

NEW HAMPSHIRE  
LOCAL EXCHANGE END-USER AND CARRIER ACCESS  
TELECOMMUNICATIONS SERVICE PRICE LIST  
OF  
**IDT AMERICA, CORP.**

This Rate Sheet contains the descriptions, regulations, and rates applicable to the provision of local exchange telecommunications services provided by IDT America, Corp. with principal offices at 520 Broad Street, Newark, New Jersey 07102-3111 for services furnished within the State of New Hampshire. This Rate Sheet is on file with the New Hampshire Public Utilities Commission and can be viewed at the Commission offices. In addition, this Rate Sheet is available for review during normal business hours at the Company's principle place of business, 520 Broad Street, Newark, New Jersey 07102-3111.

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Issued: August 18, 2003

Effective: August 29, 2003

By:

Carl Wolf Billek, Associate General Counsel  
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**CHECK PAGE**

The Pages of this Rate Sheet, as listed below, are effective as of the date shown at the bottom of the respective Page(s). Original and revised Pages as named below comprise all changes from the original Rate Sheet and are currently in effect as of the date at the bottom of this page.

<b>Page</b>	<b>Revision</b>	<b>Page</b>	<b>Revision</b>	<b>Page</b>	<b>Revision</b>
1	Original	26	First Revised	53*	Original
2*	Third Revised	27	First Revised	54*	Original
3	Original	28	First Revised	55*	Original
4	Original	29	Original	56*	Original
5	First Revised	30	Original	57*	Original
6	First Revised	31	Original	58*	Original
7	First Revised	32	First Revised	59*	Original
8	First Revised	33	Original	60*	Original
9	First Revised	34	First Revised	61*	Original
10	First Revised	35	Original	62*	Original
11	First Revised	36	Original	63*	Original
12	Second	37	Original	64*	Original
	Revised	38	Original	65*	Original
13	First Revised	39	Original	66*	Original
14	First Revised	40	Original	67*	Original
15	First Revised	41	Original	68*	Original
16	First Revised	42	Original	69*	Original
17	First Revised	43	Original	70*	Original
17.1	Original	44	Original	71*	Original
18	Original	45	Original	72*	Original
19	Original	46	Original	73*	Original
20	Original	47*	First Revised	74*	Original
21	Original	48*	First Revised	75*	Original
22	First Revised	49*	First Revised	76*	Original
23	First Revised	50*	Original	77*	Original
24	First Revised	51*	Original		
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**\*New or Revised**

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**TABLE OF CONTENTS**

Check Sheet.....2

Table of Contents .....3

Symbols.....4

Section 1 - Basic Services and Rates ..... 5

Section 2 - Miscellaneous Services and Rates .....22

Section 3 – Switched Access Rates .....47

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**SYMBOLS**

The following symbols shall be used in this Rate Sheet for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (T) To signify a change in text but no change in rate or regulation.

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**SECTION 1 – BASIC SERVICES AND RATES**

**1.1 Network Exchange Bundled Service**

**1.1.1 General**

The Company offers local exchange only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll), and selected custom calling features. Voice mail and optional Internet access<sup>1</sup> may be available with some packages at an additional price. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

IDT provides its Network Exchange Bundled Service via the use of the unbundled network elements (“UNEs”) of the incumbent local exchange carrier(s) (“ILEC”). The rates for UNEs may vary depending on the ILEC and the UNE “zone” that a particular consumer is located within. These UNE zones (or similarly named designation) are on file with the Commission by the ILEC. Accordingly, IDT may charge different rates for the same service plan depending on which ILEC’s UNE zone its consumer is located within. Where IDT offers the same plan at different rates depending on the UNE zone, it shall so designate the distinction in this Tariff. IDT concurs in the UNE zones of the ILEC presently on file with the Commission and in any subsequent modifications.

Unless specifically noted otherwise, IDT’s service is residential service to be used primarily for voice service. The company reserves the right to adjust a customer’s service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, the Customer’s service will be assessed a \$50.00 monthly recurring data usage charge or be disconnected. For the purpose of this service plan, Customer’s use of more than 4,000 minutes per month for non-voice applications including, but not limited to Internet access, shall cause the data usage charge to be imposed.

Material previously on this page moved to First Revised Page 6.

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<sup>1</sup> Voice mail, Internet access and interstate long distance are not regulated by the Commission

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**SECTION 1 – BASIC SERVICES AND RATES**

**1.1 Network Exchange Bundled Service**

**1.1.1 General (Cont'd)**

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

**A. Primary Line**

The initial residential local exchange access line per account.

**B. Secondary Line**

The second and/or additional residential local exchange access line, billed to the same address as the Primary Line.

(D)  
|  
|  
|  
(D)

Material previously on this page moved to First Revised Page 5.

(M)

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D****1.1 Network Exchange Service, (Cont'd.)****1.1.2 Optional Calling Features**

**Anonymous Call Rejection (ACR)** - Anonymous Call Rejection (ACR) allows a customer to reject calls from callers who have blocked the display of their telephone numbers from a Caller ID device. ACR discourages anonymous calls, since callers must allow their numbers to be displayed in order to reach you.

When a customer activates Anonymous Call Rejection, callers who have blocked the display of their numbers will hear an announcement telling them that the Customer are not accepting blocked calls. They will be instructed to hang up, unblock their number and dial again if they wish to reach you.

A customer will hear a confirmation announcement whenever the Customer activate or deactivate the Anonymous Call Rejection feature.

**Call Block** - Provides ability to block up to a certain number of calls (telephone numbers) from reaching the subscriber.

**Call Forwarding Variable** - Call Forwarding Variable allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D****1.1 Network Exchange Service, Cont'd.****1.1.2 Optional Calling Features, cont'd.**

**Call Return** - Call return stores the number of the most recent incoming call (including unanswered calls) to a Customer's number. This allows a Customer to dial back any missed or unanswered telephone calls.

**Call Trace** - allows Customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the Customer can use this application to combat nuisance calls. This service may be ordered on a Monthly or per trace basis.

**Call Waiting** - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers.

**Call Waiting Deluxe** - provides the Customer with Call Waiting, Caller Id and Call Waiting Id.

**Caller ID** - allows a Customer to see a caller's number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.2 Optional Calling Features, cont'd.**

**Caller ID with Name** - allows a Customer to see a caller's name previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

**Deny Call Trace** - Prevents the use of the Call Trace (\*57) per use feature for Trap and Trace.

**Deny Repeat Call** - Prevents the use of the Repeat Call (\*66) per use feature.

**Deny Return Call**- Prevents the use of the Return Call (\*69) per use feature.

**Line Blocking** - - Available via per use (\*67) or monthly subscription; prevents name and phone number from appearing on another person's caller ID.

(C)

(C)

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.2 Optional Calling Features, cont'd.**

**Repeat Dialing (\*66)** - automatically redials the last telephone number the Customer dialed in the Customer's local calling area. The system will keep retrying the number attempting to make the connection if the line is busy.

**Speed Dialing (8)** - This feature allows a user to dial selected numbers using one digit. Up to eight telephone numbers can be selected. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.****1.1.3 Optional Calling Features - Rates**

<b>Feature</b>	<b>Rate</b>
Anonymous Call Rejection	\$2.95
Call Block	\$2.95
Call Forwarding Variable	\$1.95
Call Return (*69)	\$2.95
Call Return (*69)(Per Use)	\$0.75*
Call Trace	\$1.00
(when used with Call Trap & Trace Procedures)	
Call Waiting	\$4.95
Call Waiting Deluxe	\$5.95
Caller ID	\$4.95
Caller ID with Name	\$5.95
Deny Call Trace	N/A
Deny Repeat Call	N/A
Deny Return Call	N/A
Line Blocking (*67)	N/A
Repeat Dialing (*66)	\$1.95
Repeat Dialing (*66) (Per Use)	\$0.75*
Speed Dial - 8	\$1.95
Speed Dial - 30	\$2.95
Three Way Calling	\$1.95
Three Way Calling (Per Use)	\$0.75*

\*Nonrecurring charge

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Bundled Service, Cont'd.**

**1.1.4 IDT America Unlimited Plan**

(T)

Package Price for IDT America Unlimited Plan in UNE Zones R and S:

(N)

Primary Line, per month \$39.95

(R)

Secondary Line, per month \$39.95

Service Connection Fee, one time charge per line#

Primary Line \$69.00

Secondary Line \$55.00

(R)

Package Price for IDT America Unlimited Plan in UNE Zone U:

(N)

Primary Line, per month \$44.95

Secondary Line, per month \$44.95

Service Connection Fee, one time charge per line#

Primary Line \$69.00

Secondary Line \$55.00

(N)

#Service Connection fee waived for those customers who are served by a carrier prior to requesting service from IDT and who retain their existing telephone number when switching their service to IDT.

(D)

(D)

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Bundled Service, Cont'd.**

**1.1.4 IDT America Unlimited Plan (Cont'd) (T)**

IDT America Unlimited Service Plan includes the following: (T)

1. Local Line and unlimited direct-dialed Local Exchange calling.
2. Unlimited direct-dialed Toll Calling within the state and the continental US.<sup>2</sup> (C)
3. Custom Calling Features Package: Caller ID, Speed Dial (8), Three Way Calling, Call Waiting with Name and Anonymous Call Rejection. (T)
4. An optional calling card with an intrastate rate of \$0.10 per minute and a rate of \$0.05 per minute for calls within the continental US. Calls made using the optional calling card are not included within the unlimited feature of this plan. (N)  
|  
|  
(N)
5. (D)
6. Additional calling features may be purchased on an a la carte basis, where available. (N)

<sup>2</sup> All interstate calls made under this plan to Alaska, Hawaii cost \$0.149 and \$0.162 per minute, respectively.

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.5 IDT America Choice Service Plan**

(T)

Package Price for IDT America Choice Service Plan in UNE Zones R and S:

(N)

Primary Line, per month \$28.95

(R)

Secondary Line, per month \$28.95

Service Connection Fee, one time charge per line#

Primary Line \$69.00

Secondary Line \$55.00

(R)

Package Price for IDT America Choice Service Plan in UNE Zone U:

(N)

Primary Line, per month \$33.95

Secondary Line, per month \$33.95

Service Connection Fee, one time charge per line#

Primary Line \$69.00

Secondary Line \$55.00

(N)

#Service Connection fee waived for those customers who are served by a carrier prior to requesting service from IDT and who retain their existing telephone number when switching their service to IDT.

(D)

(D)

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.****1.1.5 IDT America Choice Service Plan (Cont'd)** (T)

IDT America Choice Service Plan includes the following: (T)

1. Local Line and unlimited direct-dialed Local Exchange calling. (T)
2. Direct-dialed intrastate toll calls for \$0.10 per minute; customer has the option to pay an additional \$5.00 per line per month to receive unlimited direct-dialed intrastate toll calls instead of the per minute rate. (C)
3. Direct-dialed interstate toll calls within the continental US for \$0.05 per minute.<sup>3</sup> (R)
4. Custom Calling Features Package: Caller ID, Call Waiting with Name and Anonymous Call Rejection. (T)
5. An optional calling card with an intrastate rate of \$0.10 per minute and a rate of \$0.05 per minute for calls within the continental US. Calls made using the optional calling card are not included within the unlimited feature of this plan. (C)
6. (D)
7. Additional calling features may be purchased on an a la carte basis, where available. (T)

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<sup>3</sup> All interstate calls made under this plan to Alaska, Hawaii cost \$0.149 and \$0.162 per minute, respectively.

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.6 IDT America Additional Line Service Plan**

(N)

Package Price for IDT America Additional Line Service Plan in  
UNE Zones R and S:

Primary Line, per month	\$21.95
Secondary Line, per month	\$21.95
Service Connection Fee, one time charge per line#	
Primary Line	\$69.00
Secondary Line	\$55.00

Package Price for IDT America Additional Line Service Plan in  
UNE Zone U:

Primary Line, per month	\$28.95
Secondary Line, per month	\$28.95
Service Connection Fee, one time charge per line#	
Primary Line	\$69.00
Secondary Line	\$55.00

In order to subscribe to this plan, the subscriber must have one or more lines subscribed to IDT's "America Unlimited" or "America Choice" plans. In the event the subscriber cancels their "America Unlimited" or "America Choice" plan(s) so that the only remaining IDT local service plan is their "Additional Line" plan, the "Additional Line" plan will automatically be changed to the plan type that was cancelled, and billed accordingly. If a subscriber has one or more "America Unlimited" and "America Choice" plans and cancels those "America Unlimited" and "America Choice" plans simultaneously, the "Additional Line" plan will be changed to an "America Unlimited" plan.

#Service Connection fee waived for those customers who are served by a carrier prior to requesting service from IDT and who retain their existing telephone number when switching their service to IDT.

(N)

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D****1.1 Network Exchange Service, Cont'd.****1.1.6 IDT America Additional Line Service Plan (Cont'd)**

IDT America Additional Line Service Plan includes the following:

1. Local Line and unlimited direct-dialed Local Exchange calling.
2. Direct-dialed intrastate toll calls for \$0.10 per minute.
3. Direct-dialed interstate toll calls within the continental US for \$0.05 per minute.<sup>4</sup>
4. An optional calling card with an intrastate rate of \$0.10 per minute and a rate of \$0.05 per minute for calls within the continental US. Calls made using the optional calling card are not included within the unlimited feature of this plan.
5. Calling Features may be purchased on an a la carte basis, where available.

(N)

(N)

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<sup>4</sup> All interstate calls made under this plan to Alaska, Hawaii cost \$0.149 and \$0.162 per minute, respectively.

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.7 Reserved for Future Use**

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.8 Reserved for Future Use**

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.9 Reserved for Future Use**

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**SECTION 1 - BASIC SERVICES AND RATES, CONT'D**

**1.1 Network Exchange Service, Cont'd.**

**1.1.10 Reserved for Future Use**

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**SECTION 2 - MISCELLANEOUS SERVICES AND RATES**

**2.1 Miscellaneous Charges**

(T)

Where available, IDT offers Miscellaneous Services with its IDT America Unlimited, Choice and Additional Line plans. Certain miscellaneous services may be ordered or requested by the subscriber for an additional fee. Unless otherwise noted, rates are non-recurring. Not all services are available in all areas.

(C)

**Service Connection** – When a subscriber requests initial connection or establishment of telephone service (Primary Line) and/or a second or additional line when the second or additional line is ordered simultaneously with the initial connection for service (Secondary Line). Rates for this Service vary, depending on whether IDT was required to make a home visit to install the Service.

**Migration** – Transfer of existing service from one local service provider to another.

**Move Order** – There are two types of Move Orders: Outside Move - Moving service from one location to another requiring a continuation of service at the new location; and Inside Move - Moving service to a different premise within the same address such as a move to a different apartment.

**Transfer of Calls** – Interception and referral of incoming calls to any telephone number.

**Change of Telephone Numbers** – When a subscriber retains service at the same location, but changes his telephone number.

**Feature Add** – When a subscriber customer requests a change, adding or removing a feature.

**Delete a Feature** – When a subscriber requests deletes of a presently received calling feature. Rates for this Service will vary, depending on whether the feature requested to be deleted is included in the caller's service package or not.

(C)

**Material in Section 2.1.1 has been moved to Section 2.1.**

(M)

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**SECTION 2 - MISCELLANEOUS SERVICES AND RATES, CONT'D.**

**2.1 Miscellaneous Charges (Cont'd)**

(T)

**Move Plan** – When a subscriber switches from one IDT Unlimited plan (*i.e.*, Unlimited, Choice or Additional Line) to another. Rates for this Service will vary, depending on the original plan and new plan.

(C)

**Suspend Line** - Upon the request of the customer, service may be temporarily suspended. Neither outward or inward calling is provided during the period of suspension.

**Restore Suspended Line/Service** - A restoration charge applies to the restoration of suspended line and/or service and facilities because (voluntary or nonvoluntary) and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

**Change Parameter Within Feature (FID)** –Changing one or more attributes of a feature such as the ring cycle, call forwarding busy telephone number, call forwarding don't answer telephone number, etc.

**Blocking Charge (Add or Delete)** – Service request processing fee to add, change, or delete a blocking feature.

**Supplemental Orders** – Updates to an original service request to modify, change the due date, or cancel the request.

**PIC Change** - After a Customer's initial selection for a presubscribed carrier, for any change thereafter, a Presubscription Change Charge will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**Keep Same Number/New Location** - When a subscriber retains service and telephone number, but changes location. Rates will vary for secondary/additional lines.

(C)

**Material in Section 2.1.2 has been moved to Section 2.1.**

(M)

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**SECTION 2 - MISCELLANEOUS SERVICES AND RATES, CONT'D.**

**2.1 Miscellaneous Charges (Cont'd)**

(T)

**Add/Delete PIC Freeze** – When a subscriber adds or deletes a PIC Freeze, thus preventing his or her service from being switched without undergoing applicable PIC Freeze requirements.

(C)

**Technician Dispatch** - A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire. This charge also applies for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

**Vanity Number** – A Customer requests a specific telephone number.

**Duplicate Invoice** - A Customer requests an additional copy of a current bill or invoice.

**Toll Restriction** - At the Customer's request, the Company will restrict an individual residence or business line, from access to the interexchange carrier toll network, where facilities permit. The nonrecurring charge will apply to each line at the time of restriction. A nonrecurring Toll Service Restoral Charge will apply to each line when the customer requests that toll service be restored.

**Disconnect Line** – When a subscriber requests disconnection of one or more telephone lines.

**New Location/New Number** - When a subscriber retains service but moves to a new location and switches telephone number.

**Request Call Detail Report** - When a subscriber requests local call detail for a given month.

(C)

**Material in Sections 2.1.3 and .4 has been moved to Section 2.1.**

(M)

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**SECTION 2 - MISCELLANEOUS SERVICES AND RATES, CONT'D.**

**2.1 Miscellaneous Charges, (Cont'd.)**

**2.1.1 Rates**

Service Connection Charge without installation visit	\$69.00 (Primary Line)*	(T)
Service Connection Charge with installation visit	\$55.00 (each additional line)*	(C)
Migration	\$97.50	
Move Order	No charge	
Transfer of Calls	TBD	
Change of Telephone Numbers	TBD	
Feature Add	TBD	
Delete a Feature (Included in Package)	\$4.95	
Delete a Feature (Not Included in Package)	No charge	
Move (from Any Plan to Unlimited Plan)	\$4.95	
Move (from Unlimited Plan to Any Other Plan)	No charge	
Disconnect Line	\$4.95	
Suspend Line (Voluntary or Involuntary)	No charge	
Restore Suspended Line	\$29.99 (per occasion, per line)	
Change Parameter Within Feature (FID)	\$1.50 per request	
Blocking Change (Add or Delete)	\$4.95	
Supplemental Orders	No Charge	
Keep Same Phone Number – New Location	\$19.99 (Primary Line)	
	\$4.95 (each additional line)	
New Location/New Number	\$69.00 (Primary Line)	
	\$55.00 (each additional line)	
Request Call Detail Report	\$10.00	
Add/Delete PIC Freeze	TBD	
Repair Charge with Technician Dispatch	TBD	
Vanity Number	TBD	
Duplicate Invoice	No Charge	
Toll Restriction	TBD	(C)

\* Service Connection fee waived for those customers who have telephone service prior to switching to IDT and who retain their existing telephone number after switching their service to IDT.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.**

**2.2 Reserved for Future Use**

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**2.3 Reserved for Future Use**

**Material on this sheet has been moved to Section 2.1 and 2.1.2.**

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.4 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard Rate Sheeted usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$0.50 (I)

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.**

**2.5 Advance Payment**

The Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's charges for the service or facilities. The advance payment will be applied to the first full billing cycle statement and additional one (1) month advance payment will be required for each subsequent month. Advance payments do not accrue interest.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.6 Directory Assistance Service**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

**2.6.1 Basic Local Directory Assistance**

- A.** The rates specified apply when Customers request company assistance in determining telephone numbers of services located in the same local service area.
- B.** A maximum of two (2) requested telephone numbers are allowed per call.
- C.** There are no call allowances or exemptions for Directory Assistance Service.
- D.** A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.6 Directory Assistance Service (Cont'd)****2.6.2 Directory Assistance Call Completion**

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

In addition to the call completion charge, normal existing directory assistance charges will apply and any toll charges for calls completed to telephone numbers outside of the customer's local calling area will also apply.

There are no call allowances or exemptions for Directory Assistance Call Completion.

For local and intraLATA calls, charges for DACC service are not applicable to calls placed by those customers with reading, visual, or physical handicaps.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.6 Directory Assistance Service (Cont'd)****2.6.3 National Directory Assistance Service**

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local calling area or outside the customer's home numbering plan area.

There are no call allowances or exemptions for National Directory Assistance.

A maximum of two (2) requested telephone numbers are allowed per call.

This service may be alternately billed by using a calling card, billing to a third number, or collect. Operator-handled charges, as specified in this tariff, apply as appropriate.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.**

**2.6 Directory Assistance Service (Cont'd)**

**2.6.4 Rates**

	<u>Residential</u>	<u>Business</u>	
<b>Basic Directory Assistance</b>			
Local, per call	\$0.75	\$0.75	(R)
Toll, per call	\$1.10	\$0.75	
<b>Directory Assistance Call Completion</b>			
Rate per call	\$0.30	\$0.30	
<b>National Directory Assistance</b>			
Rate per call	\$0.75	\$0.75	(R)

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**SECTION 2 - MISCELLANEOUS SERVICES AND RATES, CONT'D.****2.7 Local Operator Assistance Service**

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

**Customer Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

**Operator Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

**Operator Station** - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

**Person-to-Person** - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.**

**2.7 Local Operator Assistance Services, (Cont'd)**

**Collect** This charge applies when a calling party dials '0-NPA-NXX-XXXX' from any originating line and asks the operator to place a collect call to a terminating line. Collect calls can be local, regional or long-distance and are charged to the terminating line.

(N)

**Third Party Billed** – This charge applies when the calling party dials '0-NPA-NXX-XXXX' and asks the operator to bill the call to any line. Calls can be local, regional or long-distance, and originate from any line and terminate to any line.

(N)

**2.7.1 Local and IntraLATA Per Call Service Charges**

**A. Per Call Service Charges**

Customer Dialed Calling Card	\$0.40
Operator Dialed Calling Card	\$1.58
Collect	\$1.33
Third Party Billed	\$1.33
Person-to-Person	\$3.49
Operator Dialed Surcharge	\$0.80

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.8 Busy Line Verification and Line Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

	<u>Per Call</u>
Busy Line Verification, per request	\$2.25
Emergency Interruption	\$5.00

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.9 Directory Sheeting Services****2.9.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgement of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Sheeting services are available with all classes of main telephone exchange service.

**2.9.2 Sheetings****A. Primary Sheeting**

One listing without charge, termed the primary listing, is provided for each call number in connection with exchange service.

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**SECTION 5- MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.9 Directory Sheetings Services (Cont'd)****2.9.2 Sheetings****B. Additional Sheetings**

Additional listings may be the listings of individual names of those entitled to use the customer's service or, for business, Departments, Divisions, Tradenames, etc.

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Sheetings, Foreign Sheetings, etc. take the same business or residence classification as the service with which such listings are furnished.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.9 Directory Sheetings Services (Cont'd)****2.9.2 Sheetings****C. Nonpublished Service**

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.9 Directory Sheetting Services (Cont'd)****2.9.2 Sheettings (Cont'd)****D. Nonlisted Service**

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.9 Directory Sheeting Services (Cont'd)****2.9.3 Rates and Charges**

	<u>Per Month</u>
Primary Listing,	
Business	\$ 2.00
Residence	\$ 2.00
Additional Listings,	
Business	\$ 2.00
Residence	\$ 2.00
Non-Published,	
Business	\$ 2.00
Residence	\$ 2.00
Non-Listed,	
Business	\$ 2.00
Residence	\$ 2.00

For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 2.1.5 of this Rate Sheet.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.10 Carrier Presubscription****2.10.1 Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**2.10.2 Nonrecurring Charges**

Per business or residence line, trunk, or port: \$5.00.

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.10 Intercept Referral Service****2.11.1 General**

Basic Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers. Calls to the intercepted telephone number are referred to an operator or a recorded message. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available if it is non-published or the Customer has left the area without providing a forwarding number.

Basic Intercept Referral Service is provided free of charge to residential and business customers for a minimum of thirty (30) days where facilities exist and the threat of telephone number exhaustion is not imminent.

**2.11.2 Rates**

Basic Referral Service	\$7.00
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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.**

**2.12 Toll Restriction Service****2.12.1 General**

Provides for Exchange Access lines or trunks to be restricted from dialing billable toll calls. Local directory assistance calls are allowed. This service is offered subject to the availability of facilities to individual line residence, individual line business and dial switching type customers. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.

**2.12.2 Rates**

	<u>Residence</u>	<u>Business</u>
Toll Restriction Charge, per line	\$5.00	\$5.00

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.13 900 Service Access Restriction**

900 Service Access Restriction enables residence or business exchange access line customers to prohibit dialing of calls with the 900 prefix. Customers who choose this service will also be restricted from calling calls with the prefix of 976 and 676. This service is offered only where facilities permit and is only available on direct dialed calls.

**2.13.1 Rates**

	<u>Residence</u>	<u>Business</u>
Initial Request	\$0.00	\$0.00
Subsequent Request, per line	\$5.00	\$5.00

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.**

**2.15 Reserved for Future Use**

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**SECTION 2 - MISCELLANEOUS SERVICES AND CHARGES, CONT'D.****2.15 Returned Payment Charge**

A service charge equal to \$25.00 will be assessed for all payments submitted by the Customer to the Company and returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

**2.16 Late Payment Fee**

If any portion of the payment is not received by the Company within 30 days of receipt of the bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.

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**SECTION 3 - ACCESS SERVICES**

**3.1 Reserved for Future Use**

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**3.2 Reserved for Future Use**

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**SECTION 3 – ACCESS SERVICES**

**3.3 Reserved for Future Use**

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**SECTION 3 - ACCESS SERVICES**

**3.4 Reserved for Future Use**

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**3.4.1 Reserved for Future Use**

**3.4.2 Reserved for Future Use**

**3.4.3 Reserved for Future Use**

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SECTION 3 – ACCESS SERVICES

3.5 Switched Access Service

3.5.1 General

- A. Switched Access service, which is available to Customers for their use in furnishing their services to End Users, provides a two-point communications path between a Customer's Premises and an End User's Premises. It provides for the use of common terminating, switching and trunking facilities, and for the use of common subscriber plant of the Company. Switched Access service provides for the ability to originate calls from an End User's Premises to a Customer's Premises and to terminate calls from a Customer's Premises to an End User's Premises in the LATA where it is provided.
- B. If a rate as set forth in this tariff is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).
- C. In the absence of an ASR as described in Section 3.5.4, delivery of calls to, or acceptance of calls from, the Customer's End User location(s) via Company-provided Switched Access services shall constitute a Constructive Order and an agreement by the Customer to purchase the Company's Switched Access services as described and priced herein.

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SECTION 3 – ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.2 Manner of Provision

- A. Switched Feature Group (FG) Access is furnished for originating and terminating calls by the Customer to its End User. FG Access is furnished on a per-line or per-trunk basis.
- B. Originating traffic type represents access capacity within a LATA for carrying traffic from the End User to the Customer; and Terminating traffic type represents access capacity within a LATA for carrying traffic from the Customer to the End User. When ordering capacity for FG Access, the Customer must at a minimum specify such access capacity in terms of originating traffic type and/or terminating traffic type.
- C. FG Access is provisioned, at minimum, at the DS-1 level and provides line-side or trunk-side access to End Office switches, for the Customer's use in originating and terminating communications. Basic FG Access service will be provided with Multi-Frequency In Band Signaling (SS7 is also available, where capabilities exist).
- D. Two types of FG Access are available:
- 1) Tandem Connect Access: This option applies when the Customer has no direct facilities to the Company. All traffic is routed to and from Company's End Office via the Customer's tandem provider. Delivery of calls to, or acceptance of calls from, the Customer's End User location(s) via Company-provided Tandem Connect Access services shall constitute a Constructive Order and an agreement by the Customer to purchase the Company's Switched Access services as described and priced herein.
  - 2) Direct Connect Access: The Company will provide dedicated transport facilities between the Customer's Premises and a Company End Office. This transmission path is dedicated to the use of a single Customer. The Company requires the Customer to submit an ASR or comparable documentation for Direct Connect Access.

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**SECTION 3 - ACCESS SERVICES, (CONT'D)****3.5 Switched Access Service (Continued)**

(N)

**3.5.3 Rate Categories**

There are two rate categories which apply to Switched Access Service:

- End Office Switching (includes Common Line and Switched Transport)
- Toll-Free 8XX Data Base Access Service

**A. End Office Switching**

The Company combines traditional per minute switched access rate elements into a single composite per minute rate element. This element includes the following rate categories:

**1. Common Line**

The Common Line rate category establishes the charges related to the use of Company-provided end user common lines by customers and end users for intrastate access.

**2. Switched Transport**

The Switched Transport rate category establishes the charges related to the transmission and tandem switching facilities between the customer designated premises and the end office switch(es) where the customer's traffic is switched to originate or terminate the customer's communications. The Switched Transport rate category also includes transport between an end office which serves as host for a remote switching system or module (RSS or RSM) and the RSS or RSM.

**3. End Office Switching**

The End Office Switching rate category establishes the charges related to the use of end office switching equipment, the terminations in the end office of end user lines, the terminations of calls at Company Intercept Operators or recordings, the Signaling Transfer Point (STP) costs, and the SS7 signaling function between the end office and the STP.

(N)

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.3 Rate Categories (Continued)

B. Toll-Free 8XX Data Base Query

The Toll-Free 8XX Data Base Query Charge, will apply for each Toll-Free 8XX call query received at the Company's (or its provider's) Toll-Free 8XX data base.

(N)  
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(N)

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SECTION 3 – ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.4 Access Ordering

A. General

1. Customers may order Switched Access through a Constructive Order, as defined herein, or through an ASR. The format and terms of the ASR will be as specified in the Industry Access Service Order Guidelines, unless otherwise specified herein.
2. A Customer may order any number of services of the same type and between the same premises on a single ASR. All details for services for a particular order must be identical.
3. The Customer shall provide all information necessary for the Company to provide and bill for the requested service. When placing an order for access service, the Customer shall provide the following minimum information:
  - (a) Customer name and Premises address(es);
  - (b) Billing name and address (when different from Customer name and address); and
  - (c) Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

B. Access Service Date Intervals

1. Access service is provided with standard or negotiated intervals
2. The Company will specify a firm order confirmation date and Service Commencement Date contingent on the ASR being complete as received. To the extent the access service can be made available with reasonable effort, the Company will provide the access service in accordance with the Customer's requested interval, subject to the following conditions:
  - (a) For service provided under a standard interval: The standard interval for Switched Service will be sixty (60) business days from the application date. This interval only applies to standard service offerings where there are pre-existing facilities to the Customer Premises. Access services provided under the standard interval will be installed during Company business hours.

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SECTION 3 – ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.4 Access Ordering (Continued)

B. Access Service Date Intervals (continued)

3. (continued)

(b) For service provided under a negotiated interval: The Company will offer a Service Commencement Date based on the type and quantity of access services the Customer has requested. The negotiated interval may not exceed by more than six months the standard interval Service Commencement Date, or, when there is no standard interval, the Company offered Service Commencement Date, except as otherwise agreed by the Company in writing. The Company will negotiate a Service Date interval with the Customer when:

- 1) The Customer requests a Service Commencement Date before or beyond the applicable standard interval Service Commencement Date; or
- 2) There is no existing facility connecting the Customer Premises with the Company; or
- 3) The Customer requests a service that is not considered by the Company to be a standard service offering (for example, if additional engineering or special construction is required to complete the order); or
- 4) The Company determines that access service cannot be installed within the standard interval.

3. All services for which rates are applied on an Individual Case Basis are provided with a negotiated interval.

C. Access Service Request Modifications

The Customer may request a modification of its ASR prior to the Service Commencement Date. All modifications must be in writing using the industry ASR process. The Company, in its sole discretion, may accept a verbal modification from the Customer. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work-force assigned to complete such an order within normal business hours.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.5 Special Construction or Special Service Arrangements

- A. Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of Company facilities or development of special service arrangements may be undertaken by the Company on a commercially reasonable-efforts basis at the request of the Customer.

3.5.6 Obligations of the Company

- A. With regard to access services provided by Company, specific Company responsibilities include, but are not limited to the following:

(a) Network Management

The Company will administer its network to ensure provision of acceptable service levels to all users of the Company's network services. Generally, service levels are considered acceptable only when both End Users and Customers are able to establish connections with minimal delay encountered within the Company network. The Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of traffic, to any traffic carried over its network, including that associated with a Customer's Switched Access service. Generally, such protective measures would only be taken as a result of occurrences such as a failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands.

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(N)

(N)

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SECTION 3 – ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.6 Obligations of the Company (Continued)

A. (continued)

(b) Design and Traffic Routing of Switched Access Service

The Company shall design and determine the routing of Switched Access service, including the selection of the first point of switching and the selection of facilities from the interface to any switching point and to the End Offices. The Company shall also decide if capacity is to be provided by originating only, terminating only, or two-way trunk groups. Finally, the Company will decide whether trunk-side access will be provided through the use of two-wire or four-wire trunk terminating equipment.

Selection of facilities and equipment and traffic routing of the service are based on standard engineering methods, available facilities and equipment and the Company's traffic routing plans. If the Customer desires different routing or directionality than that determined by the Company, the Company will work cooperatively with the Customer in determining (1) whether the service is to be routed directly to an end office or through an Access Tandem Switch and (2) the directionality of the service.

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SECTION 3 – ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.7 Obligations of the Customer

A. The Customer has certain specific obligations pertaining to the use of Switched Access service. These obligations are in addition to obligations specified elsewhere in this tariff and are as follows:

(a) Report Requirements

Customers are responsible for providing the following reports to the Company, when applicable:

1) Jurisdictional Reports

Jurisdictional reporting requirements will be as specified below. When a Customer orders access service, its projected Percent Interstate Usage (PIU) must be provided in whole numbers to the Company. The Percent State Usage (PSU) is 1-PIU. These whole number percentages will be used by the Company to apportion the use and/or charges between interstate and intrastate until a revised report is received as set forth herein. Reported or default PIU factors are used only where the call detail is insufficient to determine the appropriate jurisdiction of the traffic.

- Originating Access: Originating access minutes consist of traffic originating from the Company local switching center(s). The Customer must provide the Company with a projected PIU factor on an annual basis.

If no PIU for originating minutes is submitted as specified herein, a default PIU of 50% will be applied by the Company.

- Terminating Access: Terminating access minutes consist of traffic terminating to the Company local switching center(s). The Customer must provide the Company with a projected PIU factor on an annual basis.

If no PIU for terminating minutes is submitted as specified herein, a default PIU of 50% will be applied by the Company.

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SECTION 3 – ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.7 Obligations of the Customer (Continued)

A. (Continued)

(a) (Continued)

1) Jurisdictional Reports (Continued)

- Except where access minutes are measured by Company call detail, the Customer reported Projected PIU factor as set forth above will be used until the Customer reports a different projected PIU factor, as set forth below.

2) Jurisdictional Audits:

- The Customer shall keep sufficient detail from which the percentages of interstate and intrastate use reported to the Company can be verified, and upon request of the Company, shall make such records available for inspection and audit. The Customer must maintain these records for 24 months from the date the report became effective for billing purposes.
- Initiation of an audit will be at the sole discretion of the Company. The audit shall be performed by an independent party selected by the Company. An audit may be initiated by the Company for a single Customer no more than once per year. The Customer shall supply the required data within 30 calendar days of the Company request.
- In the event that an audit reveals that any customer reported PIU was incorrect, the Company shall apply the audit result to all usage affected by the audit. The customer shall be backbilled or credited, for a period retroactive to the date that the incorrect percentage was reported, but not to exceed 24 months. Backbilled amounts are subject to a late payment penalty and payment shall be made in immediately available funds, within 31 days from receipt of bill or by the following bill date, whichever is a shorter period.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.7 Obligations of the Customer (Continued)

A. (Continued)

(a) (Continued)

2) Jurisdictional Audits: (Continued)

- Should an audit reveal that the misreported percentage(s) of use resulted in an underpayment of access charges to the Company of five percent or more of the total Switched Access Services bill, the Customer shall reimburse the Company for the cost of the audit. Proof of cost shall be the bills, in reasonable detail submitted to the Company by the auditor.
- Within 15 days of completion of the auditor's report, the Company will furnish a copy of the audit results to the person designated by the Customer to receive such results.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.7 Obligations of the Customer (Continued)

A. (Continued)

(a) (Continued)

2) Code Screening Reports

When a Customer orders service call routing, trunk access limitation or call gapping arrangements, the customer must report the number of trunks and/or the appropriate codes to be instituted in each End Office or Access Tandem Switch, for each of the arrangements ordered.

The Company will administer its network in such a manner that the impact of traffic surges due to peaked 900 access service traffic on other access service traffic is minimized. Network management controls may be implemented at the Company's option to ensure acceptable service levels.

(b) On- and Off-Hook Supervision

The Customer's facilities shall provide the necessary on- and off-hook supervision for accurate timing of calls.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.8 Rate Regulations

A. General

There are three type of rates and charges that apply to Switched Access service provided by the Company. The rates and charges are monthly recurring charges, usage charges, and nonrecurring charges.

B. Types of Charges

1. Nonrecurring Charges are one-time charges that apply for a specific work activity (e.g., installation or changes to an existing service). Non-recurring charges may apply for installation of service, installation of optional features and service rearrangements.
2. Recurring Charges are flat monthly rates that apply for each month or fraction thereof that a specific rate element is provided. For billing purposes, each month is considered to have 30 days.
3. Usage Charges are rates that apply only when a specific rate element is used. These are applied on a per-access minute, a per-call or per-query basis. Usage rates are accumulated over a monthly period.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.8 Rate Regulations (Continued)

c. Measurement of Access Minutes

1. When recording originating calls over FG Access with multi-frequency address signaling, usage measurement begins when the first wink supervisory signal is forwarded from the Customer's facilities. The measurement of originating call usage over FG Access ends when the originating FG Access entry switch receives disconnect supervision from either the originating End User's End Office (indicating that the originating End User has disconnected), or from the Customer's facilities, whichever is recognized first by the entry switch.
2. For terminating calls over FG Access with multi-frequency address signaling, the measurement of access minutes begins when a seizure signal is received from the Customer's trunk group at the Point of Presence within the LATA. The measurement of terminating call usage over FG Access ends when a disconnect signal is received, indicating that either the originating or terminating user has disconnected.
3. When recording originating calls over FG Access with SS7 signaling, usage measurement begins with the transmission of the initial address message by the switch for direct trunk groups and with the receipt of an exit message by the switch for tandem trunk groups. The measurement of originating FG Access usage ends when the entry switch receives or sends a release message, whichever occurs first.
4. For terminating calls over FG Access with SS7 signaling, the measurement of access minutes begins when the terminating recording switch receives the initial address message from the terminating End User. On directly routed trunk groups or on tandem routed trunk groups, the Company switch receives the initial address message and sends the indication to the Customer in the form of an answer message. The measurement of terminating FG Access call usage ends when the entry switch receives or sends a release message, whichever occurs first.
5. Mileage, where applicable, will be measured in accordance with standard industry practices.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.8 Rate Regulations (Continued)

C. Measurement of Access Minutes (Continued)

6. The Company will use the Small Exchange Carrier Access Billing ("SECAB") guidelines, or the Carrier Access Billing System ("CABS") guidelines, or other system that emulates or otherwise produces a reasonable substitute for the output of SECAB or CABS, for billing all charges under this tariff. The Company will provide billing using a hardcopy format or upon request, a mechanized medium (e.g., cartridge tape, CD ROM, etc.). Bills will be accurate and contain sufficient supporting details to allow customers to account for the charges and to verify their accuracy in a reasonable and timely fashion. Requests for additional bill detail will be handled and priced on an Individual Case Basis (ICB).

D. Moves

1. A move of services involves a change in the physical location of one of the following:
- (a) The point of termination at the Customer Premises, or
  - (b) The Customer Premises
2. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building as described below:

(a) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the Nonrecurring Charge for the capacity affected. There will be no change in the minimum period requirements.

(b) Moves to a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated Nonrecurring Charges will apply. New minimum period requirements will be established for the new service. The Customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.8 Rate Regulations (Continued)

E Installation of Optional Features

[Reserved for Future Use]

F. Service Rearrangements

1. Service rearrangements are changes to existing services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at the Customer's Premises or the Customer's End User's Premises. Changes which result in the establishment of new minimum period obligations or a change in the physical location of the point of termination at the Customer's Premises or the Customer's End User's Premises are treated as disconnects and starts.
2. The charge to the Customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves an actual physical change to the service.
3. Administrative changes will be made without charge(s) to the Customer. Such changes require the continued provision and billing of the access service to the same entity without a change in jurisdiction.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.9 Rates and Charges

A. Common Line Access Service

1. Carrier Common Line

- Per Originating Minute
- Per Terminating Minute

Note 1  
Note 1

Note 1: All access minutes are billed at a single per minute access rate found in Section 3.5.9.C.1, Local Switching. This composite rate includes the elements traditionally billed as Carrier Common Line.

(N)  
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(N)

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.9 Rates and Charges (Continued)

B. Switched Transport Service

1. Nonrecurring Charges

[Reserved for Future Use]

2. Monthly Recurring Charges

[Reserved for Future Use]

3. Usage Charges

1) Tandem Switched Transport

- |    |   |        |
|----|---|--------|
| a. | Tandem Switched Transport, per Minute         | Note 1 |
| b. | Tandem Switched Transport, per Min., per Mile | Note 1 |
| c. | Tandem Switching, per Minute                  | Note 1 |

Note 1: All access minutes are billed at a single per minute access rate found in SECTION 3.5.9.C.1, Local Switching. This composite rate includes the elements traditionally billed as Tandem Switched Transport.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.9 Rates and Charges (Continued)

C. End Office Switching

1. Local Switching

- Per Minute \$0.029695

2. Transport Interconnection Charge

- Per Minute Note 1

3. Information Surcharge

- Per Minute Note 1

Note 1: All access minutes are billed at a single per minute access rate found in Section 3.5.9.C.1, Local Switching. This composite rate includes the elements traditionally billed as Transport Interconnection Charge and Information Surcharge.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.5 Switched Access Service (Continued)

3.5.9 Rates and Charges (Continued)

D. Toll-Free 8XX Data Base Access Service

Per Query \$0.0075

(N)  
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(N)

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.6 Dedicated Access Service  
[Reserved for Future Use]

(N)  
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|  
(N)

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.7 Miscellaneous Services And Charges

(N)

3.7.1 Local And EAS Traffic Exchange And Termination

This section establishes the methodology for the exchange and termination of local and EAS traffic for carriers that do not have an interconnection agreement with the Company.

Local and EAS traffic exchange will be conducted under a Bill and Keep arrangement unless and until either the Commission or FCC requires an alternative approach for the exchange of such traffic for use by all industry participants, pursuant to which the Company and the Terminating Carriers shall recover the costs of transporting and terminating such traffic on their networks from other parties in accordance with the then applicable regulations, including to the extent practicable, any Internet Service Provider access charge exemption. This provision does not apply to access traffic, transit traffic, or wireless traffic.

(N)

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.7 Miscellaneous Services And Charges (Continued)

3.7.2 Billing Name and Address

A. Service Description

Billing Name and Address (BNA) service provides account detail of the Company's customers to interexchange carriers, operator service providers, enhanced service providers, and any other provider of interexchange telecommunications services.

B. General

1. Upon acceptance of an order for BNA service, the Company will furnish account detail for each working number submitted. Account detail consists of current data base information including the End User's billing name and billing address.
2. Only current information which resides in the Company's data base will be provided. Customers ordering BNA service must accept BNA account detail on an "as is" basis.
3. The Company will specify the location where requests for BNA service are to be received, and the format in which the requests are to be provided.
4. The subscribing customer must agree that BNA information will not be resold or otherwise provided to any other person, corporation, partnership or entity, other than Customer's authorized billing agent, and that Billing Name and Address shall be used by Customer or Customer's authorized billing agent solely for:
  - a. Billing its customers for using Customer's telecommunications services.
  - b. Any purpose associated with the equal access requirement of United States v. AT&T, 552 F. Supp. 131 (D.D.C. 1982).
  - c. Verification of service orders of new customers, identification of customers who have moved to a new address, fraud prevention, and similar nonmarketing purposes.

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.7 Miscellaneous Services And Charges (Continued)

3.7.2 Billing Name and Address (Continued)

B. (Continued)

5. For calling card calls and collect and third party billed calls, Billing Name and Address for ANI service is not available on accounts of non-published/unlisted end users who, by request to the Company (which request may be submitted at any time), have specified that such information not be released.
6. Manual Request
  - a. At the customer's option, the Company will provide BNA via manual request procedures.
  - b. BNA service information will be provided by the Company in standard paper format via facsimile or first class U.S. mail.
  - c. Wherever possible, the Company will provide Billing Name and Address for ANI data no later than ten (10) business days from the date of receipt of the customer's request. Availability of data may be delayed if errors exist in the request received from the customer.
  - d. In situations where the customer requests more than forty (40) BNA records on a single order, the Company will provide the requested BNA information in a time frame mutually agreed to by the customer and the Company.
7. Mechanized Request  
[Reserved for Future Use]

(N)

(N)

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.7 Miscellaneous Services And Charges (Continued)

(N)

3.7.2 Billing Name and Address (Continued)

C. Rate Regulations

The number of BNA records for which charges apply will be accumulated by the Company, and billed to the customer on a monthly basis at the rates set forth below.

D. Rates and Charges

BNA  
Request  
Manual

Billing Name and Address for ANI

- Per Order \$50.94
- Per Record \$ 0.33

(N)

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SECTION 3 - ACCESS SERVICES, (CONT'D)

3.7 Miscellaneous Services And Charges (Continued)

3.7.3 IntraLATA PIC Change Charge

Nonrecurring Charge per Change: \$5.00

(N)

(N)

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