



Integra Telecom

Statement on Taxes, Surcharges and Fees

TAXES

Integra Telecom recognizes its obligation to administer its customer billing in accordance with the rules and guidelines set forth by tax authorities at all levels of government (i.e. federal, state, county and city). One of our operational/financial goals is to support this obligation to the fullest extent possible.

Integra conducts internal reviews of its customer billing to insure that the Company is in compliance with tax rules and/or guidelines, and changes thereto. Any billing issues identified are then reviewed by internal tax experts and/or external tax consultants.

As is true for most all service providers, customer billing at Integra is subject to review by various tax authorities, who also conduct formal audits on a periodic basis. These audits are specifically designed to assess the accuracy and comprehensiveness of our tax billing. If the audits identify any variances between the authority's rules and our practices Integra amends its practices to achieve full compliance.

Integra uses sophisticated operational support systems (OSS) including state-of-the-art billing and taxation software. The Company's significant financial investment in OSS bears witness to its commitment to deliver timely, accurate and comprehensive invoices to Integra's customers. Integra is confident that its systems generate tax billing that is compliant with industry standards and government regulations. Taxes collected from our customers are remitted to the appropriate tax authorities in a timely and comprehensive manner.

SURCHARGES & FEES

Various jurisdictions and agencies also assess surcharges or fees for telephone-related services and programs such as E911 and Telephone Relay Service (TRS) that telecommunications providers like Integra must collect from their end-user customers and remit to these organizations. There are also surcharges that telecommunications providers are permitted, but not required, to pass through to customers such as the Federal Universal Service Fund. These are costs that Integra must cover to stay in business. Integra separately itemizes these surcharges and fees on customer invoices rather than include these amounts in higher rates for services. Lastly, competitive telecommunications providers are permitted to structure rates in a manner that fits their business priorities. Integra has chosen to apply certain surcharges and fees depending on the types of services subscribed to by its end-user customers.

For more information on Integra's surcharges and fees, please visit:

http://www.integratelecom.com/care/Account_Support/surcharges.php or contact [Integra Customer Care](#).