partner and look forward to a long and mutually beneficial relationship.

AmericanFone offers an outstanding opportunity for you to generate a significant, perpetual revenue stream. Whatever volume of income you desire from the program is there for the earning. In today's global environment, more Americans than ever use Long Distance service on a daily basis, and most Americans are still paying too much. You can offer customers considerable savings and generate income for yourself at the same time.

Use the program to supplement your income, or build a full-fledged business. Use the income toward a new home, a vacation home, your children's education, your retirement fund, or whatever else you might choose to do. Resellers in our program can earn more than $40,000 a year.

This document is one of the many tools we provide to support you in developing your business and caring for your customers. In it you will find detailed descriptions of our products and services, from our simple, low-priced 4.3¢ a minute Flat Rate Plan—the cornerstone of residential Long Distance service—to the sophisticated broadband services that will support a variety of business needs. The summary of each product's features and benefits will help you become more comfortable with concepts that may be new to you. Sign-up and billing processes are discussed, as is our Customer Care philosophy and the Care Center's operating hours. An appendix provides a brief lexicon of telecommunications terms—helping you learn about new areas, hone your sales skills and identify services we can provide to your customers to enhance their connectivity to their friends, families and customers. Sample forms required to sign up for different services are also in the appendix, as well as a one-page summary sheet of our products and services and a competitive rate chart.

These tools will help you learn about and develop your new business. Study them so that you will be able to speak fluidly about AmericanFone's services. Share the Fact Sheet and the Do the Math charts with your customers so they can easily visualize just how much they will save when they switch to AmericanFone.

Of course, our highly trained team of Customer Care Advocates will always provide complete care to you and your customers for all your AmericanFone concerns. Write us at resellercare@americanfone.com, or call us toll-free at 800-252-9190.

Let the revolution begin!

Company Overview

AmericanFone, LLC is a premier switchless reseller of interstate and intrastate (including local toll) Long Distance services that markets a variety of products and services to meet the telecommunication needs of today's small businesses and consumers. Our revolutionary approach to the marketplace allows us to offer amazingly low Long Distance rates and efficient, personalized Customer Care.

We are able to pass tremendous savings on to customers by purchasing Long Distance in bulk from large global carriers. We use state-of-the-art technologies to isolate the cost components of each call, and proprietary technology to streamline delivery and reduce the cost of Long Distance calls. Additionally, because AmericanFone manages the payment process through online statements and direct credit card billing, we are able to pass significant additional savings on to our growing number of customers. This means no paper bills and no missed payments, and some of the most competitive rates in the marketplace.

AmericanFone's suite of products and services includes:

- Fixed Rate 1+ Service
- Calling Cards
- Domestic Toll-Free Service
- International Toll-Free Service
- ConferenceFone
- Corporate Affinity Program
- Web Callback
- Internet Access Services
- Customer Care

One of AmericanFone's most attractive features is its revolutionary online billing system, which takes advantage of the speed and efficiency of the Internet. Customer statements are available in the My Account section of the AmericanFone website, a secure area that is accessible to customers only. Upon signing up for the service, customers are sent a unique customer ID and password to access their account information. Billing statements are available 24 hours a day, seven days a week and are updated daily. At the end of each month, the call records posted on each customer's statement are processed for taxes and any applicable fees or charges. AmericanFone bills the customer's credit card each month between the 1st and the 15th of the month for the previous month's call usage. Paper bills are not mailed to customers as bills are posted online and all payments are charged to a credit card.

Finally, AmericanFone has a highly trained, professional Customer Care Team. The Customer Care Center is open: Monday through Friday 7:00 a.m.-5:00 p.m. Pacific Time.

The Care Center can be reached by phone at 1-800-352-4340, by fax at 1-888-295-7066 and by email at care@americanfone.com (emails will receive a response within 24-48 hours).

We are proud of our strong track record of providing great service at low prices and innovative online billing and tracking systems. AmericanFone is quickly becoming a leader in the U.S. Long Distance market and the telecommunications provider of choice to a growing number of Americans across the country.

Products and Services

Flat Rate 1+ Long Distance

AmericanFone's Flat Rate 1+ Calling Plan gives customers the same 4.3¢ per minute rate for interstate calls to any of the 48 contiguous United States around the clock. Calls to Alaska are 14.3¢ per minute and calls to Hawaii are 12.5¢. International calling is also available at very competitive rates. International rates can be viewed at www.americanfone.com/international.

The Flat Rate 1+ Calling Plan has several unique features:

- ★ 4.3¢ per minute flat rate for state-to-state domestic calls any day, any time.
- ★ Monthly billing fee of $2.00 is waived if usage is over $20.00.
- ★ Secure, convenient, automated online billing: Bills are posted online, so there are no paper bills. Customer credit cards are billed monthly, so payments are never missed.
- ★ Customers can access their account and call activity reports online whenever they want. We update it four times a day!
- ★ Traditional direct dial service - this is *not* an Internet phone service.
- ★ Billing in one-minute increments.
- ★ Customer Care that treats customers right.
- ★ Great international and in-state rates, too!

There is no service initiation fee or charge for signing up for the service. However, a customer's local phone company may charge them for changing their Long Distance carrier. These charges will vary by local phone company. The Flat Rate Plan has a monthly billing charge of $2.00 in any given month if usage is less than $20.00. If monthly usage is more than $20.00, the monthly fee will be waived.

The AmericanFone Customer Care Team will address and guide customers through any issues regarding their changing Long Distance carriers. Customers who have a PIC freeze (preventing unauthorized switching of Long Distance service) on their account will have to contact their local phone company to remove the PIC freeze in order for us to provision their new Long Distance service.

Calling Card

AmericanFone offers a Calling Card linked to a customer's 1+ account. During the sign-up process for, customers can choose to receive a free Calling Card. The card gives users a flat 7.9¢ per minute rate for interstate calls in all 50 states. In addition, the card can be used for international calling and, after special set-up by the AmericanFone Customer Care Team, in other countries for calling the U.S. from any touch-tone phone. Rates for Calling Card calls to international destinations can be viewed at www.americanfone.com/ccintlrates. All call activity is charged to the 1+ account and appears on the online statement, which is updated four times a day.

The Calling Card features include:

- ★ Linked to the customer's Flat Rate 1+ account.
- ★ 7.9¢ a minute for domestic, state-to-state calls.
- ★ Call anywhere in the world from anywhere in United States.
- ★ Web-based lookup for international rates.
- ★ For use in other countries, customers must call Customer Care for special set up.
- ★ Customers may choose their own account and pin number.
- ★ No running out of minutes.

During the sign-up process, customers are asked to select a 10-digit account number (typically their home telephone number) and a four-digit PIN. To make a call, users dial a Toll-Free access number followed by their account number and PIN. If they are using the card from a telephone that matches their account code, only the PIN is required.

Changing the PIN can be done easily in the My Account section of the AmericanFone website. The language prompt may also be changed from English (default) to more than a dozen other languages.

There are no minimum usage requirements or monthly fees for using the card. There is a 95¢ surcharge when calling Directory Assistance and a 60¢ surcharge for payphone calls.

Domestic Toll-Free

AmericanFone can set up a special Toll-Free number that rings to any telephone a customer chooses, at no charge to the caller. The charges are paid by the customer receiving the call. The number offers the same rate as a customer's Flat Rate 1+ plan, and there is no set-up fee. (Vanity numbers are available for a one-time $25.00 set-up fee.)

Domestic Toll-Free features include:

- ★ Same low rates as the customer's 1+ plan
- ★ No monthly charge
- ★ Online access to a customer's statements and account information
- ★ Convenient credit card billing

There are no minimum usage requirements or monthly fees for using a Toll-Free number. Calls received are treated exactly like the 1+ plan. Payphone calls incur a 60¢ surcharge.

International Toll-Free

International Toll-Free Service (ITFS) is a distinct service from our domestic Toll-Free service. With ITFS, customers can set-up a Toll-Free number in nearly 70 countries. All charges are linked to the customer's 1+ account.

ITFS Countries:

- Antigua
- Argentina
- Australia
- Austria
- Bahamas
- Bahrain
- Barbados
- Belgium
- Bermuda
- Brazil
- Cayman Islands
- Chile
- China
- Colombia
- Costa Rica
- Cyprus
- Denmark
- Dominican Republic
- Ecuador
- Finland
- France
- Germany
- Greece
- Guatemala
- Guyana
- Hong Kong
- Hungary
- Indonesia
- Ireland
- Israel
- Italy
- Jamaica
- Japan
- Luxembourg
- Malaysia
- Marshall Islands
- Mexico
- Netherlands
- Netherlands Antilles
- New Zealand
- Nicaragua
- Norway
- Panama
- Peru
- Philippines
- Poland
- Portugal
- Romania
- Russia
- Singapore
- South Africa
- South Korea
- Spain
- St. Kitts
- St. Lucia
- St. Vincent
- Sweden
- Switzerland
- Taiwan
- Thailand
- Trinidad & Tobago
- Turkey
- Turks & Caicos Islands
- United Kingdom
- Uruguay
- Venezuela

There is no set-up fee to establish an ITFS number. However, many countries have unique requirements to set up and maintain service. Typically, minimum monthly usage of 60 minutes is required to maintain an active ITFS number. A detailed chart of specific requirements for each country is available on the AmericanFone website. Upon sign-up, an AmericanFone Customer Care Advocate will work with each customer to ensure all country-specific requirements are addressed.

For customers who already have a domestic Toll-Free number, the ITFS number can ring to the same number without changing their existing Toll-Free number. In addition, customers may add as many ITFS numbers as they wish..

ConferenceFone

ConferenceFone is a fully automated teleconferencing product with the highest possible audio quality. Your conference bridge is activated immediately and is available on demand 24/7. Each conference call can support up to 199 participants. There is no service initiation fee or charge for signing up the service. In addition, there is no contract commitment. We offer four pricing plans: a Toll-Free Plan, a Toll Plan, and two Unlimited Plans.

Toll-Free Plan

With the Toll-Free Plan, we provide a toll-free number as well as unique moderator and participant PINs. The toll-free number and the PINs do not change, and are available for use 24/ 7. We simply bill a flat rate per minute, per participant for the duration of each call.

Toll-Call Plan

With the Toll-Call Plan, we provide a New York City phone number and unique moderator and participant PINs. We bill a low per-minute, per-participant rate for each call. Participants are billed by their Long Distance provider for the toll call to NYC (unless calling from within the NYC area).

Unlimited 10 or Unlimited 20 Plan

With Unlimited 10 or Unlimited 20 ConfereneFone Plan, we provide a New York City phone number and unique moderator and participant PINs. We bill a flat rate per month for a maximum of 10 or 20 participants. Participants are billed by their Long Distance provider for the toll call to NYC (unless calling from within the NYC area).

Pricing Option	Features	Benefits
Toll-Free Plan	800 number access 9.9¢ a minute, any day, anytime No contract to sign No reservations needed Available 24/7 Call activity available online Convenient credit card billing Up to 200 participants per call Volume Pricing Available	Toll free for participants No per-call setup fee Same low rate 24/7 No long-term commitment Calls can be recorded for playback
Toll-Call Plan	7.9¢ a minute, any day, anytime No contract to sign No reservations needed Available 24/7 Call activity available online Convenient credit-card billing Up to 200 participants per call Unlimited Pricing Available	No per-call setup fee Same low rate 24/7 No long-term commitment Calls can be recorded for playback
Unlimited 10 or Unlimited 20	$49.95/month for up to 10 participants per call $89.95/month for up to 20 participants per call No contract to sign No reservations needed Available 24/7 Call activity available online Convenient credit card billing Volume Pricing Available	Unlimited conferencing each month No per-call setup fee Same low every month No long-term commitment Calls can be recorded for playback

* Record-a-Call allows the moderator to record a call for playback. The charge for call playback is the same per-minute, per-participant rate based on the selected rate plan.

Monthly Calling Plans

AmericanFone has created three Monthly Calling Plans for customers who want a single, predictable Long Distance bill every month. Customers purchase minutes in bulk for one low monthly rate:

- ★ 500 Minutes for $39.95 plus tax
- ★ 1,000 Minutes for $44.95 plus tax
- ★ Unlimited Minutes for $59.95 plus tax

Monthly calling with AmericanFone relies upon a calling card that customers receive at sign-up. Customers dial a 10-digit number to access the network, followed by their 10-digit Account Code. When they dial the access number, they merely input the Account Code and they can then dial any telephone number in the United States. If a customer uses all of their minutes before the end of the month, they can log on to the AmericanFone website and purchase an additional block of minutes. Telephone minutes are issued on a use or lose basis with no "banking" of minutes from month to month.

This service has been designed to accommodate domestic calls only, including Alaska and Hawaii. The service is not available for use outside the United States.

Corporate Affinity Program

AmericanFone can work with Affinity Partners to establish a separate Long Distance brand that reflects the values of their business and can be made available to either select members or the general public. Working closely with an Affinity Partner, AmericanFone can provide the following services:

- ★ Secure a stand-alone URL linked to a main corporate site.
- ★ Create new website content that describes the Affinity Partner's rebranded service.
- ★ Create a unique sign-up procedure.
- ★ Create customer collateral that identifies itself as coming directly from the Affinity Partner.
- ★ Provide Affinity Partners with their own Customer Care toll-free numbers and service.

AmericanFone acts as the service provider to each Affinity Partner, allowing them to rebrand the service as their own.

Internet Access Services

AmericanFone purchases Internet access services in bulk from MCI. By leveraging our customer base, AmericanFone is able to provide customers with competitive pricing with world-class service from a Tier 1 network carrier. Utilizing the fastest, most rigorously engineered, and most reliable TCP/IP network in the world, MCI delivers superior Internet services to thousands of cities throughout North America, South America, Europe, and Asia Pacific.

AmericanFone's Full Internet T-1 Access Service is the preferred choice for customers who need full-time, high-speed, high-performance dedicated Internet access. This service provides 1.544 Mbps and can transmit high capacity data required for business email traffic, transferring large files and website hosting.

Dedicated Internet access provides a direct connection to one of MCI's transit hubs. AmericanFone's Internet services provide high-speed solutions for growing businesses that need full-time dedicated Internet access. This service will support all of your mission-critical data communications. Installation engineers fully support and monitor your Internet access with the power, quality, and reliability that you expect from AmericanFone. Timely installation and consistent, reliable customer bandwidth will ensure your satisfaction.

AmericanFone dedicated Internet service provides connectivity to a world-class infrastructure:

Domain Name Hosting. AmericanFone ensures that your Internet traffic is guided appropriately to your website. When customers enter www.yourbusinessname.com, for example, they will be routed directly to your site.

Expert circuit provisioning. Installation engineers fully support and monitor your Internet access with the power, quality, and reliability that you expect from AmericanFone. Timely installation and consistent, reliable customer bandwidth ensures your satisfaction.

Weekly and monthly usage statistics. AmericanFone will provide Utilization Reports for customers. The statistics are derived by taking a sample of your traffic every 5 minutes on the input and output bits sent and received on your connections. This will allow you to plan for future growth.

Outstanding Service Level Agreements. Customers of AmericanFone will participate in our service level agreement with MCI. The details of the agreement are included in this proposal.

Simple Mail Transfer Protocol (SMTP) Relay. Used to transfer email between computers, we use SMTP to ensure that incoming and outgoing email over your AmericanFone Internet T1 is delivered reliably as intended.

Dedicated Internet Access Services

Type of Service	Description
Price-Protected T-1 Internet Service	Uses a T-1 circuit to connect to the Internet and allows full bandwidth use.
Burstable T-1 Internet Service	Uses fractions of bandwidth of a T-1 circuit (1.544 Mbps) to connect to the Internet on an as needed, incremental basis.
Double T-1 Internet Service	Uses two T-1 circuits to connect to the Internet at the same hub.
Diverse T-1 Internet Service	Uses two T-1 circuits to connect to the Internet at different hubs.
Shadow T-1 Internet Service	Provides a back-up T-1 circuit for Burstable T-1 Internet service.
Price-Protected T-3 Internet Service	Uses a T-3 circuit to connect to the Internet and

	allows full bandwidth use.
Burstable T-3 Internet Service	Usage-based service that uses a T-3 circuit (45 Mbps) to connect to the Internet.
Tiered T-3 Internet Service	Uses a T-3 circuit to connect to the Internet with usage level capped at various levels up to 45 Mbps.
Shadow T-3 Internet Service	Provides a back-up/redundant T-3 circuit in for Burstable T-3 Internet service.
Burstable POS OC-3c Internet Service	Usage based service that uses an OC-3c circuit (155 Mbps) to connect to the Internet.
Price-Protected POS OC-3c Internet Service	Uses an OC-3c circuit to connect to the Internet and allows full bandwidth use.
Price-Protected POS OC-12c Internet Service	Uses an OC-12c circuit (622 Mbps) to connect to the Internet and allows full bandwidth use.

Integrated Internet Access Services

These services are provided over a frame relay network and include the provisioning of local access. Integrated Internet Access Service is available in the following circuit port speeds:

- ★64 Kbps
- ★128 Kbps
- ★256 Kbps
- ★384 Kbps
- ★512 Kbps
- ★768 Kbps
- ★1.024 Mbps
- ★1.544 Mbps

All port speeds use a T-1 circuit to connect to our network. The CIR (Committed Information Rate) and PVC (Permanent Virtual Circuit) for Integrated Internet Access Service is fifty percent of the circuit port speed.

Customer Care

AmericanFone provides much more than run-of-the-mill "customer service": We have a highly qualified, responsive team of professional Customer Care Advocates who personally guide our customers through the ever-changing telecommunications landscape, offering advice and assistance on our many services in a timely, efficient manner, always ensuring that human touch.

Unlike other telecommunications companies, AmericanFone doesn't rely on frustrating, seemingly endless banks of auto response mazes that never seem to deliver you to a human being. Calls to our Customer Care Center are answered by an Advocate on average within *six seconds*. And the dozens of customer emails we get every week are also answered personally by our Advocates, always within 48 hours, often sooner.

The Customer Care Center is available Monday through Friday 7:00a.m. – 5:00p.m. Pacific Time.

Our superb Customer Care will ensure that the customers you work so hard to get will stay customers for years to come!

Appendix

AmericanFone

Fact Sheet

Service	Features	Benefits
Flat Rate 1+ Long Distance	★ 4.3¢ a minute, any day, anytime. ★ No monthly service charge. ★ No $2 monthly billing fee if monthly usage exceeds $20.	★ Spend less money on Long Distance calls. ★ Same rates 24/7.
Domestic Toll-Free	★ Incoming Long Distance calls charged to you instead of the caller. ★ No monthly service fee. ★ No per call service fee with Flat Rate Plan. ★ No monthly minimums.	★ Friends and family with limited income can call you without the burden of paying for the call. ★ Encourage clients to contact you at no expense to them. ★ You don't need a dime (or a quarter), to call home when you're away, and it's the same low rate as when you dial from home.*
International Toll-Free	★ Incoming international Long Distance calls charged to you instead of the caller. ★ Available in over 70 countries. ★ Same low rate all day, everyday. ★ Look up rates on AmericanFone website. ★ No per call service charge.	★ Manage costs of international calls. ★ You won't receive calls, or charges, from non-specified countries. ★ Receive calls *any* time of day, at the same low rate!
Calling Card (Post-Paid)	★ Low 7.9¢ per minute rate. ★ Toll-free access number. ★ No per use surcharge. ★ No monthly service fee.	★ Eliminate costly hotel surcharges. ★ No need for a coin when you're on the road. ★ Pay only for the talk time.
Conference Fone	★ High quality audio conference calling. ★ No reservations needed, available 24/7. ★ Up to 199 participants per call. ★ Toll-free plan available. ★ Unlimited monthly plans available.	★ Calls can be recorded for playback ★ No long term commitment ★ No per-call setup fee ★ Same low rate 24/7
Online statements	★ Your personal account information available to you on a secure, password-protected website. ★ Call detail updated at least four times a day.	★ Your up-to-date call information and expenses are available to you all day, any day. Review your statements when it's convenient for you. ★ No paper clutter to shuffle through. ★ No trees are killed.
Direct Credit Card Billing	★ Monthly billing charged to your credit card.	★ No postage expenses. ★ No worries about due dates or late fees. ★ Never miss a payment.

**Calls made from a payphone are subject to a 60¢ surcharge.*

AmericanFone

Do The Math…

Domestic Service Rates	AmericanFone Flat Rate Plan	AT&T One-Rate	Sprint Nickel Anytime	MCI Nationwide Instate
Anytime Rate	4.3¢	10¢	5¢	5¢
Monthly Fee	$0	$0	$8.95	$5.95
Toll-Free Monthly Service Fee	$0	$2.95	$4.00	$0
Toll-Free Rate	4.3¢	10¢	20¢	45¢
Calling Card Rate	7.9¢	25¢	59¢*	25¢
Calling Card Per Call Surcharge	$0	$1.00/mo*	99¢	$0
Calling Card Payphone Surcharge	60¢	30¢**	47¢	30¢
Notes		**Monthly plan fee* ***Up to 30¢*	**$20/mo. min.*	

If your monthly usage looked like this:

	Minutes	# Calls	From Payphone
1+Long Distance	350	NA	
Toll-Free Calls	200	NA	
Calling Card Calls	30	4	2

Your monthly bill would look like this:

	AmericanFone Flat Rate Plan	AT&T One-Rate	Sprint Nickel Anytime	MCI Nationwide Instate
1+ Long Distance Calls	$15.05	$35.00	$17.50	$17.50
1+ Monthly Service Fee	$0	$0	$8.95	$5.95
Toll-Free Monthly Service Fee	$0	$2.95	$4.00	$0
Toll-Free Calls	$8.60	$20.00	$40.00	$90.00
Calling Card Calls	$2.37	$7.50	$17.70	$7.50
Calling Card Per Call Surcharge	$0	$1.00	$3.96	$0
Calling Card Payphone Surcharge	$1.20	60¢	94¢	60¢
Total Monthly Usage Charges *(subject to federal, state and local taxes)*	$27.22	$67.05	$93.05	$121.55

Your annual bill would look like this:

	AmericanFone Flat Rate Plan	AT&T One-Rate	Sprint Nickel Anytime	MCI Nationwide Instate
Total Monthly Usage Charges *(subject to federal, state and local taxes)*	$326.64	$804.60	$1116.60	$1458.60

Which rate would you rather pay?

Reseller Compensation Plan

AmericanFone calculates your commission based on your customers' Net Monthly Billing using a three-tiered compensation plan that rewards your success. (See the Commission Levels table below.)

We figure Net Monthly Billing by taking your customers' total charges from the use of the following services: 1+ Long Distance, Toll-Free and International Toll-Free, ConferenceFone, Monthly Calling Plans, as well as any recurring charges from our Data and Internet Services, then subtract any installation fees, billing fees, late charges, taxes, refunds and chargebacks.

We bill our customers one month in arrears (meaning their current month's bill reflects calls made during the previous month). Reseller commission checks are issued monthly and reflect their customers' Net Monthly Billing during the previous month. For example: your customers will be billed for their January usage in February. In March, you will receive your commission for the January usage.

Commission Levels:

Net Monthly Billing	Percentage Earned
$0 - $5,000.00	5%
$5,000.01 - $10,000.00	7%
$10,000.01+	10%

Glossary of Telecommunications Terms

1+ Service: The typical service provided by a customer's preferred interexchange carrier (see PIC), in which the customer need only dial 1 plus the 10-digit telephone number to make Long Distance calls.

Alternate Access Carriers: Local exchange carriers (see LEC) that compete directly with the regional Bell operating companies (see RBOCs). Normally found only in the larger metropolitan areas.

ANI: Automatic Number Identification: The originating local telephone number of the calling party. ANI may also be used to refer to any telephone number. On Long Distance calls, ANI is the process by which the local telephone company passes a caller's local billing telephone number to the Long Distance company when a 1+ or 10-XXX call is made.

Baby Bells: (See RBOCs.)

CLEC: Competitive Local Exchange Carrier. An alternate local exchange carrier (see LEC), such as a cable television provider or electric company.

CIR: Committed Information Rate. A specified amount of guaranteed bandwidth (measured in bits per second) on a frame relay service. Typically, when purchasing a frame relay service, a customer can specify a CIR level. The Frame Relay network vendor guarantees that frames not exceeding this level will be delivered. It's possible that additional traffic may also be delivered, but it's not guaranteed.

DNS: **Domain Name Service**. An Internet service that translates domain names into internet protocol addresses (see IP).

End Office: (See Local Exchange.)

Hub: A common connection point with multiple ports for devices in a network. Hubs are commonly used to connect segments of a local area network (see LAN). When a packet arrives at one port, it is copied to the other ports so that all segments of the LAN can see all packets.

IEC: Interexchange Carrier (also IXC or IC): A company providing Long Distance telephone service between local exchange carriers (see LEC) and local access transport areas (see LATA). IEC is the preferred acronym.

InterLATA: The services, revenues and functions that relate to telecommunications originating in one local access transport area (see LATA) and terminating in another local access transport area.

Interstate: Any telecommunications channel, facility or network that provides transmission between locations in two or more states. Interstate operation is regulated by the Federal Communications Commission (FCC).

IntraLATA: The services, revenues and functions that relate to telecommunications originating and terminating within a single local access transport area. (See LATA.)

Intrastate: Any connection within a single state. Intrastate connections are regulated by each state's public utility commission.

IP: Internet Protocol. An internet protocol specifies the format of packets (also called datagrams) and the addressing scheme. Most networks combine internet protocol with a higher-level protocol called Transmission Control Protocol, or TCP, which establishes a virtual connection between a destination and a source.

IXC: Interexchange Carrier. (See IEC.)

LATA: Local Access and Transport Area. A geographic telecommunications service area. Long Distance service within a LATA is provided by the local exchange carrier (see LEC). Service between LATAs is provided by an interexchange carrier (see IEC). There are approximately 200 LATAs in the U.S. (See also InterLATA and IntraLATA.)

LAN: Local Area Network. A short-distance data communications network. LANs typically exist within a building or campus for linking together computers and peripherals under a standard protocol.

LAP: Local Access Provider. Any company that is authorized to provide local access. The organization may or may not be the local exchange carrier (see LEC).

LEC: Local Exchange Carrier. A company allowed to handle local telephone service following the breakup of AT&T (also known as the Bell System). These vary from Regional Bell Operating Companies (see RBOCs) to small independents.

Local Call: 1. A call destination that is within the local area of the switching system serving the calling station. 2. A telephone call within the specified local calling area of the telephone exchange. 3. A call that incurs no charges.

Local Exchange: The switching center where a customer's lines terminate (also known as the end office). (See also LEC.)

PIC: Primary Interexchange Carrier: A customer's first choice provider of Long Distance service. The interexchange carrier (see IEC) designated by the customer provides service between local access and transport areas (see InterLATA) automatically when the customer dials 1 plus the 10-digit telephone number. (Also known as Primary InterLATA Carrier and Presubscribed Interexchange Carrier.)

PIC Charges: A charge for changing the PIC. Often paid by the new interexchange carrier (see IEC). If a local exchange carrier (see LEC) sends a PIC charge to a customer, the new interexchange carrier will typically credit the customer's account.

PIC Freeze: A service provided by a local exchange carrier (see LEC) wherein a "freeze" is placed on a customer's phone line preventing the unauthorized switching of their Long Distance service. New customers to AmericanFone must ask their local exchange carrier to remove any PIC Freezes before their service can be switched. Once the service is switched, we recommend reinstating the PIC freeze.

POS: **Packet-over-SONET**. (See SONET.)

Presubscribed Interexchange Carrier. (See PIC.)

Primary InterLATA Carrier: (See PIC.)

PVC: **Permanent Virtual Circuit**. A connection between two devices that acts as though it is a direct connection, though it may physically be circuitous. The term is used most frequently to describe connections between two hosts in a packet-switching network.

RBOCs: Regional Bell Operating Companies. Regional telephone companies created as the result of the U.S. antitrust action against AT&T in 1983 (see LEC). Also known as the "Baby Bells," the original seven companies have since merged into four: SBC Communications, Verizon, Qwest and BellSouth.

Slamming: The unauthorized switching of a customer's Long Distance service by a rival provider.

SONET: **Synchronous Optical Network**. A standard for connecting fiber-optic transmission systems. The SONET format allows different formats to be transmitted on one line, and consists of several optical interface layers: path layer, line layer, section layer and photonic layer.

AmericanFone Residential/Business Service Agreement

Please Note: If you need to make any changes to your telephone number(s), service areas, or personal information, please do not do so on this form. Any changes must be made by contacting AmericanFone at **care@americanfone.com** or by phone at **(800) 352-4340**.

Name on Local Phone Bill: _____

Address: _____

_____, _____ _____
CITY ST ZIP

Email Address: _____

Credit Card Type: _____ Credit Card Number: _____

Exp. Month: _____ Exp. Year: _____ Card Verification Number (CVV2): _____

Name on Credit Card: _____

Billing Address: _____

_____, _____ _____
CITY ST ZIP

(Numbers to be switched - all must be on same bill as MAIN phone number.)

Main Phone Number: _____

Additional Phones: _____ _____

_____ _____

Local Phone Company: _____

Current Long Distance Carrier: _____

Approximate Monthly Usage: $_____ Agent ID: _____

The undersigned hereby agrees to the terms and conditions of this agreement for service. Subscriber acknowledges that this agreement for services is subject to approval. Subscriber gives permission for the information listed to be verified. I hereby appoint Freedomstarr Communications d/b/a AmericanFone, LLC, as my primary carrier for equal access service. I understand that I may designate only one Long Distance carrier for each telephone number and that my local telephone company may assess me a charge for this change. I acknowledge that interstate rates to Alaska and Hawaii may be higher. I authorize AmericanFone to charge my credit card for service in accordance with the posted Terms of Service.

INTRALATA SERVICE: By default, Freedomstarr will switch your InterLATA and IntraLATA Long Distance services. If you do not want Freedomstarr to switch your IntraLATA calling to Freedomstarr Long Distance because of an existing arrangement with your local telephone company, please initial below.

Please initial if you **do NOT** want PEC to switch your IntraLATA services: _____

Authorized Signature: _____ **Date**: _____(required)

Select One

Fax To:	Mail To:	Scan and Email TIFF File to:
1-888-295-7066	**AmericanFone** **7985 Santa Monica Blvd., #7** **Los Angeles, CA 90046**	**care@americanfone.com**

AmericanFone

RESPONSIBLE ORGANIZATION CHANGE FORM

DOMESTIC TOLL-FREE NUMBER LETTER OF AGENCY

I hereby authorize FreedomStarr Communications, dba AmericanFone, LLC (AmericanFone) to act as the Responsible Organization (i.e., RespOrg), for the Toll-Free (inbound Long Distance) numbers listed below.

Billing Name (as it appears on your bill) _____

Billing Address _____

City _____ State _____ ZIP Code _____

Contact Name_____ Contact Phone Number _____

Account ID (if available)_____Email ID_____

Toll-Free Number	New Number?	Current RespOrg ID (if for a pre-existing number)	New RespOrg ID	Ring-To Number
			WIL01	
			WIL01	
			WIL01	
			WIL01	
			WIL01	
			WIL01	

Initial

☐ I am not an agent for any third party. I represent and warrant that I am the exclusive end user subscriber of the Toll-Free number(s) listed herein and agree to hold harmless and indemnify Freedomstarr Communications, dba AmericanFone, LLC from all liability and expenses for any breach of that representation and warranty.

☐ I designate RespOrg ID Number WIL01 as the Responsible Organization ("RespOrg") for the Toll-Free number(s) specified on this form and authorize RespOrg Number WIL01 and Worldcom to arrange with my existing carrier or RespOrg for transfer of said number. I release any third party from liability in accordance with these instructions.

☐ I authorize AmericanFone to charge the credit card on file for service in accordance with the posted Terms of Service.

☐ I understand that AmericanFone is supplying the Toll-Free service only and has no ability or responsibility to monitor my/our telephone systems, and that I am responsible for all charges.

☐ I understand that there is a 60¢ per call surcharge for any calls to Toll-Free numbers from payphones.

_____

Authorized Customer Signature **Date**

Please send your completed form to us either via fax or US Mail:

Fax: (888) 295-7066

Mail: AmericanFone; 7985 Santa Monica Boulevard, #7; Los Angeles, CA 90046

rev 09/04