

Effective: October 1, 2015

LOCAL EXCHANGE PRICE GUIDE

Price Guide Applicable to
Facilities-Based and Resold Local Exchange
Telecommunications Services Furnished by
Voxbeam Telecommunications Inc.
Between Points Within the State of Maryland

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SECTION 1 - NONRECURRING CHARGES**1.1 Service Order and Change Charges***

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

Primary Line Connection Charge: Applies to requests for initial connection or establishment of telephone service with the Company.

Secondary Line Connection Charge: Applies to installation of a second or additional access line.

Service Order Charge: Applies to connection of new lines and to services orders associated with Customer requests for changes in service, moves, and the addition of services, including the additional of calling features.

Line Connection Charge	
Primary Line	\$60.00
Secondary Line	\$60.00
Service Order Charge	
Moves/Adds/Changes	\$25.00

1.2 Premises Visit Charge

Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises. This charge applies in addition to the Technician Dispatch Charge.

Installation Charge – 1 st Hour	\$120.00
Repair Charge – 1 st ½ Hour	\$ 91.00
Repair Charge – Each Add'l ½ Hour	\$ 46.00

1.3 Restoral Charge

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills 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.

Per occasion, per line:	\$40.00
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*Applicable only to Business Customers with 5 or more lines. Charges for business Customers with 1 - 4 lines are found in the Company's Maryland Local Exchange Tariff.

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SECTION 2 - SERVICE DESCRIPTION AND RATES**2.1 General**

Local exchange service is offered to business Customers on a presubscription basis from equal access originating end offices only. Service is provided on a term basis only. Unless other specified, the minimum term is one (1) year. Rates for service may vary by call type and/or term commitment. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

2.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
 - Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
 - Timing terminates on all calls when the calling party hangs up or the Company network receives an off-hook signal from the terminating carrier.
 - Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
 - All times refer to Eastern Standard Time.
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SECTION 2 - SERVICE DESCRIPTION AND RATES**2.3 Basic Local Exchange Service***

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

- receive calls from other stations on the public switched telephone network;
- access the Company Local Calling Services and other Services as set forth in this tariff;
- access interexchange calling services of the Company and of other carriers;
- access (at no additional charge) to Company operators and business office for service related assistance;
- access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- access relay services for the hearing and/or speech impaired.

Basic Local Exchange Services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company switch. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual line Business Basic Local Exchange Service is comprised of exchange access lines defined as follows:

Exchange Access Line - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

	<u>Monthly Recurring Charge</u>
Per Access Line	\$60.00

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SECTION 2 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**2.4 Direct Inward Dial (DID) Service****2.4.1. General**

- A. DID Service provides a Customer with a voice grade telephonic communications trunk channel to receive incoming voice or data calls to local telephone numbers assigned to the Customer. DID Service does not provide a line-side connection. DID Service transmits the dialed digits for all incoming calls, allowing the Customer's incoming calls to be routed as required by the Customer to the Customer's designated equipment.
- B. DID Service may be provided in conjunction with non-regulated services offered by the Company pursuant to contract. To the extent that contractual rates for DID Service differ from those set forth below, the Company will file a Customer-Specific Pricing (CSP) filing with the Department, pursuant to the Department's CSP filing requirements.

2.4.2 Service Eligibility, Restrictions and Limitations

- A. Connectivity to E911, operator services and directory assistance is not supported by DID Service.
 - B. The Company reserves the right to provision DID service based upon the availability of facilities and equipment necessary to support the Customer's specific service requirements.
 - C. The Company, at its sole discretion, reserves the right to limit the quantity of DID number blocks a Customer may obtain. Requests for 30 or more DID number blocks must be provided to the Company in writing no less than five (5) months prior to activation. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine their utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers. The Company will apply this provision on a non-discriminatory manner.
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SECTION 2 - SERVICE DESCRIPTION AND RATES, (CONT'D.)

2.4 Direct Inward Dial (DID) Service, (Cont'd.)

2.4.2 Service Eligibility, Restrictions and Limitations, (Cont'd.)

D. The Customer has no property right to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such number, or both, assigned to the Customer, where the Company deems it necessary to do so in the conduct of business.

2.4.3 Rates and Charges

The following rates apply to DID Service.

	<u>Nonrecurring Charge</u>	<u>Annual Recurring Charge</u>
Per DID Number	\$0.00	\$0.10

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SECTION 2 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**2.5 Direct Inward Dial/Direct Outward Dial (DID/DOD) Service****2.5.1 General**

- A. DID/DOD Service combines DID Service as described in Section 5.4 with Direct Outward Dial (DOD) service. DOD service is not provided independently of DID service. DID/DOD Service provides a Customer with a voice grade telephonic communications trunk channel to place and receive voice or data calls. DID/DOD Service does not provide a line-side connection. It transmits the dialed digits for incoming or outgoing calls, allowing the Customer's calls to be routed as required by the Customer to the Customer's designated equipment. Where available from the Company, long distance services can be provided in conjunction with DID/DOD Service or Customers may choose to route traffic to other carriers for long distance termination.
 - B. Connectivity to E911, operator services and directory assistance is supported by DID/DOD Service.
 - C. DID/DOD Service may be provided in conjunction with non-regulated services offered by the Company pursuant to contract. To the extent that contractual rates for DID/DOD Service differ from those set forth in Section 6.5.3 below, the Company will file a Customer-Specific Pricing (CSP) filing with the Department, pursuant to the Department's CSP filing requirements.
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SECTION 2 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**2.5 Direct Inward Dial/Direct Outward Dial (DID/DOD) Service, (Cont'd.)****2.5.2 Service Eligibility, Restrictions and Limitations**

- A. The Company reserves the right to provision DID/DOD service based upon the availability of facilities and equipment necessary to support the Customer's specific service requirements.
- B. The Company, at its sole discretion, reserves the right to limit the quantity of DID/DOD number blocks a Customer may obtain. Requests for 30 or more DID/DOD number blocks must be provided to the Company in writing no less than five (5) months prior to activation. In addition, the Company reserves the right to review vacant DID/DOD stations or stations not in use to determine their utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID/DOD numbers. The Company will apply this provision on a non-discriminatory manner.

The Customer has no property right to the telephone number or any other call number destination associated with service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such number, or both, assigned to the Customer, where the Company deems it necessary to do so in the conduct of its business.

2.5.3 Rates and Charges

The following rates apply to DID/DOD Service.

	<u>Nonrecurring Charge</u>	<u>Annual Recurring Charge</u>
Per DID/DOD Number	\$0.00	\$0.10

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SECTION 3 - SUPPLEMENTAL SERVICES**3.1 Optional Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

3.1.1 Feature Descriptions

Anonymous Call Rejection – Gives the Customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. The screening list holds a maximum of fifteen (15) numbers.

Auto Call Back – Allows a Customer to return the most recent incoming call and hear an announcement of the last telephone number that called.

Auto Redial – Automatically redials a busy number for up to 30 minutes until line is available.

Call Forwarding – Allows incoming calls forwarded to be forwarded to another line specified by the Customer by dialing a code and the telephone number to which the calls will be forwarded.

Call Trace – Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only.

Call Waiting / Call Waiting with Caller ID – Allows the Customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. Call Waiting with Caller ID provides Call Waiting service with the display of Caller ID information for the call that is waiting.

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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.1 Optional Calling Features, (Cont'd.)****3.1.1 Feature Descriptions, (Cont'd.)**

Caller ID-Number Only – Provides for the display of the calling party telephone number on Caller ID compatible Customer premises equipment.

Caller ID Name and Number – Provides for the display of the calling party name and telephone number on Caller ID compatible Customer premises equipment.

Custom Ringing – Allows a Customer to have up to two separate telephone numbers (one main and one additional number) associated with one local exchange access line. Each telephone numbers has a distinctive ring on incoming calls for identification purposes.

Priority Call – Allows a Customer to assign a maximum of fifteen (15) callers' telephone numbers to a special list. The customer will hear a distinctive ring at his location when calls are received from callers' telephone numbers on that list.

Speed Calling 8 – Allows the Customer to dial an abbreviated code to originate a call to any of 8 programmed telephone numbers.

Three-Way Calling – Allows the Customer to add a third party to an existing conversation.

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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.1 Optional Calling Features, (Cont'd.)****3.1.2 Rates****A. Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

Feature	<u>Monthly Recurring Charge</u>
Auto Call Back (*69)	\$4.00
Auto Redial	\$3.00
Call Forwarding - Busy Line	\$2.00
Call Waiting/ Call Waiting with Caller ID	\$6.00
Caller ID Name and Number	\$8.50
Distinctive Ringing	\$6.50
Priority Call	\$1.75
Speed Calling 8	\$3.00
Speed Calling 30	\$4.00
Three Way Calling	\$4.99

B. Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer.

Feature	<u>Per Use</u>
Call Block	\$1.00
Call Return	\$1.00
Call Trace	\$1.00
Three Way Calling	\$1.00
Repeat Dialing	\$1.00

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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.2 Directory Assistance Services**

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

A call to DA is considered completed whether or not the number(s) requested are available from DA records.

Direct-dialed calls to DA are exempt from rates and regulations when placed from:

- 10 free calls per month from main business and/or residence telephone lines or PBX trunk lines;
- all directory assistance calls made by customers who are 65 years old or older;
- a single-line registered main telephone exchange line of a handicapped user. A main line may be registered for exemption with the carrier in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Vol. 35 #126. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line, and not directly dialed, will also be exempt;
- all pay telephones;
- exchange lines in the State of Maryland and its political subdivisions; and
- also exempt are directory assistance calls for telephone numbers which are non-listed, or non-listed and non-published, or when the DA operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the DA operator:

Local DA, Per Call Charge	\$1.50
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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.3 Operator Services**

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.

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.

Third Party Billed - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.3 Operator Services, (Cont'd.)****3.3.1 Local Usage Charges**

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.

3.3.2 Per Call Service Charges

Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$2.50
Operator Assisted	
Collect	\$2.50
3rd Party Billed	\$2.50
Person-to-Person	\$4.50

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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.4 Directory Listing Service****3.4.1 Additional Listings**

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

In connection with business 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.

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

	<u>Monthly Recurring Charge</u>
Additional Listings	\$1.50

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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.4 Directory Listing Service, (Cont'd.)****3.4.2 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 not withstanding 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.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

	<u>Monthly Recurring Charge</u>
Nonlisted Service	\$2.00

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SECTION 3 - SUPPLEMENTAL SERVICES, (CONT'D.)**3.4 Directory Listing Service, (Cont'd.)****3.4.3 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.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

	<u>Monthly Recurring Charge</u>
Nonpublished Service	\$4.50

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SECTION 4 - SPECIAL ARRANGEMENTS**4.1 Special Construction Arrangements****4.1.1 Basis for Charges**

Where the Company furnishes a facility for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include:

- non-recurring type charges;
- recurring type charges;
- termination liabilities; or
- combination thereof.

4.1.2 Basis for Cost Computation

The costs referred to in 4.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A. cost installed of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Cost installed includes the cost of:
 - 1. equipment and materials provided or used,
 - 2. engineering, labor and supervision,
 - 3. transportation, and
 - 4. rights of way.
 - B. cost of maintenance;
 - C. depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for estimated net salvage;
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SECTION 4 - SPECIAL ARRANGEMENTS, (CONT'D.)

4.1 Special Construction Arrangements, (Cont'd.)

4.1.2 Basis for Cost Computation, (Cont'd.)

- D. administration, taxes and un-collectible revenue on the basis of reasonable average costs for these items;
 - E. license preparation, processing and related fees;
 - F. tariff preparation, processing and related fees;
 - G. any other identifiable costs related to the facilities provided; or
 - H. an amount for return and contingencies.
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SECTION 4 - SPECIAL ARRANGEMENTS, (CONT'D.)**4.1 Special Construction Arrangements, (Cont'd.)****4.1.3 Termination Liability**

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the Customer.

- A. The termination liability period is the estimated service life of the facilities provided.
- B. The amount of the maximum termination liability is equal to the estimated amounts for:
1. Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:
 - equipment and materials provided or used,
 - engineering, labor and supervision,
 - transportation, and
 - rights of way;
 2. license preparation, processing, and related fees;
 3. tariff preparation, processing, and related fees;
 4. cost of removal and restoration, where appropriate; and
 5. any other identifiable costs related to the specially constructed or rearranged facilities.
- C. The applicable termination liability method for calculating the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in Section 4.1.3.B preceding by a factor related to the un-expired period of liability and the discount rate for return and contingencies. The amount determined in Section 4.1.3.B preceding shall be adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.
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