

TELECOMMUNICATIONS SERVICES

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**MISSOURI LOCAL EXCHANGE PRICING GUIDE**  
**OF**  
**MAGNA5 LLC**

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By: Joseph O'Hara, CFO  
Magna5 LLC  
5445 Legacy Dr., Suite 180  
Plano, TX 75024

TELECOMMUNICATIONS SERVICES

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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](mailto:customercare@magna5global.com), or by writing to the Company, Customer Service Department, 5445 Legacy Dr., Suite 180, Plano, TX 75024.

Any objection to billed charges should be reported promptly to the Company. Customer is responsible for all nondisputed 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 the Missouri Public Service Commission at 1-800-392-4211 or TTY at 1-866-735-2460 from 8:00 a.m. to 5:00 p.m. weekdays; or  
by emailing at [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov); or  
by filing a complaint online at [https://psc.mo.gov/General/Submit\\_A\\_Complaint](https://psc.mo.gov/General/Submit_A_Complaint); or  
by faxing your complaint to 573-526-1500; or  
by writing to the following address:

Missouri Public Service Commission  
Governor Office Building  
Attn: Consumer Services Unit  
200 Madison Street, P.O. Box 360  
Jefferson City, MO 65102-0360

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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  
Miscellaneous Services

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.

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 911Service 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)Business Local Exchange ServicesNon-recurring Charges

Processing/Application Fee	\$ 20.00
Activation Fee	\$ 100.00
Reconnection/Restoral Fee	\$ 200.00

## Line Connection Charge

First Line	\$79.00
Each Additional Line	\$79.00

## Line Change Charge

First Line	\$39.05
Each Additional Line	\$39.05

Recurring Charges

Business Basic Service	\$120.00
Call Restriction	Included
Directory Listing	Included
911 Service	Included
Hearing Impaired Service	Included
Access Charge	Included
Area Calling (where available)	\$50.00

Direct Inward Dialing (DID) Service

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
Establish Trunk Group and Provide 100 DID Numbers	\$15.10	\$47.40
Each Additional Block of 20 DID Numbers DID Trunk Termination:	TBD	TBD
Per Trunk (first 10 trunks)	\$35.55	\$113.00
Per Additional Trunks	\$35.55	\$57.10

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RATES (CONT'D)Additional Non-recurring Charges

Add/Change/Delete Features	\$50.00
Caller ID Setup Fee	\$20.00
Change Name	\$30.00
Change Telephone Number	\$50.00
Non-Productive Trip Charge	\$180.00
Move – Order	\$100.00
PIC Change Charge	
Manual process	\$11.00
Electronic Process	\$3.00
Three-Way Calling	\$1.50
Call Return (*69)	\$1.50
Repeat Dialing	\$1.50
Calling Trace, Per Call	\$1.50
Duration of time, per technician	
Initial 15 minute increment	\$50.00
Duration of time, per technician	
Ea Additional 15 minute increment	\$50.00

Directory Assistance

“1-411” local directory assistance	\$1.29 per call
“1-XXX-555-1212” directory assistance	\$0.99 per call