



A Leader in the Regulatory Industry

May 8, 1996

Florida Public Service Commission
Division of Administration
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0866

Re: Voiceware Systems, Inc.

~~960600-TJ~~
960599-TI

Dear Sir or Madam:

On behalf of our client Voiceware Systems, Inc. and attached hereto please find an original and twelve (12) copies of an Application and Tariff to Provide Interexchange Telecommunications Services in the State of Florida.

96 MAY 13 11:05 AM
MAIL ROOM

Also enclosed is check in the amount of \$250.00 for the required filing fee.

Please direct questions, comments, notices or correspondence regarding the above referenced filing to:

Maxine E. Balis, Director of Regulatory Affairs
National Regulatory Services Corp.
P.O. Box 812696
Boca Raton, FL 33481
407/338-5482.

For purposes of verification of receipt, I have provided an additional copy of this cover letter. Please date stamp and return to me in the stamped self addressed envelope provided.

Sincerely yours,

Maxine E. Balis
Maxine E. Balis
Director of Regulatory Affairs

Check received with filing and forwarded to Fiscal for deposit. Fiscal to forward a copy of check to RAR with proof of deposit.

Initials of person who forwarded check
A.J.

MEB/va

Enclosures

DOCUMENT NUMBER-DATE

05375 MAY 13 96

FPSC-RECORDS/REPORTING

★★ Florida Public Service Commission ★★

Division of Communications
Bureau of Service Evaluation
101 E. Gaines Street
Fletcher Building
Tallahassee, Florida 32399-0866

Application Form
for
Authority to provide interexchange telecommunications service
Within the State of Florida

Instructions

- A. This form is used for an original application for a certificate and for approval of sale, assignment or transfer of an existing certificate. In case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee (See Appendix A).
- B. Respond to each item requested in the application and appendices. If an item is not applicable, please explain why.
- C. Use a separate sheet for each answer which will not fit the allotted space
- D. If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Communications
Bureau of Service Evaluation
101 East Gaines Street
Tallahassee, Florida 32399-2866
904/488-1280

- E. Once completed, submit the original and twelve (12) copies of this form along with a non-refundable application fee of \$250.00 to:

Florida Public Service Commission
Division of Administration, Room G-50
101 East Gaines Street
Tallahassee, Florida 32399-0850
904/488-4733

1. This is an application for (check one):

- Original Authority (New company).
- Approval of Transfer (To another certificated company).
- Approval of Assignment of existing certificate (To a noncertificated company).
- Approval for transfer of control (To another certificated company).

2. Select what type of business your company will be conducting (check all that apply):

- Facilities based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
- Operator Service Provider** - company provides or plans to provide alternative operator services for IXC's; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- Switchless rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers. Then offers the resold service by enrolling unaffiliated customers.

3. Name of corporation, partnership, cooperative, joint venture or sole proprietorship:
Voiceware Systems Corporation
4. Name under which the applicant will do business (fictitious name, etc.):
Voiceware Systems Corporation
5. National address (including street name & number, post office box, city, state and zip code).
109 Okeechobee Road, Suite 11, West Palm Beach, Florida 33401
6. Florida address (including street name & number, post office box, city, state and zip code).
The Florida address is the same as the national address.
7. Structure of organization;
- | | |
|--|---|
| <input type="checkbox"/> Individual | <input checked="" type="checkbox"/> Corporation |
| <input type="checkbox"/> Foreign Corporation | <input type="checkbox"/> Foreign Partnership |
| <input type="checkbox"/> General Partnership | <input type="checkbox"/> Limited Partnership |
| <input type="checkbox"/> Other, _____ | |
8. If applicant is an individual or partnership, please give name, title and address of sole proprietor or partners.
- (a) Provide proof of compliance with the foreign limited partnership statute (Chapter 620.169 FS), if applicable.
- (b) Indicate if the individual or any of the partners have previously been:
- (1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.
- (2) officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.
9. If incorporated, please give:
- (a) Proof from the Florida Secretary of State that the applicant has authority to operate in Florida. *Please see Applicant's Articles of Incorporation, attached to this application.*

Corporate charter number: P93000004866

- (b) Name and address of the company's Florida registered agent.

Not applicable.

- (c) Provide proof of compliance with the fictitious name statute (Chapter 865.09 FS), if applicable.

Not applicable.

Fictitious name registration number: _____

- (d) Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.
No.

(2) officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not. *No.*

10. Who will serve as liaison with the Commission in regard to (please give name, title, address and telephone number):

- (a) The application;

*National Regulatory Services Corp.
Maxine E. Balis, Director of Regulatory Affairs
P.O. Box 812696
Boca Raton, Florida 33481
407/338-5482.*

- (b) Official point of contact for the ongoing operations of the company;

*Voiceware Systems Corporation
Brian A. Betron, President
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401
407/655-1770.*

- (a) Tariff;

*National Regulatory Services Corp.
Maxine E. Balis, Director of Regulatory Affairs
P.O. Box 812696
Boca Raton, Florida 33481
407/338-5482.*

- (b) complaints/inquiries from customers;
*Voiceware Systems Corporation
Customer Service
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401
800/649-6665.*

11. List the states in which the applicant:

- (a) Has operated as an interexchange carrier.
- (b) Has applications pending to be certificated as an interexchange carrier.
- (c) Is certificated to operate as an interexchange carrier.
- (d) Has been denied authority to operate as an interexchange carrier and the circumstances involved.
- (e) Has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.
- (f) Has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved. *Applicant has brought an action for trade secret violations against a competitor.*

12. What services will the applicant offer to other certificated telephone companies:

- Facilities. Operators.
 Billing and Collection. Sales.
 Maintenance.
 Other: _____

13. Do you have a marketing program? *Applicant plans to employ in house marketing representatives after certification.*

14. Will your marketing program:

- Pay commissions?
 Offer sales franchises
 Offer multi-level sales incentives?
 Offer other sales incentives?

15. Explain any of the offers checked in question 14 (To whom, what amount, type of franchise, etc.). *Not applicable.*

16. Who will receive the bills for your service (Check all that apply)?

- | | |
|--|--|
| <input checked="" type="checkbox"/> Residential customers. | <input checked="" type="checkbox"/> Business Customers. |
| <input type="checkbox"/> PATS providers. | <input type="checkbox"/> PATS station end-users. |
| <input type="checkbox"/> Hotels & motels. | <input type="checkbox"/> Hotel & motel guests. |
| <input type="checkbox"/> Universities. | <input type="checkbox"/> Universities dormitory residents. |
| <input type="checkbox"/> Other: (specify) _____ | |

17. Please provide the following (if applicable):

- (a) Will the name of your company appear on the bill for your services, and if not who will be the billed party contact to ask questions about the bill (provide name and phone number) and how is this information provided? *Applicant's name will appear on the bill for its services.*
- (b) Name and address of the firm who will bill for your service. *None.*

18. Please submit the proposed tariff under which the company plans to begin operations. Use the format required by Commission Rule 25-24.485 (example enclosed). *Please see applicant's tariff attached.*

19. The applicant will provide the following interexchange carrier services (Check all that apply):

_____ **MTS with distance sensitive per minute rates**

- _____ Method of access is FGA
_____ Method of access is FGB
_____ Method of access is FGD
_____ Method of access is 800

_____ **MTS with route specific rates per minute**

- _____ Method of access is FGA
_____ Method of access is FGB
_____ Method of access is FGD
_____ Method of access is 800

- MTS with statewide flat rates per minute (i.e. not distance sensitive)**
 - Method of access is FGA
 - Method of access is FGB
 - Method of access is FGD
 - Method of access is 800
- MTS for pay telephone service providers**
- Block-of-time calling plan (Reach out Florida, Ring America, etc.).**
- 800 Service (Toll free)**
- WATS type service (Bulk or volume discount)**
 - Method of access is via dedicated facilities
 - Method of access is via switched facilities
- Private Line services (Channel Services)**
(For ex. 1.544 mbs., DS-3, etc.)
- Travel Service**
 - Method of access is 950
 - Method of access is 800
- 900 Service**
- Operator Services**
 - Available to presubscribed customers
 - Available to non presubscribed customers (for example to patrons of hotels, students in universities, patients in hospitals)
 - Available to inmates

Services included are:

- Station assistance
- Person to Person assistance
- Directory assistance
- Operator verify and interrupt
- Conference Calling

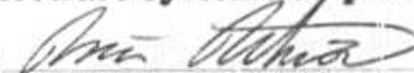
20. What does the end user dial for each of the interexchange carrier services that were checked in services included (above). *For MTS, 800 and Travel Card Service, end users will dial 800/671-6646.*

21. Other:

★★ APPLICANT ACKNOWLEDGMENT STATEMENT ★★

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of its gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** A non-refundable application fee of \$250.00 must be submitted with the application.
5. **LEC BYPASS RESTRICTIONS:** I acknowledge the Commission's policy that interexchange carriers shall not construct facilities to bypass the LECs without first demonstrating to the Commission that the LEC cannot offer the needed facilities at a competitive price and in a timely manner.
6. **RECEIPT AND UNDERSTANDING OF RULES:** I acknowledge receipt and understanding of the Florida Public Service Commission's Rules and Orders relating to my provision of interexchange telephone service in Florida. I also understand that it is my responsibility to comply with all current and future Commission requirements regarding interexchange telephone service.
7. **ACCURACY OF APPLICATION:** By my signature below, I attest to the accuracy of the information contained in this application and associated attachments.

Voiceware Systems Corporation

By: 
Brian A. Betron

April 30, 1996
Date

ATTACHMENTS:

- A - CERTIFICATE TRANSFER STATEMENT
- B - CUSTOMER DEPOSITS AND ADVANCE PAYMENTS
- C - INTRASTATE NETWORK
- D - FLORIDA TELEPHONE EXCHANGES AND EAS ROUTES
- E - GLOSSARY

★★ APPENDIX A ★★

CERTIFICATE TRANSFER STATEMENT

NOT APPLICABLE

I, (TYPED NAME) _____, current holder of certificate
number _____, have reviewed this application and join in the petitioner's request.

Signature of owner or chief officer of the
certificate holder

Title

Date

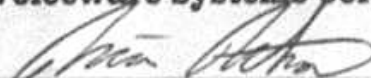
★★ APPENDIX B ★★

CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be responded to in one of the following ways (applicant please check one):

- The applicant will not collect deposits nor will it collect payments for service more than one month in advance.
- The applicant will file with the Commission and maintain a surety bond in an amount equal to the current balance of deposits and advance payments in excess of one month.
(Bond must accompany application.)

Voiceware Systems Corporation



Brian A. Betron

President

Title

April 30, 1996

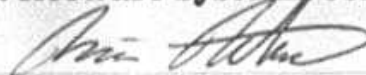
Date

6. **CURRENT FLORIDA INTRASTATE SERVICES:** Applicant has () or has not (✓) previously provided intrastate telecommunications in Florida. If the answer is has, fully describe the following:

a) What services have been provided and when did these services begin?

b) If the services are not currently offered, when were they discontinued?

Voiceware Systems Corporation



Brian A. Betron

President

Title

April 20, 1996

Date

★★ APPENDIX D ★★

FLORIDA TELEPHONE EXCHANGES

AND

EAS ROUTES

NOT APPLICABLE

Describe the service area in which you hold yourself out to provide service by telephone company exchange. If all services listed in your tariff are not offered at all locations, so indicate.

In an effort to assist you, attached is a list of major exchanges in Florida showing the small exchanges with which each has extended area service (EAS).

Voiceware Systems Corporation



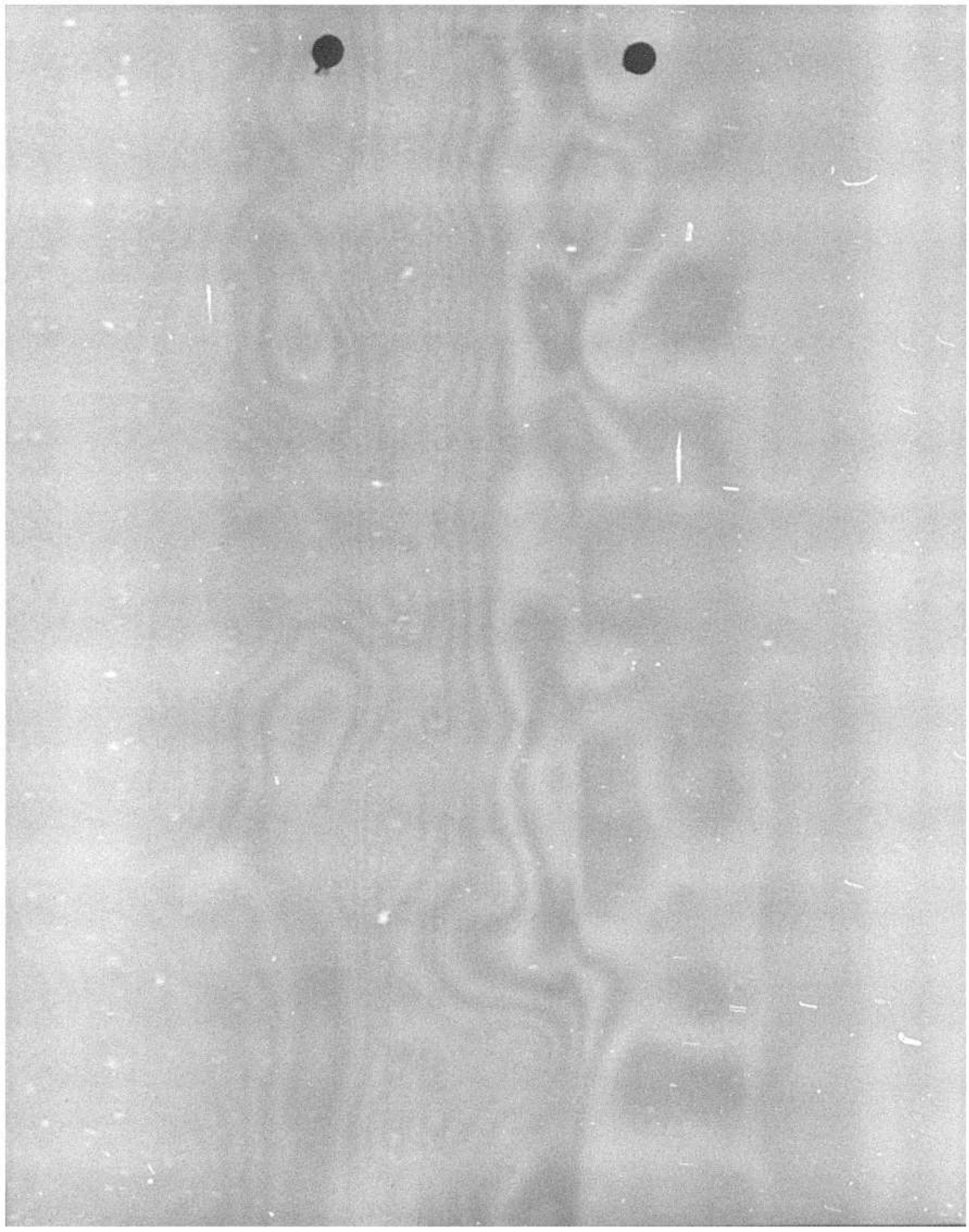
Brian A. Betron

President

Title

April 20, 1996

Date



Title Sheet

Florida Telecommunications Tariff

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Voiceware Systems Corporation, hereinafter in the text of this tariff referred to as "Voiceware Systems" with principal offices at 1109 Okeechobee Road, Suite 11, West Palm Beach, Florida 68134. This tariff applies to services furnished within the state of Florida. This tariff 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: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Check Sheet

Sheets 1 through 23 inclusive of this tariff 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 tariff and are currently in effect as of the date on the bottom of this page.

SHEET	REVISION
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original
23	Original

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

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Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Symbols

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

D - Delete or Discontinue.

I - Change Resulting In An Increase to A Customer's Bill.

M - Moved From Another Tariff 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.

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Tariff Format

- A. **Sheet Numbering** - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each sheet. These numbers 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. Because of various suspension periods, deferrals, etc. the FPSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Tariff Format (continued)

- D. **Check Sheets** - When a tariff filing is made with the FPSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 1 - Technical Terms and Abbreviations

Access Line - An arrangement which connects the Customer's location to a Voiceware switching center.

Authorization Code - A numerical code available to a Customer to access the carrier, and which is used by the carrier to prevent unauthorized access to its facilities and for billing purposes.

Billed Party - The person or entity that accepts responsibility for the payment of charges for a call over the Company's service.

Company or Carrier - Voiceware Systems Corporation, or "Voiceware Systems".

Customer - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the company's tariff regulations.

Day - From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

Evening - From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

Holidays - Voiceware Systems Corporation's recognized holidays are New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

Night/Weekend - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

Subscriber - The property, or property owner, to which Voiceware provides its services.

User - The person at the Subscriber's location who actually places the call over the Company's service.

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 2 - Rules and Regulations

2.1 Undertaking of Voiceware Systems Corporation

Voiceware Systems services and facilities are furnished for communications originating at specified points within the state of Florida under terms of this Tariff.

Voiceware Systems installs, operates and maintains the communication services provided herein under in accordance with the terms and conditions set forth under this Tariff. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities, as legally defined in applicable rules and regulations of the Florida Public Service Commission, when authorized by the customer to allow connection of a Customer's location to the Voiceware Systems' services. The Customer shall be responsible for all charges due for such service arrangement.

2.2 Limitations

2.2.1 Service is offered subject to the availability of facilities and the provisions of this Tariff.

2.2.2 Voiceware reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control or when the customer is using service in violation of the law or the provisions of this Tariff.

2.2.3 All facilities provided under this Tariff are directly controlled by Voiceware Systems and the Customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 2 - Rules and Regulations (continued)

2.2 Limitations (continued)

2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.3 Liabilities of the Company

2.3.1 Voiceware Systems's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in the transmissions occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the afore mentioned faults in transmission occur.

2.3.2 Voiceware Systems shall be indemnified and held harmless by the Customer against:

- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the company's facilities.
- (B) All other claims arising out of any act or omission of the Customer in connection with any service or facility provided by Voiceware Systems Corporation

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 2 - Rules and Regulations (continued)

2.4 Interruption of Service

- 2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the Customer with his control, or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's facilities. The Company's service and facilities are provided on a monthly basis, unless ordered on a longer basis and are provided 24 hours per day, 7 days per week.
- 2.4.2 For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.4.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.4.4 The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

$$\text{Credit Formula:} \quad \text{Credit} = \frac{A \times B}{720}$$

"A" - outage time in hours

"B" - total monthly charge for affected facility

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 2 - Rules and Regulations (continued)

2.5 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, subpart D of the Rules and Regulations of the Federal Communications Commission. If a Customer seeks reinstatement of service following disconnection of service by carrier, Customer shall pay to carrier prior to the time service is re-instituted (1) all accrued and unpaid charges and (2) all installation charges that may apply. Restoration will be in accordance with FPSC rules and regulation.

2.6 Returned Checks

If Company receives a check from a Customer in payment for service rendered or for any other reason of indebtedness and which is returned from the bank due to insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or for any other reason, the company shall apply a service charge of \$15.00, or five percent (5%); whichever is greater.

The charge shall be applied to Customer's monthly billing in addition to any other charges which may apply under this Tariff. Payment rendered by check, which is subsequently dishonored shall not constitute payment until such time as repayment is made by valid means.

2.7 Late Payments

A penalty of one and one half percent (1.5%) will be imposed on unpaid balance after thirty (30) days of invoice date.

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 2 - Rules and Regulations (continued)

2.8 Deposits

The Company does not require a deposit from the Customer.

2.9 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.10 Contested Charges

For consideration of any disputed charge, a Subscriber must submit the nature of his complaint in writing to Voiceware Systems Corporation within ninety (90) days of the date the bill is issued. The Subscriber should provide the call details and bases for any requested adjustment. Voiceware Systems will promptly investigate and advise the Subscriber as to its findings and disposition. Any undisputed charges must be paid on a timely basis. Any disputed charges that cannot be resolved between a Subscriber and Voiceware Systems may be appealed to the Commission.

2.11 Termination of Service

The Company shall have the right to terminate service on the grounds of late payment for invoices past thirty (30) days of due date. Customer will receive a five (5) day written notice of cancellation after the 30th day following the invoice date.

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 3 - Description of Service

3.1 Voiceware Systems Switched 1+ Residential Plans 1 through 5

Pre-subscribed direct dial long distance service to residential customers with rates keyed to the volume of monthly long distance usage. Service is accessed via Feature Group D. There are no monthly minimums and all calls are billed in increments of the first 30 seconds, and every six (6) seconds thereafter.

3.2 Voiceware Systems Switched 1+ Commercial Plans 6 through 10

Pre-subscribed direct dial long distance service to business customers with rates keyed to the volume of monthly long distance usage. Service is accessed via Feature Group D. There are no monthly minimums and all calls are billed in increments of the first 30 seconds, and every six (6) seconds thereafter.

3.3 Voiceware Systems 800 Residential Service Plans 1 through 5

Pre-subscribed incoming 800 service to residential customers with rates keyed to the volume of monthly long distance usage. Service is accessed via Feature Group D. There are no monthly minimums and all calls are billed in one minute increments, and every six (6) seconds thereafter. A monthly service charge of \$5.00 per line will apply.

3.4 Voiceware Systems 800 Commercial Plans 6 through 10

Pre-subscribed incoming 800 service to business customers with rates keyed to the volume of monthly long distance usage. Service is accessed via Feature Group D. There are no monthly minimums and all calls are billed in one minute increments, and every six (6) seconds thereafter. A monthly service charge of \$5.00 per line will apply.

Issued: May 13, 1996

Effective: June 17, 1996

Issued by:

Brian A. Betron, President
Voiceware Systems Corporation
1109 Okeechobee Road, Suite 11
West Palm Beach, Florida 33401

Section 3 - Description of Service (continued)

3.5 Voiceware Systems Dedicated Inbound 800 Service Plans 11 through 13

Dedicated flat rate service with rates keyed to the volume of monthly long distance usage. All calls are billed in six (6) second increments. LEC charges for installation and monthly access apply.

3.6 Voiceware Systems Travel Card Plans A, B, and C

Available to business and residential customers when they are away from their home or office. The Voiceware Systems Travel Card allows customers to gain access to Voiceware Systems's long distance from anywhere nationally to anywhere nationally via discount service billed back to the user's home or office account with rates keyed to the volume of long distance usage. There are no monthly minimums and all calls are billed in increments of the first full minute, and every six (6) seconds thereafter.

3.7 Prepaid Calling Card Service

A. General:

Prepaid Calling Card Service is voice grade switched telecommunications service that allows an end user to place calls charged to prepaid cards issued by the company. The end user accesses the network by dialing an 800 number printed on the back of the card via a touch-tone telephone.

Cards will be offered to customers on a first come, first served basis. The number of cards offered by the company will be subject to technical limitations.

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Section 3 - Description of Service (continued)

3.7 Prepaid Calling Card Service (continued)

B. Unit Value:

Prepaid Calling Cards may be obtained from the company or authorized agent in various denominations with a per unit value which is inclusive of all taxes. One unit equals one minute (or fraction thereof) of domestic calling. The prices apply 24 hours per day, 7 days a week.

The value of the telecommunications service (in units or dollar) will be indicated on the card.

Credit allowances for failure of service will be granted in accordance with the terms set forth in this tariff.

C. Collector Cards:

An additional fee will be incurred by the customer in instances where the card itself has value distinct from the value of the underlying telecommunications service. These instances occur where the card is specially printed to depict a picture of a licensed property or where the materials used in production of the card have independent value.

D. Exclusions:

The following types of calls can not be completed with Prepaid Calling Card Service:

- 1.) Calls to 700, 800, 900 and 950 numbers;
- 2.) Calls to Directory Assistance; and
- 3.) Operator Assisted Calls at a surcharge. (Call completion will be provided by customer service personnel at no charge to the customer if the customer encounters difficulty in completing a call.)

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Section 3 - Description of Service (continued)

3.7 Prepaid Calling Card Service (continued)

E. Card Depletion/Renewal and Expiration:

Prepaid Calling Cards will be reduced and depleted proportionately with customer usage. At the beginning of each call, the user will be notified as to the amount of minutes available on the card. Customers will be given a notice one minute before the card balance is depleted. When the available time is depleted, the card will be terminated.

The end user can extend the use of a Prepaid Calling Card by charging additional units on an authorized credit card. The system will "voice prompt" the user through the process necessary to purchase these additional increments or information may be provided directly to the customer service representatives. An online credit check will be done to ensure that approved credit is available.

Prepaid Calling Cards are non-refundable and will expire on the date specified on the card or one (1) year from the date of first use, unless a different term is specifically requested by the customer.

F. Special Responsibility

The company is not responsible for theft, loss or unauthorized use of any Prepaid Calling Card of the associated Personal Identification Number (PIN). Where applicable, the reseller of Prepaid Calling Cards is solely responsible for the collection and payment of all applicable federal, state and local use, excise, sales and/or privilege taxes, duties or similar fees assessed by any government body or regulatory authority in connection with the service.

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Section 3 - Description of Service (continued)**3.7 Prepaid Calling Card Service (continued)****G. Card Distributors**

The company will make Prepaid Calling cards available to wholesalers or other distributors whose price per card will be determined based on the number of cards purchased and whether such purchase(s) is an isolated incident or will be made on a recurring basis.

3.8 Timing of Calls

The Customer's usage charge is based on actual use of Voiceware Systems's services, beginning when the called party picks up the receiver determined by hardware answer supervision in which the local telephone company sends a signal to the switch or software by audio tone detection. A call is terminated when either party hangs up. There is no charge for uncompleted calls. Calls are rounded to the next highest 1/10th of a minute (six seconds) after a 30 second minimum, except as specified herein.

3.9 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate center involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

FORMULA:

$$\frac{\sqrt{(V1 - V2)^2 + (H1 - H2)^2}}{10}$$

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Section 3 - Description of Service (continued)

3.9 Calculation of Distance (continued)

EXAMPLE: Distance between Miami and New York City -

	<u>V</u>	<u>H</u>
Miami	8,351	529
New York	4,997	1,408
Difference	3,354	-879

Square and add: $11,249,316 + 772,641 = 12,021,957$ Divide by 10 and round: $12,021,957 / 10 = 1,202,195.70$
 $= 1,202,196$ Take square root and round: $1,202,196 = 1,096.4$
 $= 1,097 \text{ miles}$

3.10 Minimum Call Completion Rate

A customer can expect a call completion rate of not less than 99% during peak use periods for all FGD services.

3.11 Directory Assistance

The provision of listed telephone numbers to requesting customers.

3.12 Operator Service

The Company does not provide Operator Service to Subscribers.

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Section 4 - Rates and Charges

4.1 Usage Charges and Billing Increments

A. Usage Charges

Unless flat rated, usage charges are determined by the time of day rate periods and minutes of use within each rate period. The rate period is determined by the time and day of call origination at the customer's location.

B. Billing Increments

Usage is billed in one (1) minute increments. Partial usage will be rounded up to the next highest whole minute.

C. Rounding

All calls are rounded to the next highest billing increment. Any partial cents per call will be rounded up to the next highest cent.

D. Volume Based Plan Enrollment

Placement into various Plans is dependent upon prior actual monthly usage or estimated monthly usage.

Movement from the initial Plan of enrollment to a higher usage, lower rated plan will be effectuated if requested by a customer. Customers will be notified via bill insert that various volume-based rate plans are available to them upon request.

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Section 4 - Rates and Charges (continued)

4.2 Switched 1+ MTS Rates

A. Voiceware Systems Switched 1+ Residential Plans 1 through 5:

Plan	Monthly Usage	Rate Per Minute
Plan 1	\$ 0 - \$ 99	\$0.2000
Plan 2	\$100 - \$ 199	\$0.1900
Plan 3	\$200 - \$ 299	\$0.1800
Plan 4	\$300 - \$ 499	\$0.1700
Plan 5	\$500 +	\$0.1600

B. Voiceware Systems Switched 1+ Commercial Plans 6 through 10:

Plan	Monthly Usage	Rate Per Minute
Plan 6	\$ 0 - \$ 99	\$0.1700
Plan 7	\$200 - \$ 399	\$0.1600
Plan 8	\$400 - \$ 699	\$0.1500
Plan 9	\$700 - \$ 999	\$0.1400
Plan 10	\$1000 +	\$0.1300

4.3 800 Service Rates

For all 800 Service Plans, a monthly service charge of \$5.00 per line will apply.

A. Voiceware Systems 800 Residential Service Plans 1 through 5:

Plan	Monthly Usage	Rate Per Minute
Plan 1	\$ 0 - \$ 99	\$0.2000
Plan 2	\$100 - \$ 199	\$0.1900
Plan 3	\$200 - \$ 299	\$0.1800
Plan 4	\$300 - \$ 499	\$0.1700
Plan 5	\$500 +	\$0.1600

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Section 4 - Rates and Charges (continued)

4.3 800 Service Rates (continued)

B. Voiceware Systems 800 Commercial Plans 6 through 10:

Plan	Monthly Usage	Rate Per Minute
Plan 6	\$ 0 - \$ 99	\$0.1700
Plan 7	\$200 - \$ 399	\$0.1600
Plan 8	\$400 - \$ 699	\$0.1500
Plan 9	\$700 - \$ 999	\$0.1400
Plan 10	\$1000 +	\$0.1300

4.4 Voiceware Systems Dedicated Inbound 800 Service Plans 11 through 13

Plan	Monthly Usage	Rate Per Minute
Plan 11	\$2,500 - \$4,999	\$0.1200
Plan 12	\$5,000 - \$7,499	\$0.1600
Plan 13	\$7,500 +	\$0.1000

LEC pass through of installation and monthly access charges

4.5 Voiceware Systems Travel Card Plans A, B and C

Travel Card Service customers will be billed a \$0.50 per call surcharge.

The following rates are applicable to Travel Card Service in addition to the surcharge stated above:

Plan	Monthly Usage	Rate Per Minute
Plan A	\$ 0 - \$ 499	\$0.3000
Plan B	\$ 500 - \$ 999	\$0.2500
Plan C	\$1,000 +	\$0.2000

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Section 4 - Rates and Charges (continued)

4.6 Prepaid Calling Card Rates

Offered in various denominations with a per unit value not to exceed \$0.76, inclusive of all taxes. One unit equals one minute.

4.7 Directory Assistance

Directory assistance will be provided at a charge of \$0.50 per call.

4.8 Time of Day Rate Periods

Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect from each portion of the call.

4.9 Special Promotions and Discounts

The Company will offer special promotions to its customers, waiving certain charges. These promotions will be for the purposes of bettering the overall service. These promotions require FPSC approval, and will not run longer than 90 days per individual customer in any twelve (12) month period.

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Section 4 - Rates (continued)

4.10 Exemptions and Special Rates

4.10.1 Discounts for Hearing Impaired Customers

Intrastate toll message rates for TDD users, which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons, shall be evening rates for daytime calls and night rates for evening and night calls. These discounts shall be offered by all interexchange carriers and LECs.

4.10.2 Directory assistance for the Handicapped

The company will not charge for directory assistance calls made by verified handicapped persons.

4.10.3 Operation of Telecommunications Relay Service

For intrastate toll calls received from the relay service the local exchange and the company shall discount relay service calls by 50 percent off the otherwise applicable rate for a voice nonrelay call except that where either the calling or the called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge. In the case of a tariff which includes either a discount based on number of minutes or the purchase of minutes in blocks, the discount shall be calculated by discounting the minutes of relay use before the tarified rate is applied.

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DEPOSIT TREAS REC DATE

11313

MAY 14 '96

960599-TL

May 8, 1996

Florida Public Service Commission
Division of Administration
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0866

Re: Voiceware Systems, Inc.

Dear Sir or Madam:

On behalf of our client Voiceware Systems, Inc. and attached hereto please find an original and twelve (12) copies of an Application and Tariff to Provide Interexchange Telecommunications Services in the State of Florida.

Also enclosed is check in the amount of \$250.00 for the required filing fee.

Please direct questions, comments, notices or correspondence regarding the above referenced filing to:

Maxine E. Balis, Director of Regulatory Affairs
National Regulatory Services Corp.
P.O. Box 812696
Boca Raton, FL 33481
407/338-5482

RECEIVED
REGULATORY AFFAIRS
SERVICE COMMISSION
MAY 14 11:05 AM '96
TALLAHASSEE, FL

VOICEWARE SYSTEMS, INC.
1109 OLD OKEECHOBEE RD., STE. 11
WEST PALM BEACH, FL 33401
(407) 655-1770

FIRST UNION NATIONAL BANK
OF FLORIDA
WEST PALM BEACH, FLORIDA

63-643/670

10064

*****250 DOLLARS AND 00 CENTS

05/03/96 \$*****250.00

PAY

DATE

AMOUNT

TO THE
ORDER
OF

Florida Public Service Comm
P.O. Box 812696
Boca Raton FL 33481-2696

AUTHORIZED SIGNATURE



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DEPOSIT TREAS. REC. DATE

11313

MAY 14 '96

May 8, 1996

Florida Public Service Commission
Division of Administration
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0866

960599-TI

Re: Voiceware Systems, Inc.

Dear Sir or Madam:

On behalf of our client Voiceware Systems, Inc. and attached hereto please find an original and twelve (12) copies of an Application and Tariff to Provide Interexchange Telecommunications Services in the State of Florida.

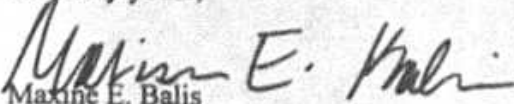
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Maxine E. Balis, Director of Regulatory Affairs
National Regulatory Services Corp.
P.O. Box 812696
Boca Raton, FL 33481
407/338-5482.

For purposes of verification of receipt, I have provided an additional copy of this cover letter. Please date stamp and return to me in the stamped self addressed envelope provided.

Sincerely yours,


Maxine E. Balis

Director of Regulatory Affairs

MEB/va

Enclosures

RECEIVED
MAY 14 11:05 AM '96
MAIL ROOM