

Thank You for choosing NTS

NTS is a full service provider delivering a complete spectrum of communication products including local telephone service, long distance, international calling, toll free service, NTS Online® Internet Service, DSL, data, frame relay, video and calling cards. You can count on NTS to provide superior quality and friendly customer service for all your communication needs.

As you read through the following lineup of features available to you as an NTS customer, remember that you've chosen a company that's totally committed to you - our customer.

The NTS network is monitored by a control center which anticipates problems and implements corrections before service is affected. Our state-of-the-art facilities provide customers with the latest in telecommunication services. However, if you do experience a service problem, please call Customer Care at 800-658-2150 or our Network Control Center at 800-658-2101.

NTS RATES

Since our inception, NTS has consistently offered the lowest rates of any long distance carrier in the country without sacrificing quality. In addition, NTS offers a variety of rate structures for large-volume residential and business users. Call an NTS office anytime for additional information about residential or business services.

BILLING AND CREDIT POLICIES

- Installation fees may apply
- Payment is due within 16 days of the invoice date
- Late payment may result in discontinued service or the requirement of a deposit
- NTS charges a fee on all returned checks
- You will be responsible for all charges to your account made with a lost or stolen NTS Travel card
- Notify NTS immediately if your calling card is lost or stolen
- All calls charged to your authorization code will be charged to your account
- You are liable for all toll calls originating from your phone
- You must contact NTS for all adjustments to your bill
- Interruption of service can be avoided by calling an NTS office with any name, address or phone number changes as soon as possible
- Your NTS authorization code is cancelled if you move outside of an NTS service area

EQUAL ACCESS (1+DIALING)

Equal access allows 1+ dialing, utilizing the long distance carrier of your choice. To verify that your calls are routing through NTS, dial toll free 700-555-4141 & (Area Code) 700-4141. You should hear a recording stating, "You have reached the NTS long distance

network. Thank you for choosing NTS." If you hear any other recording, call an NTS office for assistance.

INCREMENTAL BILLING

NTS bills all domestic calls in 3 second increments rather than whole minutes. *You're charged only for the time you are actually on the phone. Completed domestic calls have a 30 second minimum duration. *Some plans may rate differently.

DATA PRODUCTS

NTS provides point-to-point analog and digital data circuits, frame relay, ATM services and video conferencing. NTS Data Services provides your business the nationwide connectivity it needs. Frame relay and ATM services give you the flexibility and cost efficiency for your wide area network through the latest packet-switching technology.

INTERNET SERVICES

NTS offers a full range of retail and wholesale internet products. Our Internet network utilizes multiple redundant and diverse fiber optic connections to the Internet backbone, which insures unequalled reliability and maximum throughput for our carrier class access devices, servers and routers. Internet access can be delivered via dial-up, dedicated, LAN, ISDN, Fiber To The User and xDSL technologies. NTS also provides a variety of web hosting and port wholesale products. Our Internet Support staff is highly trained to help you with any questions you may have.

DIGITAL TRANSMISSION SERVICES

NTS provides dedicated lines for data transmission. Digital transmission is available at speeds ranging from 56kbps to OCN level services. NTS has the facilities and expertise to provide and maintain simple point-to-point service or advanced multi-port DS-3 and DS-0 data networks.

LOCAL SERVICE*

NTS provides local service as an alternative to your current local exchange provider. The local facilities of NTS are nothing short of state-of-the-art and include the capability to provide the latest in xDSL technology to both our business and residential customers. Customers using NTS Local Service have the convenience of a single monthly statement that combines all of your local and long distance charges.

*This service is not available in all areas. Please contact NTS for more information.

CUSTOMER CARE NUMBERS

Check our website at www.ntscom.com/ localoffice for a local office near you or call 800-658-2150 for assistance with new or existing services.

TERMS AND CONDITIONS

All NTS services are subject to the terms and conditions of service contained in the NTS Texas Rate Sheet No. 2 (local exchange

service) and the Texas Rate Sheet No. 3 (long distance and data services) or the NTS Generally Available Terms and Conditions (any and all other services). You may obtain a copy of these documents by contacting Customer Care or on the NTS website: www.ntscom.com/regulatory.

INTERNATIONAL CALLING

- Place calls all over the world by dialing 011+country code+city code+local number
- If you wish to use your NTS calling card for international calling, call an NTS office to activate your service
- Contact your area Customer Care representative for international rates

TOLL FREE SERVICE

NTS allows you to receive business or personal calls from anywhere, anytime with our toll free services.

- NTS has the capability to port toll free numbers from any other carrier to our network
- NTS toll free services work throughout the 50 states, Puerto Rico and the Virgin Islands
- Toll free calls ring to your existing phone lines, no extra phone lines are necessary
- Calls rotate through your roll-over lines
- NTS has full research capabilities to determine availability for any toll free number
- Call detail is provided at no charge on your invoice
- No minimum usage is required
- 3 second increment billing (with a 30 second minimum)
- Customer is responsible for all completed calls to their toll free number, regardless of whether or not the call is misdialed

INFORMATION CALLS

- Directory Assistance (1+411) is handled by your local exchange carrier. Look in your phone book under "Directory Assistance" for more information
- Contact your area Customer Care representative for Directory Assistance

HARDWARE/SOFTWARE ANSWER SUPERVISION

- NTS will charge if you reach an answering machine
- NTS will charge if the phone rings for two minutes or more
- NTS will not charge you if the line is busy or if you reach a phone company recording

OPERATOR SERVICES

NTS Operators are available 24 hours a day, 7 days a week to assist you. To reach an NTS Operator, Local Service Customers dial 0, and long Distance Customers dial 00. For more information on these or any other services, please call Customer Care at 800-658-2150.