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**TITLE SHEET**

**FLORIDA TELECOMMUNICATIONS PRICE LIST**

This price list contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for alternative local exchange telecommunications services provided by ReTel Communications, Inc., with principal offices at 708 W. 11<sup>th</sup> Street, Panama City, FL. 32401. 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.

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Melissa G. Thompson  
P.O. Box 15577  
Panama City, FL 32406

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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 of 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

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SYMBOLS SHEET

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 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

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**PRICE LIST FORMAT SHEETS**

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- A. Sheet Numbering** - 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 sheets already 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4<sup>th</sup> revised Sheet 14 cancels the 3<sup>rd</sup> revised Sheet 14. Because of various suspension periods, deferrals, etc., the FPSC follows in their price list approval process, the most current sheet number on file with the Commission is not always the price list 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. I.I.A.
  - 2. I. I.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).1.
  - 2.1.1.A.1.(a).1.(i).
  - 2.1.1.A.1.(a).1.(i).(1).
- D. Check Sheets** - When a price list filing is made with the FPSC, an updated check sheet accompanies the price list filing. The check sheet lists the sheets contained in the price list, 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 price list user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement that connects the customer's location to the Company's network switching center.

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

**Company or Carrier** - ReTel Communications, Inc.

**Central Office** - A location where there is an assembly of equipment that establishes the connections between subscriber access lines, trunks, switched access circuits, private line facilities, and special access facilities with the rest of the telephone network.

**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.

**Exchange** - The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange area.

**Holidays** - The Company's recognized holidays are New Years Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, Christmas Day.

**Intra-LATA Toll Messages** - Those toll messages that originate and terminate within the same LATA.

**Message** - a completed telephone call.

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of: ReTel Communications, Inc.**

**2.2 Limitations: Local Prepaid Phone Service Only.** This does not include an extended local calling area, long distance or collect calls. In the event we are unable to block these calls, the customer is responsible for any and all charges incurred.

**2.3 Liabilities of the Company:** The Company and or its dealers will be held "harmless" against claims or damages that arise from accidental disconnect, including but not limited to any inability to access 911.

**2.4 Service Availability:** Service is to the residence and/or business only. The customer is responsible for maintaining the wiring and jacks along with his / her telephone within the agreed residence or business.

**2.5 Interruption of Service:** Non-Payment of Regulated Charges on a specified date, as agreed, will result in a disconnection of service. Any reconnection would involve a reconnection charge of \$25.00.

**2.6 Deposits and Advance Payments:** A one time Non-Refundable processing fee of \$20.00 will be due at the time of application along with the first month's prepaid phone service charge of \$29.95, (Payments can only be made in the form of cash money order, or cashiers check.)

**2.7 Taxes:** All applicable taxes will be billed monthly to the customer. Applicable taxes will not be collected along with the one time processing fee, and therefore the customer's first billing may appear slightly higher than originally quoted.

**2.8 Billing Periods:** A customers billing period will begin on the actual date that the service was connected and will be due 30 days from the connection period.

**2.9 Refunds/Credits** A request for a refund or credit, for whatever the reason must be made in writing by the customer and mailed to: ReTel Communications, Inc. P.O. Box 15577, Panama City, FL. 32406  
The request for the refund will be reviewed and the customer will either receive a credit, or an explanation as to why no credit is due. This notification will be given to the customer within 30 days of receipt of the actual request,

**2.10 Service Installation:** The maximum time frame when service will be installed to the customer shall be ten working days, excluding weekends and holidays. In the event service cannot be installed during the maximum ten-day time frame, the customer will be entitled to a full refund including any non-refundable processing fees. In the event that an ILEC has no facilities available, the company shall have a *maximum* of thirty working days excluding weekends and holidays to allow the ILEC reasonable time to provide such facilities.

**2.11 Service Repair:** The maximum time frame for service repair will be 72 hours.

**2.12 Grade of service:** The customer will be provided with a basic voice grade line for Local service. The customer will have access to 800 numbers, and 911 service where available, The customer's line will be toll restricted by way of blocking for the following: long distance, extended calling areas, directory assistance, operator assistance, collect calls, as well as 900 and 976 numbers.

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**SECTION 3 – SERVICE DESCRIPTIONS and RATES**

**3.1 Service Description:** Local phone service with 911 access and relay service. Service does not include an extended calling area or long distance.

**3.2 Rates:**

Local monthly charges-	\$29.95
Initial customer connection charge-	\$20.00

**3.3 Hearing And Speech Impaired :**

**3.3.1 Directory Assistance-**

There shall be no charge for up to fifty calls per billing cycle from lines or trunks serving individuals with disabilities. The company shall charge the prevailing price list rates for every call in excess of 50 within a billing cycle.

**3.3.2 Telecommunications Relay Service-**

For calls received from the relay service the Company will when billing relay calls, discount relay service calls by 50 percent off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice non-relay call.

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**SECTION 4 – Miscellaneous services**

**4.1 Additional Features:**

Call waiting	\$6.00 per month
Call forwarding	\$6.00 per month
3-way calling	\$6.00 per month
Non-published number	\$6.00 per month
Speed dial	\$6.00 per month
Call return	\$6.00 per month
Caller ID	\$12.00 per month
Voice mail	\$10.00 per month

**4.1.1 Calling packages- ReTel Communications, Inc. selections:**

Plan "A"	Call waiting and voice mail-	\$14.00 per month
Plan "B"	Call waiting and caller ID-	\$16.00 per month
Plan "C"	Call waiting, Caller ID and voice mail-	\$22.00 per month
Plan "D"	Call waiting, Caller ID, voice mail, Return call and 3-way calling.	\$32.00 per month

**4.2 NON-Routine installation and/or maintenance:**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Company's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**4.3 Directory listings:**

One listing, termed the initial listing, is included with each Customer's Service Request.

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