
TITLE SHEET**FLORIDA TELECOMMUNICATIONS PRICE LIST**

This price list contains the description, regulations, and rates applicable to the furnishing of service and facilities for alternative local exchange telecommunications services provided by Convergia, Inc., with principal offices at 237 Hymus Blvd., Pointe Claire, Quebec, Canada H9R 5C7. This price list applies for services furnished within the state of Florida. This price list is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

Issued: July 29, 2010
Issued By:

Joyce Tessier, US Tax Analyst
237 Hymus Blvd.
Pointe Claire, Quebec, Canada H9R 5C7

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CHECK SHEET

The sheets listed below, which are inclusive of this price list, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original price list and are currently in effect as of the date at the bottom of this page.

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SYMBOLS SHEET

The following are the symbols used for the purposes indicated below:

- D** – Delete or discontinue
 - I** – Change resulting in an increase to a Customer’s bill
 - M** – Moving from another price list location
 - N** – New
 - R** – Change resulting in a reduction to a Customer’s bill
 - T** – Change in text or regulation but no change in rate or charge
-
- A. Check Sheets** – When a price list filing is made with the Florida Public Service Commission (hereinafter referred to as “FPSC”), an updated check sheet accompanies the price list filing.
 - B. Sheet Numbering and Revision Levels** – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between existing sheets 14 and 15 would be 14.1. Revision levels also appear in the upper right corner of each page. These levels are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised sheet 14 cancels the 3rd revised sheet 14.

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SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

Account Number: A numerical code, one or more of which are available to a Customer to enable identification of individual users or groups of users on an account and to allocate costs of service accordingly.

Analog Telephone Adapter (ATA): Also referred to as IAD, it is a phone handset-to-Ethernet adapter that allows traditional (analog) telephone devices to be used with Voice Over Internet Protocol (VOIP) services and equipment.

Authorization Code - A numerical code, one or more of which are available to a Customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the Customer for billing purposes.

Called Destination: The terminating point of a call (i.e., the called number).

Caller ID: a phone feature which allows the Customer to identify the calling number or name.

Call Waiting: a phone feature which allows the Customer to receive multiple calls while in conversation with someone.

Call Forwarding: a phone feature which allows the Customer to forward incoming calls to a different telephone number.

Commission: Florida Public Service Commission (hereinafter referred to as “FPSC” and/or “Commission”)

Company: Convergia, Inc. (hereinafter referred to as “Convergia” and/or “Company”)

Credit Card: A valid bank or financial organization card, representing an account to which the costs of products and services purchased by the card holder may be charged for future payment. Such cards include those issued by VISA, MasterCard or American Express.

Customer: The person, firm, corporation or other entity which orders or uses services and is responsible for payment of charges and compliance with the Company’s price list regulations.

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Disconnect or Disconnection: The termination of a circuit connection between the originating destination and the called destination or the Company's operator.

E-911: Short for Enhanced 911, a location technology advanced by the FCC that enables mobile, or cellular, phones to process 911 emergency calls and enable emergency services to locate the geographic position of the caller.

Intra-LATA Calls – Calls which originate and terminate within the same LATA also referred as "Local Calls".

Inter-LATA Calls – Calls which originate and terminate in a different LATA also referred as "Long Distance Calls".

Local Access Transport Area (LATA): Term that refers to a geographic region assigned to one or more telephone companies for providing communication services.

Monthly Recurring Charge (MRC): Monthly flat rate or payment.

Service(s): Refers to all services and solutions provided by Company to Customer, as described and authorized by this price list.

Soft Phone: Also spelled as *softphone*, an application that enables a desktop, laptop or workstation computer to function as a telephone via Voice over Internet Protocol technology that uses the cables of a computer network as the medium for transmitting telephone service.

Subscriber: See "Customer" definition.

Three-way Calling: a phone feature which allows the Customer to connect a third party to join the conversation.

VoIP: Short for *Voice over Internet Protocol*, a category of hardware and software that enables the use of the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmissions of the PSTN.

Voicemail: a phone feature which allows the Customer to record and retrieve voice messages.

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SECTION 2 – RULES AND REGULATIONS**2.1. UNDERTAKING OF THE COMPANY**

- 2.1.1 Company's Services are furnished for telecommunications originating and terminating in any area within the State of Florida. Services include intra-LATA offerings. Inter-LATA and International Service is an add-on Service available if Customer subscribes to the Company's Intra-LATA offerings.
- 2.1.2 Company is a non-facilities-based provider of resold Intra-LATA telecommunications Services to Customers for their direct transmission and reception of voice, data, and other types of communications.
- 2.1.3 Company resells access, switching, transport, and termination services provided by Intra-LATA carriers.
- 2.1.4 Subject to availability, the Customer may use Account Numbers to identify the user or user groups on an account. The numerical composition of the codes shall be set by Company to assure compatibility with the Company's accounting and billing systems and to avoid the duplication of codes.
- 2.1.5 The Company's Services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.6 Request for Service under this price list will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse Service on the basis of credit history, and to refuse further Service due to late payment or nonpayment by the Customer.

2.2. SERVICE LIMITATIONS FOR CONVERGIA'S DIGITAL LOCAL PHONE SERVICE.

- 2.2.1 Not a telephone service. The Customer acknowledges and understands that the digital local phone Service is not a telephone service. The Service connects to the Internet, and not a telephone line. There are important differences between telephone service and the digital local phone Service offering provided by Company as set out in this price list and in the Company's terms and conditions available online at www.convergia.com.

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- 2.2.2 Limitations. 9-1-1 service associated with Customer's Service(s) has certain limitations compared with traditional 9-1-1, which are set out below.
- 2.2.3 If Customer dials 9-1-1, Customer will be automatically routed to a specialized call centre that handles emergency calls. The call centre is different from the public safety answering point (PSAP) that would answer a traditional emergency call. Customer may be required to provide Customer's name, telephone number and address to the call centre operator.
- 2.2.4 Customer agrees to notify Company immediately should Customer intend to change Customer's use Service, including without limitation, should Customer move the location or municipal address from which Customer uses the Service provided by Company.
- 2.2.5 Customer should ensure Customer's location information, when registered with Company, is kept current at all times. In case Customer is unable to speak during the 9-1-1 call, the call taker will dispatch emergency response vehicles to Customer's last registered address. Customer needs to update Customer's 9-1-1 Dialing information if Customer moves device to a different location and if Customer adds a new line to Customer's account. To update or verify Customer's 9-1-1 Dialing information, Customer will need to contact Company directly. Customer's 9-1-1 Dialing service is activated when Customer subscribes to Company's Service.
- 2.2.6 Customer understands and acknowledges that a) should Customer change Customer's use of Service without first notifying Company and/or b) should Customer choose to operate Customer's Service outside of Customer's municipal address, as registered with Company, either temporarily or permanently, 9-1-1 service will not operate properly and Customer's ability to access 9-1-1 service will be adversely affected.
- 2.2.7 Customer acknowledges and agrees that in no event will Company, its officers, directors, employees, affiliates or agents or any other service provider who furnishes services or devices to Customer in connection with Company's Service be liable for any damages, including but not limited to personal injury, wrongful death, property damage, loss of data, loss of revenue or profits, or damages arising out of or in connection with the use or inability to use a device or the Service, including inability to access emergency service personnel through the 911 dialing service or to obtain emergency help. These limitations apply to claims founded in breach of contract, breach of warranty, product liability, tort, and any and all other theories of liability. These limitations apply whether or not Company was informed of the likelihood of any particular type of damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply.

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- 2.2.8 Company disclaims all responsibility for the conduct of local emergency response centers and the national emergency calling center. Company does not have any control over any local emergency response center. Therefore, Company is not responsible for whether they answer calls using the 911 dialing service, how they answer these calls, or how they handle them. Company relies on third parties to assist in routing 911 dialing calls to local emergency response centers and to a national emergency calling center. Company is neither liable nor responsible if the data used by a third party to route calls is incorrect or produces an erroneous result. Neither Company nor its officers or employees may be held liable for any claim, damage, or loss, fine, penalty, cost, and expense (including, without limitation, attorneys fees) by, or on behalf of, Customer or any third party or user of Company's Service, relating to Company's Service, including, without limitation, 911 Dialing, or Company's device.
- 2.2.9 Service outages. Customer acknowledges and understands that during Service outages by Customer's broadband Internet service provider or for any reason whatsoever, Customer's Service, including 9-1-1 service, will not work.
- 2.2.10 Loss of Service due to power failure. Customer acknowledges and understands in the event of a power failure, Customer's Service, including 9-1-1 service will not work. If there is an interruption in the power supply, the Service, including 9-1-1 service, will not function until power is restored. A power failure or disruption may require the Customer to reset or reconfigure equipment prior to using the Service.
- 2.2.11 Service outage due to suspension of Customer's account. Customer acknowledges and understands that Service outages due to suspension of Customer's account as a result of billing issues will prevent Customer's Service, excluding 9-1-1 service.

2.3. LIMITATIONS OF SERVICE

- 2.3.1 Service is offered subject to availability of the necessary facilities and/or equipment and subject to the provisions of this price list.
- 2.3.2 Company reserves the right to disconnect Service, with proper notice if necessary, without incurring liability when necessitated by conditions beyond the Company's control or when the Customer is using the Service in violation of either the provisions of this price list, the Company's terms and conditions available online at www.convergia.com, or the Commission rules.
- 2.3.3 The Company does not undertake to transmit message, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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- 2.3.4 Unless purchased or previously owned by Customer, the Customer obtains no property right or interest in the use of any specific type of facility, Service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with the Company.
- 2.3.5 Prior written permission from the Company is required before any assignment or transfer of Service. All regulations and conditions contained in this price list shall apply to all such permitted assignees or transferees, as well as all conditions of Service.
- 2.3.6 The Company reserves the right to refuse an application for Service by a present or former Customer who is indebted to the Company for Service previously rendered pursuant to this price list until the indebtedness is satisfied.

2.4. USE

- 2.4.1 Service may be used for the transmission of communications by the Customer for any lawful purpose for which the Service is technically suited.
- 2.4.2 Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is certificated as an Intra-LATA carrier by the Commission. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of Service.
- 2.4.3 Application for Service may be made verbally or in writing. The name(s) of the Customer(s) desiring to use the Service must be set forth in the application for Service.
- 2.4.4 The Company strictly prohibits use of the Company's Services without payment or an avoidance of payment by the Customer by fraudulent means or devices including but not limited to, providing falsified information to the Company or in any way misrepresenting the identity of the Customer.
- 2.4.5 Customer needs to notify the Company immediately, in writing or by calling the Company Customer Care at 1-866-669-4357, if the Service is being stolen or fraudulently used. Customer must provide the Account Number and a detailed description of the circumstances of the equipment theft or fraudulent use of Service. Failure to do so in a timely manner may result in the termination of the Service and additional charges to the Customer. Customer will be liable for all such stolen or fraudulent use of the Service.

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2.5. WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY

- 2.5.1 It is agreed and understood that the Services provided by Company to Customer may be through third party providers and as such, Customer understands and agrees to the following limitations of liability: Company, and its affiliates, directors, employees and agents provide the service(s) "as-is" and make no express or implied warranties of any kind in connection with its network, its Services, its equipment or its products as contemplated herein, whether written or oral, statutory, express or implied, including without limitation the warranty of merchantability and the warranty of fitness for a particular purpose or use and all representations, warranties or conditions of any kind are, to the extent permitted by applicable law, hereby excluded.
- 2.5.2 The parties agree that Company, and its affiliates, directors, employees and agents, shall in no event be liable to Customer or any other person for any actual, direct, indirect, consequential, special, incidental, reliance, punitive or any other damages, or for any lost profits of any kind or nature whatsoever, regardless of the foreseeability thereof, arising out of the provision of any Service(s) or in any way arising out of this price list or the Company's terms and conditions available online at www.convergia.com, and any related agreements, whether in an action arising out of breach of contract, breach of warranty, delay, negligence, strict tort liability, patent or intellectual property matters or any other legal or equitable theory.
- 2.5.3 Notwithstanding the foregoing, in the event a court of competent jurisdiction finds Company liable, Customer's exclusive remedy and Company's sole liability, for damages for any cause whatsoever, regardless of form of action, including negligence, shall not exceed an amount equal to the price of Services purchased by Customer during the one (1) month period preceding the event which caused the damages or injury. No action or proceeding against Company may be commenced more than one (1) year after the event giving rise to such claim. The provisions of this section shall survive termination of the Service provided by Company to Customer.
- 2.5.4 No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed to be agents or employees of the Company without written authorization.
- 2.5.5 The Company shall not be liable for any damages, including usage charges that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's

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network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.

- 2.5.6 The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature, storms, fire, floods, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the Company or any department, agency, commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one or more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this price list to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.
- 2.5.7 The Company will use reasonable efforts to make available Services to a Customer on or before a particular date, subject to the provisions of, and compliance by the Customer with, the regulations contained in this price list. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing Service to any Customer.

2.6. INTERRUPTION OF SERVICE

- 2.6.1 Credit allowance for interruptions of Service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the provisions set forth in Section 2.5 herein. It shall be the obligation of the Customer to notify Company of any interruptions of Service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.
- 2.6.2 For purposes of credit computation for leased facilities, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than twenty four (24) hours.
- 2.6.3 The Subscriber shall be credited for an interruption of twenty four (24) hours or more at the rate of $1/720^{\text{th}}$ of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit formula: $\text{Credit} = (A/720) \times B$, where

A = Outage time in hours; and

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B = Total monthly charge for affected utility

2.7. RESTORATION OF SERVICE

The use and restoration of the Service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rule and Regulations, which specifies the priority system for such activities.

2.8. MINIMUM SERVICE PERIOD

The minimum Service period is one month (30 days).

2.9. PAYMENTS AND BILLING

2.9.1 Charges for Service are applied on a recurring basis. Service is provided and billed on a monthly basis and sent via mail or by electronic mail (email) posting to a secure site on the Internet. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until cancelled by the Customer.

2.9.2 The Customer is responsible in all cases for the payment of all charges for Services furnished to the Customer. Charges are based on actual usage, and are billed monthly in arrears.

2.9.3 Billing is payable via cheque, credit card, debit card, money order or automatic bank debit upon receipt and past due twenty (20) days after issuance and posting of invoice. Customers who request printed invoices will be charged a monthly recurring fee set forth in Section 4.1.6. Customers who request electronic bills will incur no fees. Bills not paid within twenty (20) days after the date of posting are subject to a payment charge for the unpaid balance, as set forth in Section 4.1.4. of this price list, and may be subject to additional collection agency fees.

2.9.4 A returned cheque charge as listed in Section 4.1.5 of this price list will apply whenever a cheque or draft presented for payment of Service is not accepted by the institution on which it is written.

2.9.5 Billing disputes should be addressed to Company's customer service organization via telephone to 1-866-669-4357. Customer service representatives are available from 8:00 AM to 8:00 PM Eastern Time from Monday through Friday and from 10:00 AM to 3:00 PM Eastern Time on Saturdays. Billing disputes will be answered on the next business day.

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2.9.6 In the case of a dispute between the Customer and the Company for Service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

- A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
- B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Company may appeal to the Commission for its investigation and decision.

The address and telephone number of the Commission are:

Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone number: 850.413.6100
Toll free number: 800.342.3552

2.10. CANCELLATION BY CUSTOMER

Customer may cancel Service by subscribing to another presubscribed Intra-LATA carrier at any time providing thirty (30) days written notice to Company. The Customer will have to pay the Company a cancellation fee of fifty percent (50%) of the average monthly usage, where usage is applicable, and one hundred percent (100%) of the MRC for the Service, the whole multiplied by the number of months remaining in the unexpired portion of the term of Customer's contract.

2.11. CANCELLATION BY COMPANY

2.11.1 Company reserves the right to immediately discontinue furnishing the Service to Customer without incurring liability and without any prior notice:

- A. In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company, to the Company's equipment, the public or to employees of the Company; or
- B. In the event of Customer use of equipment in such manner as to adversely affect the Company's equipment or the Company's Service to others; or
- C. For unauthorized or fraudulent use.

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2.11.2 Company may discontinue Service according to the following conditions upon five (5) working days' notice:

- A. For violation of Company's filed price list; or
- B. For the non-payment of any proper charge as provided by Company's price list; or
- C. For Customer's breach of the contract for Service with Company.

2.11.3 The discontinuance of Service(s) by the Company pursuant to this Section does not relieve the Customer of any obligations to pay the Company for charges due and owing for the Service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

2.12. INTERCONNECTION

2.12.1 Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.

2.12.2 Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs/price lists. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way and other such arrangements necessary for interconnection.

2.13. DEPOSITS AND ADVANCE PAYMENTS

The Company may, at any time and at its sole discretion, collect deposits or advanced payments depending on the Customer's credit evaluation.

2.14. CREDIT LIMIT

The Company may, at any time and at its sole discretion, set a credit limit for any Customer's consumption of Services for any monthly period.

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2.15. TAXES

All state and local taxes, including but not limited to, gross receipts tax, sales tax, city tax, and municipal utilities tax are listed as separate line items and are not included in the quoted rates.

2.16. UNCERTIFICATED RESALE PROHIBITED

Resale of any price listed Service appearing herein by uncertificated resellers is strictly prohibited. Applicable Services may be resold or rebilled only by companies authorized by the Florida Public Service Commission to provide Intrastate and Intra-LATA telecommunications services, in accordance with the Commission's rules. The Company requires proof of certification in the form of a Telephone Certificate of Public Convenience and Necessity, or a copy thereof, prior to providing Services for resale.

2.17. INDEMNIFICATION

2.17.1. Customer agrees to indemnify, defend and hold harmless Company, its affiliates, directors, employees, agents, licensors, and suppliers from and against all claims, losses, expenses, damages and costs, including reasonable legal fees, resulting from any breach of this price list or the Company's terms and conditions available online at www.convergia.com by Customer. The provisions of this section shall survive termination of the Services provided by Company to Customer.

2.17.2. Company shall be indemnified and held harmless by the Customer against:

- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data information or other content transmitted over Company's facilities; and
- B. Claims for patent infringement arising from combining or connecting Company's facilities with apparatus and systems of the Customer;
- C. All other claims arising out of any act or omission of the Customer in connection with any Service provided by Company.

2.18. INTELLECTUAL PROPERTY

Company and/or its affiliates and licensors are the exclusive owners of all names, trademarks, tradenames, service marks and any copyright material relating to the Services ("Intellectual Property"). Nothing in this price list or in the Company's terms and conditions available online at www.convergia.com contemplates or creates permission of use of Intellectual Property for any marketing or advertisement by Customer or a transfer of license of Intellectual Property from Company to Customer.

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2.19. FULL FORCE AND EFFECT

2.19.1. Should any provision or portion of this price list be held by a court or administrative agency of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions of this price list will remain in full force and effect.

2.19.2. This price list may only be waived in writing signed by Company. No failure by Company to insist upon Customer's performance of any obligation herein will constitute a waiver of the obligation.

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SECTION 3 – DESCRIPTION OF SERVICE

3.1. MINIMUM CALL COMPLETION RATE

Customers can expect a call completion rate of not less than ninety (90) percent during peak use periods for all Intra-LATA calls. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

3.2. CONVERGIA TELECOMMUNICATIONS SERVICES

Convergia offers local digital phone service at a flat rate per month including unlimited Intra-LATA or local calls, access to Interstate and International long distance, E-911, Directory Assistance and several standard phone features. Free local calling is limited to a maximum 10,000 local minutes per month. In the event of excess usage, additional charges will apply and the Company reserves the right to suspend or terminate Service.

The local service is offered via Plain Old Telephone Service (also referred as POTS or Local Phone Service) and via VoIP (also referred as Digital Local Phone Service). The Digital Local Phone Service is offered via an Internet connection (VoIP) and an Analog Telephone Adapter (ATA) or Softphone.

3.3. RATE PLANS

3.3.1. RESIDENTIAL RATE PLANS

Convergia offers the following rate plans for Residential Customers:

Plan Name	Contract Term	MRC	Features
Digital Basic	No	\$14.95	None
Digital Basic	2-year	\$9.95	None
Digital Premium	No	\$17.95	Caller ID, Call Waiting, Call Forwarding, Voicemail and Three-way calling.
Digital Premium	2-year	\$12.95	Caller ID, Call Waiting, Call Forwarding, Voicemail and Three-way calling.

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Digital Unlimited North America	No	\$34.95	Caller ID, Call Waiting, Call Forwarding, Voicemail, Three-way calling and Unlimited Domestic Calls.
Digital Unlimited North America	2-year	\$29.95	Caller ID, Call Waiting, Call Forwarding, Voicemail, Three-way calling and Unlimited Domestic Calls.

3.3.2. CORPORATE RATE PLANS

Convergia offers the following rate plans for Corporate Customers:

Plan Name	Contract Term	MRC	Features
Digital Basic	No	\$24.95	From 1 to 4 lines: Caller ID, Call Waiting, Call Forwarding, Voicemail and Three-way calling.
Digital Standard	No	\$19.95	From 5 to 9 lines: Caller ID, Call Waiting, Call Forwarding, Voicemail and Three-way calling.
Digital Premium	No	\$14.95	From 10 or more lines: Caller ID, Call Waiting, Call Forwarding, Voicemail and Three-way calling.
TDM Basic (Fax)	1-year	\$31.95	No features
TDM Enhanced	1-year	\$38.95	Caller ID, Call Waiting and 3 more features.
TDM Premium	1-year	\$42.95	Caller ID, Call Waiting, Call Forwarding, Voicemail, Three-way calling and 3 more features.

3.4. PROMOTIONS

3.3.1 The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the Services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be approved by the

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Commission with specific starting and ending dates, and made part of this price list.

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SECTION 4 – MISCELLANEOUS SERVICES AND RATES**4.1 OTHER SERVICES AND FEES****4.1.1 Telecommunications Relay Service**

For Intrastate toll calls received from the relay service, the Company will, when billing relay calls, discount relay service calls by fifty (50%) percent off of the otherwise applicable rate for a voice non-relay call except that where either the calling or the called party indicates that either party is both hearing and visually impaired, the calls shall be discounted sixty (60%) percent off of the otherwise applicable rate for a voice non-relay call. The above discounts apply only to time-sensitive elements of a charge for a call and shall not apply to per call charges such as a credit card surcharge.

4.1.2 E-911 Service

The E-911 service will be charged at \$1.95/Month per phone line.

4.1.3 Operator Service and Directory Assistance

Customers shall have access to Operator Services and Directory Assistance Service. Such services will be provided by the underlying carrier as per their terms and conditions. The 411 Directory Assistance will be charged at \$0.99 per call.

4.1.4 Late Payment Penalty

Bills not paid within twenty (20) days after the invoice due date are subject to a payment charge of one and one-half (1.5%) percent on the unpaid balance, and may be subject to additional collection agency fees.

4.1.5 Returned Check Charge

A charge of \$20.00 or five (5%) percent of the amount of the check, whichever is greater, will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it is written.

4.1.6 Printed Billing Monthly Fee

Customers who request a printed bill will be assessed a \$1.49 monthly recurring charge.

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4.1.7 Rates for Installation

Rates for installation of facilities, equipments and service will be charged at an hourly basis based upon the product, quantity of lines and Customer's infrastructure. To obtain information about these charges Customer may contact Customer Service at 1-866-669-4357.

4.2. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this price list. Rates quoted in response to such competitive requests may be different than those specified for such Services in this price list. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis, and made part of this price list.

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