

TELECOMMUNICATIONS SERVICES

FLORIDA TELECOMMUNICATIONS PRICING GUIDE
OF
MAGNA5 LLC

By: Joseph O'Hara, CFO
Magna5 LLC
3001 Dallas Pkwy, Suite 610
Frisco, TX 75034

TELECOMMUNICATIONS SERVICES

Customer Complaints and/or Billing Disputes

Customers may contact the Company's representatives 24 hours a day, 7 days a week at 866-240-1912, by emailing customercare@magna5global.com, or by writing to the Company, Customer Service Department, 3001 Dallas Pkwy, Suite 610, Frisco, TX 75034.

Any objection to billed charges should be reported promptly to the Company. Customer is responsible for all undisputed charges. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

A Customer who is unable to resolve a billing dispute with the Company may contact the Commission to intervene in the billing dispute:

by calling Florida Consumer Services at 850-410-3800 from 8:00 a.m. to 5:00 p.m. weekdays; or

by filing a complaint online at

<http://www.psc.state.fl.us/ConsumerAssistance/ConsumerComplaintForm>; or

by writing to the following address:

Florida Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

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DESCRIPTION OF SERVICE

Services Offered

The following Network Services are available to business Customers:

Standard Business
Line Service PBX
Trunk Service
Direct Inward Dial (DID) Service
Optional Calling Features
Listing Services (including Non Published and Non Listed Services)
Directory Assistance
Intrastate Long Distance
Toll-Free Service

Application of Rates and Charges

All services offered in this guide are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non- Recurring and Monthly Recurring Charges.

Standard Business Line

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines.

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DESCRIPTION OF SERVICEPBX Trunk Service

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch-tone signaling. The signal is an analog signal at the DSO level.

Direct Inward Dialing (DID) Service

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

Directory Listing Service

The Company will provide Customer a single directory listing consisting of the Customer's name, Customer's street address, and Customer's telephone number which is designated as the Customer's main billing number, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.

The Company may limit the length of any listing in the directory by the use of abbreviations when in its sole discretion, the clearness of the listing or the identification of the Customer is not impaired thereby.

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DESCRIPTION OF SERVICE

Directory Listing Service (continued)

The Company may, in its sole discretion, refuse a listing (i) that does not constitute Customer's legally authorized or adopted name, (ii) that contains obscenities in the name, (iii) that is likely to mislead or deceive calling persons as to the identify of the listed party, (iv) that is a contrived name used for advertising purposes or used to secure a preferential position in the directory, or (v) that is more elaborate than reasonably necessary to identify the listed party. The company will notify the Customer prior to withdrawing any listing which is found to be in violation of this subpart.

In order for listings to appear in a directory, a Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

Intrastate Long Distance

Permits Customers to originate calls via switched or dedicated access lines and to terminate intrastate calls. The customer dials "1+" followed by "ten digits" or dials "1010XXX" followed by "1 + ten digits". Further, the Service permits a Customer connection to Company's network, enabling the Customer, among other things, to access Interexchange and international telecommunications services provided by other authorized Carriers and the customers of such Carriers to the extent such Carriers are interconnected with Company's network; access Company's business office for Service-related assistance; access Operator-Assisted Calling Services; and access Directory Assistance.

Toll Free Service

This service is inbound calling only where an 800, 888 or other Toll Free prefix number rings into a Customer's premise routed to a specific telephone number or terminated over a dedicated facility.

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911 Emergency Service

911 Service permits Customers to reach appropriate emergency services including police, fire and medical services. The Company undertakes no responsibility to inspect or to monitor 911 Service facilities to discover errors, defects, or malfunctions in 911 Service.

Upon the Company's transmittal of a Customer's 911 Service record, including The Customer's name, address and telephone number, to the appropriate Public Safety Agency, such agency is solely responsible for the accuracy of the Customer's Street name, address, telephone number, appropriate police, fire, ambulance or other agencies' jurisdiction over such address, as well as any and all changes as they occur in the establishment of new streets, the closing or abandonment of existing streets, the modification of municipal or county boundaries, the incorporation of new cities or any other similar matter that may affect the routing of 911 service calls to the proper Public Safety Answering Point.

By dialing 911, the 911 Service calling party waives all privacy rights afforded by non-listed and non-published Service to the extent that the Customer's telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

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RATES**Returned Check Charge**

The policy of the Company will be to accept checks on a credit worthiness basis or on the customer's credit history basis with a returned check charge of twenty dollars (\$20.00).

Reconnection/Restoration Fee

A charge of \$200.00, or the applicable statutory charge for reconnection of Service (if any), whichever is greater, will apply whenever a Subscriber requests to be reconnected to the Services after the Company has terminated the Services to Subscriber for any reason allowed by this Guide.

Miscellaneous Charges

When charges are waived by Underlying Carrier due to promotions, the Company will also waive the charges. This would include but not limited to Line Connection charges, Line Change Charges, Secondary Charges, etc. However, when there are any charges applicable and due the Underlying Carrier, the Company will pass them on to the end user at the price of the Underlying Carrier.

The installation charges may be paid either in full with application or half at application and the other half billed on the first invoice. This would be extended to new customers and would not apply to reapplication of customers who have previously been disconnected for non-payment of a bill(s).

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RATES (CONT'D)**Presubscribed interchange Carrier (PIC) Change Charge**

Customer may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service. If a subscriber changes both the interLATA and intraLATA presubscribed interexchange carrier at the same time, 50% of the otherwise applicable intraLATA presubscription change charge will apply.

Customized Service Packages and Competitive Discounts

From time-to-time, based on competitive situations, the Company will offer special discount structures or promotional offerings to retain existing customers and/or develop new customers.

Customized service packages and competitive pricing packages may also be furnished at negotiated rates on a case-by-case basis, in response to requests by Customers to the Company for proposals or for competitive bids. Service offered under this Guide provision will be provided to Customers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this Guide. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis

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RATES (CONT'D)

Connection and Move Charges

First Line \$200.00

Each Additional Line \$200.00

Restoral Charge

Restoral Charge, per restoral \$200.00

Premises Visit Charge

per hour, per premise visit \$175.00

Service Change Charge

Service Change Charge, per change \$50.00

Directory Listing Change Charge

Directory Listing Change Charge, per change \$50.00

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RATES (CONT'D)Custom Calling Features

The following charges apply per feature, unless otherwise stated:

	Minimum	Maximum
Automatic Recall	\$0.00	\$30.00
Busy Redial	\$0.00	\$30.00
Caller ID	\$0.00	\$30.00
Call Hold	\$0.00	\$30.00
Call Forwarding Variable	\$0.00	\$30.00
Busy No Answer	\$0.00	\$30.00
Ultra Call Forwarding	\$0.00	\$30.00
Call Transfer	\$0.00	\$30.00
Call Trace	\$0.00	\$30.00
Call Waiting/Cancel Call Waiting	\$0.00	\$30.00
Centrex Service Features	\$0.00	\$30.00
Distinctive Ring	\$0.00	\$30.00
Multi-line Hunting	\$0.00	\$30.00
Remote Call Forwarding, per forward path, per month	\$0.00	\$30.00
Speed Calling Up to 8 Numbers	\$0.00	\$30.00
Up to 30 Numbers	\$0.00	\$30.00
Three-Way Calling	\$0.00	\$30.00
Feature Package	\$0.00	\$30.00

Blocking Service

Third Number Billed and Collect Call Restriction	\$0.00
Toll Restriction	\$0.00
Toll Restriction Plus	\$0.00

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RATES (CONT'D)Direct Inward Dialed Numbers

	Minimum	Maximum
Per block of 20 numbers, per month	\$0.00	\$50.00
Per block of 100 numbers, per month	\$0.00	\$100.00

Local Exchange Service

	Minimum	Maximum
Flat Rate Service, per line, per month	\$0.00	\$100
Metered Service, per line, per month	\$0.00	\$100
Measured Service Usage		
First 3 minutes	\$0.07	\$0.09
Each additional minute	\$0.01	\$0.02

Customer Requested Suspensions

Per line, per month \$25.00

Network Connectivity Fee

Per month \$25.00

Directory Listing Service

Per month rates:

Primary Station	\$0.00
Regular Additional Listings, per listing	\$8.00
Foreign listing, per listing	\$8.00
Foreign exchange listing, per listing	\$8.00
Unlisted number, per number	\$5.00
Non-published number, per number	\$5.00

Account Administrative Fee

Per month \$15.00

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RATES (CONT'D)Interexchange Service Rates

Inbound Switched Service

Inbound Switched Service, per minute \$0.09

Outbound Switched Service

Outbound Switched Service, per minute \$0.09

Ancillary Charges

	MRC	NRC
Outbound Account Codes (non-verified)	\$10.00	\$25.00
Outbound Account Codes (verified)	\$10.00	\$25.00
Inbound Account Codes (non-verified)	\$60.00	\$85.00
Inbound Account Codes (verified)	\$60.00	\$85.00
Monthly CDR per CD ROM	\$100.00	\$0.00
	Minimum	Maximum
PICC Surcharge:		
Business Single Line	\$0.00	\$15.00
Business Multi-Line	\$0.00	\$15.00
Centrex	\$0.00	\$15.00
ISDN Line/BRI	\$0.00	\$15.00
ISDN/PRI	\$0.00	\$35.00

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RATES (CONT'D)Ancillary Charges (Cont'd)

	MRC	NRC
Direct termination Overflow (per order)	\$90.00	\$75.00
8YY SMS Fee (per active 8YY)	\$0.80	\$0.50
8YY Directory Assistance (per 8YY listed)	\$35.00	\$50.00
8YY Area Code Blocking	\$0.00	\$50.00
8YY DNIS Deliver (per order)	\$0.00	\$700.00
8YY ANI Delivery (per trunk group)	\$75.00	\$150.00
Unauthorized PIC (per ANI)	\$00.00	\$50.00
Network Interconnection Charge	\$00.00	\$0.00

Directory Assistance

	Minimum	Maximum
Local directory assistance, per query	\$0	\$25
Non-local directory assistance, per query	\$0	\$25

Promotions

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for qualifying Customers and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer.

Individual Case Basis Agreements

When the Company furnishes a facility or Service for which a rate or charge is not specified in the Company's Guide, or when the Company offers rates or charges which may vary from Guide arrangements, rates and charges will be determined on an Individual Case Basis (ICB). The rates and charges for ICBs will be specified by contract between the Company and the Customer and will be made available to the Commission upon request.

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