

FLORIDA PRICE LIST NO. 1

**SMART CITY SOLUTIONS, LLC
D/B/A SMART CITY COMMUNICATIONS**

First Revised Sheet 1
Canceling Original Sheet 1

TITLE PAGE

FLORIDA ALTERNATIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

OF

**SMART CITY SOLUTIONS, LLC
D/B/A
SMART CITY COMMUNICATIONS**

This Price List contains the descriptions, regulations, and rates applicable to the furnishing of Alternative Local Exchange Telecommunications Services provided by Smart City Solutions, LLC doing business as Smart City Communications ("SCS" or the "Company"), with its principal office located at 3100 Bonnet Creek Road, Lake Buena Vista, Florida and mailing address of P.O. Box 22856, Lake Buena Vista, Florida 32830-2856. This Price List applies to services furnished by SCS within the State of Florida. This Price List is on file with the Florida Public Service Commission, and copies may be inspected, during normal hours, at the Company's principal place of business.

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Martin A. Rubin, President
P.O. Box 22856
Lake Buena Vista, Florida 32830-2856

FLORIDA PRICE LIST NO. 1

SMART CITY SOLUTIONS, LLC
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First Revised Sheet 2
Canceling Original Sheet 2

CHECK SHEET

Sheets 1 through 46, 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 on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
1	First*	36	Original
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32	Original		
33	Original		
34	Original		
35	Original		

* Indicates new or revised sheet with this filing

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Martin A. Rubin, President
P.O. Box 22856
Lake Buena Vista, Florida 32830-2856

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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P.O. Box 22555
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EXPLANATION OF SYMBOLS

When changes are made in any Price List sheet, a revised sheet will be issued canceling the Price List sheet affected. Such changes will be identified through the use of the following symbols used for the purposes indicated below:

- (D) - To signify discontinued or deleted rate, regulation, or text
- (I) - To signify a change resulting in an increase in rate
- (M) - To signify a move from one Price List sheet to another with no change to text, regulation, or rate
- (N) - To signify a new rate, and/or regulation, and/or new text.
- (R) - To signify a change resulting in a reduction or decrease in rate.
- (T) - To signify a change in text, but no change in rate, charge or regulation
- (|) - To signify that the marginal notation directly above it is continued down vertically and connected to the next appearance of the same marginal notation.

The above symbols will apply except where additional symbols are identified at the bottom of individual Price List sheets.

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P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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PRICE LIST FORMAT

- 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 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. 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).

- 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 the Check Sheet 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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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

FLORIDA PRICE LIST NO. 1

SMART CITY SOLUTIONS, LLC
D/B/A SMART CITY COMMUNICATIONS

First Revised Sheet 9
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SECTION 1 – ABBREVIATIONS AND DEFINITIONS

Certain abbreviations and definitions generally used throughout this Price List are defined below and are used herein only for the purposes indicated below:

1.1. ABBREVIATIONS

FCC	-	Federal Communications Commission
FPSC	-	Florida Public Service Commission
IXC	-	Interexchange Carrier
LATA	-	Local Access Transport Area
LEC	-	Local Exchange Carrier
MTS	-	Message Telecommunications Service
SCS	-	Smart City Solutions, LLC d/b/a Smart City Communications

1.2. DEFINITIONS

1.2.1. Access Line

An arrangement which connects the calling customer's location to a Company network switching center or a switching center of one of the Company's Underlying Carriers.

1.2.2. Account Code or Authorization Code

A number or numerical code assigned to each Customer Account, one or more of which are available to a Customer to enable him/her to access the Company, and which are used by the Company both to prevent unauthorized access to its facilities and to identify the Customer for rating and processing of calls and for billing purposes.

1.2.3. Called Station

Denotes the terminating point of a call (i.e., the called telephone number).

1.2.4. Central Office

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

1.2.5. Company

Used throughout this Price List to refer to Smart City Solutions, LLC doing business as Smart City Communications ("SCS") unless otherwise clearly indicated by the context.

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P.O. Box 22856

Lake Buena Vista, Florida 32830-2856

SECTION 1 – ABBREVIATIONS AND DEFINITIONS (cont'd)

1.2. DEFINITIONS (cont'd)

1.2.6. Customer

The person, firm, partnership, corporation, or other entity which orders service, uses telecommunications services under the provisions and regulations of this Price List, and is responsible for payment of charges due and for compliance with the Company's Price List regulations.

1.2.7. Day

From 8:00 A.M. up to but not including 5:00 P.M. local time at the originating terminal on Monday through Friday.

1.2.8. End User

A person initiating an intrastate telephone call using the services of the Company.

1.2.9. Evening

From 5:00 P.M. up to but not including 11:00 P.M. local time at the originating terminal on Sunday through Friday.

1.2.10. Exchange

The entire telephone plant and facilities used in providing telephone service to Customers located in an exchange area.

1.2.11. Intra-LATA Toll Messages

Those toll messages which originate and terminate within the same LATA.

1.2.12. Local Access and Transport Area ("LATA")

A geographic area established as required by the Modified Final Judgment entered in United States vs. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), within which a local exchange telephone company provides communication services.

1.2.13. Local Exchange Carrier ("LEC")

Local exchange telephone company.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 1 – ABBREVIATIONS AND DEFINITIONS (cont'd)

1.2. DEFINITIONS (cont'd)

1.2.14. Marks

A collective term to mean such items as trademarks, service marks, trade names, and logos; copyrighted words, artwork, designs, pictures or images; or any other device or merchandise to which legal rights or ownership are held or reserved by an entity.

1.2.15. Message

A completed telephone call.

1.2.16. Night/Weekend

From 11:00 P.M. up to but not including 8:00 A.M. on Sunday through Friday, and 8:00 A.M. on Saturday up to but not including 5:00 P.M. Sunday.

1.2.17. Underlying Carrier

A provider of interexchange telecommunication services from whom the Company acquires services which it resells to its Customers.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 - RULES AND REGULATIONS

2.1. APPLICABILITY OF PRICE LIST

This Price List and the rules and regulations specified herein are applicable to telecommunications services provided by the Company within the state of Florida.

2.2. UNDERTAKING OF THE COMPANY

2.2.1. The Company provides telecommunications services throughout the State of Florida through the resale of services offered by other authorized Underlying Carrier(s).

2.2.2. The Company installs, operates, and maintains the telecommunication services provided hereunder in accordance with the terms and conditions set forth under this Price List. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangements.

2.2.3. Unless otherwise specified or ordered on a longer term basis, the Company's services and facilities are provided on a monthly basis, and are available 24 hours per day, seven (7) days per week. The initial service period is one (1) month commencing with the date of installation of the service.

2.3. LIMITATIONS AND USE OF SERVICE

2.3.1. Service will be furnished and offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Price List.

2.3.2. Neither Customers nor End Users may use the services furnished by the Company in violation of any law or any provision of this Price List.

2.3.3. The Company reserves the right to refuse or discontinue the furnishing of services or to limit the use of services when necessitated by conditions beyond its control; or when the Company has reasonable grounds to believe that the Customer or End User is or will be using services in violation of the law or the provisions of this Price List.

2.3.4. Certain operator assistance functions are referred to a local exchange operator.

2.3.5. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.3.6. The Company reserves the right to discontinue the offering of service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.4. ESTABLISHMENT AND FURNISHING OF SERVICE

2.4.1. Obligation to Furnish Service

The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

2.4.2. Application for Service

- A. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.
- B. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness, except that conditions specified in 2.6.1.A. through 2.6.1.F. of this Section 2 of the Price List do not constitute sufficient cause for refusal of service to an applicant or customer. The Company may also refuse to furnish service to any applicant desiring to establish service for former Customers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.
- C. If a telephone service is established and it is subsequently determined that either condition in 2.4.2.B. above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.
 - 1. In case of refusal to establish service, or whenever service is discontinued, the Company shall notify the applicant or customer in writing of the reason for such refusal or discontinuance.
- D. When an application for service and facilities or requests for additions, rearrangements, relocations, or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.4. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

2.4.2. Application for Service (cont'd)

- E. When a Customer requests a change in location of all or a part of the facilities covered by his application for service or requests for additions, rearrangements or modification of his existing service and equipment prior to completion of the work involved, he may be required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

2.4.3. Application of Rates for Business and Residence Service

- A. Although in general business rates apply at business locations and residence rates apply at residence locations, the determination as to whether Customer service should be classified as business or residence is based on the character of use to be made of the service.
- B. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use. Business rates apply for:

1. Offices, stores, factories, mines, and all other places of a strictly business nature.
2. Boarding houses, except as modified herein; offices of hotels, halls, and offices of apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified herein; public, private or parochial schools, hospitals, nursing homes, libraries, and other institutions and in churches.

Note: For the purpose of this Price List, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgment of the Company, they are not conducted primarily for business purposes and are listed as residences.

3. At residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
4. At residence locations where an extension of the exchange access line is located in any place where business rates would apply under the provisions of this Price List except where the extension is in a business location which is classed as business for purposes of obtaining a business designation in the directory and would otherwise not be considered a business, and further provided the extension is located on the same premises as the main residence service.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.4. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

2.4.3. Application of Rates for Business and Residence Service (cont'd)

B. (cont'd)

5. Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified herein.
6. All other locations where the Customer's primary use of the service is for business purposes.
7. Where data services are provided on lines at a residence location, business rates apply for all lines in excess of two and for the second line if it will not be available for use by members of the household or if the location, listing, or stated use indicates residence rates are not applicable.
8. Business rates will be applicable to access lines providing interconnection of Company facilities with amateur radio repeater stations if the repeater station is located on commercial property. Access lines for amateur radio repeater stations located on property used for residential purposes are subject to residence access line rates.

C. Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

1. Private residences on service not employing a business listing.
2. Private apartments in hotels, clubs, and boarding houses where service is confined to the domestic use of the Customer and business listings are not employed.
3. The place of residence of a clergyman, physician, registered or practical nurse, midwife, dentist, veterinary surgeon, or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the Customer's residence which is used as an office, but is located in the Customer's domestic establishment, and provided no business designation is employed. Titles such as "Dr.", "Rev.", "Judge", "Professor" are not considered business designations.
4. Private stable or garage when strictly a part of the Customer's domestic establishment.

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P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.4. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

2.4.3. Application of Rates for Business and Residence Service (cont'd)

C. (cont'd)

5. College fraternity houses where members of the fraternity lodge within the house.
6. Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

D. Changes from business service to residence service are made only in the event of a change in the Customer's arrangements which would entitle him to a residence classification of his service. Ordinarily the Customer's business number is to be changed and a new number assigned to the residence service without reference of calls.

E. Changes from residence to business service may be made without change in telephone number, if the Customer so desires. Service charges, which apply for such changes, are quoted in Section 4 of this Price List.

2.4.4. Transfer of Service Between Customers

A. Service previously furnished to one Customer may be assumed by a new Customer upon due notice of cancellation, or in case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:

1. If the new Customer, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, future bills are then rendered without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing. No final bill will be issued.
2. If the new Customer does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective. A final bill is rendered for the old account and appropriate service connection charges apply for the new account.

B. Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former Customer has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise, between the old and new Customers, and when in the judgment of the Company a change in the telephone number is not required.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 2 – RULES AND REGULATIONS

2.4. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

2.4.4. Transfer of Service Between Customers (cont'd)

- C. When in the judgment of the Company a relationship does exist, business or otherwise, between the old and new Customers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.

2.4.5. Floor Space and Electric Power at the Customer's Premises

- A. Unless otherwise agreed to by the Company and the Customer, the Customer is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements required on his premises for communication facilities provided by the Company in connection with services furnished to the Customer by the Company. Suitable power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the Customer.
- B. Except for those operating procedures related specifically to the operation and maintenance of Company equipment, all operating procedures required for the use of communications facilities provided by the Company at the Customer's premises will be performed at the expense of the Customer, and must conform with the operating practices and procedures of the Company to maintain proper standard of service.

2.4.6. Provision and Ownership of Equipment and Facilities

- A. Equipment and facilities furnished by the Company on the premises of a Customer or authorized user of the Company are the property of the Company and are provided upon the condition that such equipment and facilities except as expressly provided in this Price List, must be installed, relocated, and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour upon prior reasonable notice to install, inspect or repair any part of the Company's equipment and facilities on the Customer's premises, or upon termination or cancellation of the service to remove such equipment, instruments, and lines.
- B. Customers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company.
- C. Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, except that Customers shall not be responsible for reasonable wear and tear and damages for casualty or acts of God.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS**2.4. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)****2.4.7. Maintenance and Repairs**

All ordinary expense of maintenance and repairs, unless otherwise specified in this Price List, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the Customer, the Customer shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

2.4.8. Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impractical to employees of the Company, the Customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, with any remuneration to be based on the conditions involved.

2.4.9. Work Performed Outside Regular Working Hours

The rates and charges specified in this Price List contemplate that all work in connection with furnishing or rearranging service be performed during the Company's regular working hours which are Monday through Friday, 8:00 a.m. to 5:00 p.m., E.S.T. Whenever a Customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the Customer may be required to pay, in addition to the other rates and charges specified in this Price List, the amount of additional costs incurred by the Company as a result of the Customer's special requirements.

2.4.10. Suspension of Business and Residence Service (Vacation Service)**A. General**

1. Upon request, a Customer to business or residence service may arrange for the temporary suspension of such service, except when subject to initial service period.
 - (a). For residence service the suspension is not applicable for periods less than two (2) months nor for more than eight (8) months in a calendar year.
 - (b). For business service the suspension is not applicable for periods less than one (1) month nor for more than six (6) months in a calendar year.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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d/b/a Smart City Communications

SECTION 2 – RULES AND REGULATIONS

2.4. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

2.4.10. Suspension of Business and Residence Service (Vacation Service) (cont'd)

A. General (cont'd)

2. Local or long distance service is not furnished during the period of suspension. At the request of the Customer, inward calls to a station at which service is suspended may be referred to the call number of another station in the same or a distant exchange.
3. The charge for the total suspension period may be collected in advance.
4. Whenever the period of disconnection is less than the minimum period, the charge levied by the Company will not exceed the regular rate for the service.
5. Where the Customer is an emergency oriented organization, the primary mission of which is the preservation of life or property and is government funded, and the normal use of the service is limited to emergency situations, and kept on a standby basis during nonemergency times, the six (6) month maximum is waived.

B. Application of Charges

1. Residence Service

The monthly charge for residence access line service or any part billed on the same account during the period of suspension is fifty percent (50%) of the rate regularly charged.

2. Business Service

- (a). The charge for business access line service or any part billed on the same account during the period of suspension is fifty percent (50%) of the rates regularly charged.
- (b). The minimum charge for any calendar year shall be three-fourths of the annual rate except where the Customer is an emergency oriented organization, the primary mission of which is the preservation of life or property and is government funded, and use of the suspended service is limited to emergency situations and kept on a standby basis during nonemergency times except during testing by the Customer.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.4. ESTABLISHMENT AND FURNISHING OF SERVICE (cont'd)

2.4.11. Termination of Service at the Customer's Request

Service may be terminated at any time upon reasonable notice from the Customer to the Company. Upon such termination the Customer shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

2.5. CREDIT AND DEPOSITS FOR APPLICANTS

2.5.1. The Company may, in order to safeguard its interests, require an applicant to establish satisfactory credit, or pay a cash deposit, as set forth in the following:

A. Credit will be deemed to be established if:

1. The applicant for service has been a customer of any telephone utility within the last two (2) years and during the last 12 consecutive months of service did not have more than one (1) occasion in which a bill was paid after becoming delinquent and never had service disconnected for nonpayment; or
2. The applicant for service furnishes a satisfactory guarantor to secure payment of bills for the service requested. A satisfactory guarantor shall, at the minimum, be a customer of the Company with a satisfactory payment record. A guarantor's liability shall be terminated when a residential customer whose payment of bills is secured by the guarantor meets the requirements in 2.5.1.A.1. Guarantors providing security for payment of residential customers bills shall only be liable for bills contracted at the service address contained in the contract of guaranty; or
3. The applicant pays a cash deposit; or
4. The applicant for service furnishes an irrevocable letter of credit from a bank or a surety bond.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.5. CREDIT AND DEPOSITS FOR APPLICANTS (cont'd)

2.5.1. (cont'd)

B. Amount of Deposit

The amount of the cash deposit shall not exceed an amount equal to the charges for one (1) month's local exchange service plus two (2) months' estimated toll service provided by or billed by the Company. If, after 90 days service, the actual deposit is found to be greater than an amount equal to one (1) month's local service plus two (2) months' actual average toll service provided by or billed by the Company, the Company shall, upon demand of the Customer to the Company, promptly refund the difference. These deposit rules apply to local exchange service and toll service provided by or billed by the Company only and do not apply to special arrangement agreements covering termination equipment installations for which the Company may require a reasonable deposit.

C. New or Additional Deposits

The Company may require, upon reasonable written notice of not less than 15 days, a new deposit, where previously waived or returned, or an additional deposit, in order to secure payment of current bills, however, the total amount of required deposit should not exceed twice the actual average monthly toll billing provided by or billed by the Company plus one (1) month's local service charge, for the 90 day period immediately prior to the date of notice. In the event the customer has had service less than 90 days, then the Company shall base its new or additional deposit upon the actual average monthly billing available. When the Company has good reason to believe payment by a nonresidential customer is in jeopardy and toll usage provided by or billed by the Company is significantly above normal for that customer, the Company may request a new or additional deposit. If the deposit requested is not paid within 48 hours, the Company may discontinue service.

D. Refund of Deposits

1. After a customer has established a satisfactory payment record and has had continuous service for a period of 23 months, the Company shall refund the residential customer's deposits and shall, at its option either refund or pay the higher rate of interest specified in 2.5.1.E. for nonresidential deposits, providing the customer has not, in the preceding 12 months, (a) made more than one (1) late payment of a bill (after the expiration of 15 days from the date of mailing or delivery by the Company), (b) paid with a check refused by a bank, (c) been disconnected for nonpayment, or at any time, (d) used service in a fraudulent or unauthorized manner.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.5. CREDIT AND DEPOSITS FOR APPLICANTS (cont'd)

2.5.1. (cont'd)

D. Refund of Deposits (cont'd)

2. Upon termination of service, the deposit and accrued interest may be credited against the final account and the balance, if any, shall be returned promptly to the customer, but in no event later than 45 days after service is discontinued.

E. Interest on Deposits

All deposits held by the Company in excess of six months shall bear simple interest at the rate of six percent (6%) per annum from the date the deposit is received. The Company shall pay an interest rate of seven percent (7%) per annum on deposits of nonresidential customers qualifying under 2.5.1.D.1. when such deposits are not refunded by the Company after 23 months. The deposit interest shall be simple interest in all cases and settlement shall be made annually, at the option of the Company, either in cash paid directly to the customer or, by credit on the customer's current bill. This does not prohibit the Company from paying a higher rate of interest than herein required. No customer depositor shall be entitled to receive interest on their deposit until and unless a customer relationship and the deposit have been in existence for a continuous period of six (6) months; then he or she shall be entitled to receive interest from the date of the commencement of the customer relationship and placement of the deposit. Nothing prohibits the Company from refunding at any time a deposit with any accrued interest.

F. Record of Deposits

The Company shall keep records to show:

1. The name of each customer making the deposit;
2. The premises occupied by the customer when the deposit was made;
3. The date and amount of deposit; and
4. Each transaction concerning the deposit such as interest payment, interest credited, or similar transactions.

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P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.5. CREDIT AND DEPOSITS FOR APPLICANTS (cont'd)

2.5.1. (cont'd)

G. Receipt for Deposit

A nontransferable certificate of deposit shall be issued to each customer and means provided so that the customer may claim the deposit if the certificate is lost. The deposit receipt shall contain notice that after 90 days' service, the Customer is entitled to refund of any deposit over and above an amount equal to one (1) month's local service plus two (2) months' average toll service provided by or billed by the Company.

H. Responsibility for Payment

The fact that a deposit has been made in no way relieves the applicant or Customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation, or constitutes a waiver or modification of the regular practice of the Company, providing for the discontinuance of service for nonpayment of any sums due the Company.

2.6. REFUSAL, DISCONTINUANCE, OR TERMINATION OF SERVICE BY COMPANY

2.6.1. As applicable, the Company may refuse, discontinue, or terminate telephone service under the following conditions provided that, unless otherwise stated, the customer shall be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency:

- A.** For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- B.** For the use of telephone service for any other property or purpose than that described in the application.
- C.** For failure or refusal to provide the Company with a deposit to insure payment of bills in accordance with this Price List.
- D.** For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- E.** For non-compliance with and/or violation of the Commission's rules and regulations or any of the Company's regulations contained in this Price List, provided five (5) working days' written notice is given before termination.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 2 – RULES AND REGULATIONS**2.6. REFUSAL, DISCONTINUANCE, OR TERMINATION OF SERVICE BY COMPANY (cont'd)****2.6.1. (cont'd)**

- F.** For non-payment of bills for telephone service, including the Telecommunications Access System surcharge, provided that suspension or termination of service shall not be made without five (5) working days' written notice to the customer, except where allowance of the five (5) day cure period would cause significant operational or economic hardship to the Company. The written notice shall be separate and apart from the regular monthly bill for service. The Company shall not, however, refuse or discontinue service for nonpayment of a dishonored check service charge imposed by the Company. Residential customers whose telephone services have been temporarily denied for nonpayment will continue to have access to 911 service (outgoing service only).
- G.** For purposes of paragraphs E. and F., "working day" means any day on which the Company's business office is open and the U.S. Mail is delivered.
- H.** Without notice in the event of customer use of equipment for a purpose other than that for which it is provided, or when its use interferes with or impairs or would interfere with or impair any other service rendered to the public by the Company, or in such manner as to adversely affect the Company's equipment or the Company's service to others.
- I.** Without notice in the event of tampering with the equipment furnished and owned by the Company.
- J.** Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the customer to make, at his own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

2.6.2. Except as otherwise provided in section 2.6.1.J. above, in case of refusal to establish service, or whenever service is discontinued or terminated, the Company shall notify the applicant or customer in writing of the reason for such refusal, discontinuance, or termination of service. Upon such discontinuance or termination, the Customer shall be responsible for the payment of all charges due, which includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 2 - RULES AND REGULATIONS**2.6. REFUSAL, DISCONTINUANCE, OR TERMINATION OF SERVICE BY COMPANY (cont'd)**

- 2.6.3. Service shall be initiated or restored when cause for refusal or discontinuance has been satisfactorily adjusted.
- 2.6.4. The following shall not constitute sufficient cause for refusal of service to an applicant or customer:
- A. Delinquency in payment for service by a previous occupant of the premises, unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and such previous occupant shall benefit from such new service.
 - B. Delinquency in payment for service by a present occupant who was delinquent at another address and subsequently joined the household of the Customer in good standing.
 - C. Delinquency in payment for separate telephone service of another Customer in the same residence.
 - D. Failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice versa.
 - E. Failure to pay for a service rendered by the Company which is not regulated by the Commission.
 - F. Failure to pay the bill of another customer as guarantor thereof.
 - G. Failure to pay a dishonored check service charge imposed by the Company.
- 2.6.5. When service has been discontinued for proper cause, the Company may charge a reasonable fee to defray the cost of restoring service as provided in Section 4 of this Price List.
- 2.6.6. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane, or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects, or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.7. CUSTOMER BILLING

- 2.7.1. For billing of fixed charges, service is considered to be established upon the day in which the Company notifies the Customer of installation and testing of the Customer's service.
- 2.7.2. Usage charges will be billed monthly in arrears. Customers will be billed for all usage accrued beginning immediately upon access to the service. Customers will be billed for usage occurring during their specific thirty (30) day billing cycle, which for purposes of computing charges shall be considered a month. The rates charged to a Customer will be the rates in effect on the first day of the Customer's billing cycle.
- 2.7.3. Monthly charges will be billed in advance of service and reflect the rates in effect as of the date of the invoice. A Customer's first invoice may contain charges from previous periods for service provided from the date of installation through the current invoice period.

2.8. CUSTOMER BILLING INQUIRIES

Any customer who has a question regarding his/her telephone bill may contact the Company's Business Office at (407) 828-6600, located at 3100 Bonnet Creek Road, Lake Buena Vista, Florida, mailing address P.O. Box 22555, Lake Buena Vista, Florida 32830-2555. All requests for call credits due to bad connections, disconnections, wrong number dialed, etc. shall be made through the Company's Business Office. In the event that the Company does not resolve an issue to the Customer's satisfaction, the Customer may contact the Florida Public Service Commission at:

Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Circle
Tallahassee, Florida 32399-0850
(850) 413-6100

If written notice of a dispute as to charges is not received by the Company within 30 days of the date a bill is issued, such charges shall be deemed to be correct and binding on the Customer or End User.

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. When a municipality or political subdivision of the state charges the Company any license, occupational, franchise, inspection, or other similar tax or fee, whether in a lump sum, or at a flat-rate, or based on receipts, or based on poles, wires, conduits, or other facilities, Customers receiving service within the municipality or political subdivision will be billed, insofar as practical, pro rata, the aggregate amount of such taxes and fees.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.10. PAYMENT

2.10.1. Advance Payments

- A. Unless otherwise agreed to by the Company and the Customer, an applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation, or other nonrecurring charges plus charges for one (1) month of service. Where construction charges are applicable the payment thereof in advance may be required. The prepayment of services which are immediately available to the Customer does not constitute an advance payment for purposes of establishing credit.
- B. The amount of the advance payment is credited to the customer's account on the first bill rendered.

2.10.2. Payment for Service

- A. The Customer shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The Customer is responsible for payment of all charges for services furnished the Customer, including charges for services originated or charges accepted at the Customer's station.
- B. All bills are due and payable upon receipt. The total invoiced amount must be paid by the due date specified on the bill which is 15 days from the date of the bill.
- C. Bills that remain unpaid within 15 days of the date specified on the bill are subject to a Late Payment Charge equal to one and one half percent (1.5%) or the maximum lawful rate permitted within the State of Florida, whichever is lower, of the outstanding unpaid balance for each month or part of a month that the bill remains unpaid after the specified due date.
- D. Bills may be paid by mail to Smart City Telecom, P.O. Box 22555, Lake Buena Vista, Florida 32830-2555 or in person at the Company's Business Office located at 3100 Bonnet Creek Road, Lake Buena Vista, Florida, or at an agency authorized to receive such payment. Customer payments are considered prompt when received by the Company or its agent by the due date on the bill. All charges for service are payable only in United States currency. Payment may be made by cash, check, money order, cashier's check, credit card, or electronic funds transfer.
- E. Customer payment for service made by charges to commercial credit cards are subject to the terms and conditions of the issuing commercial credit card company and those of the Company's credit card processing agent. Customer payment for service made by cashier's checks are subject to the terms and conditions of the issuing financial institution.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.10. PAYMENT (cont'd)

2.10.2. Payment for Service (cont'd)

- F. A Return Check Charge of \$20.00 or 5% (not to exceed \$100), whichever is greater, will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.
- G. While bills for service shall not be considered delinquent prior to the expiration of 15 days from the date specified on the bill, the Company may demand immediate payment under the following circumstances:
 - 1. Where service is terminated or abandoned.
 - 2. Where toll service is two (2) times greater than the Customer's average usage as reflected on the monthly bills for the three (3) months prior to the current bill, or in case of a new customer who has been receiving service for less than four (4) months, where the toll service is twice the estimated monthly toll service.
 - 3. Where the Company has reason to believe that a business Customer is about to go out of business or that bankruptcy is imminent for the Customer.
- H. The Customer is responsible for payment of all appropriate charges for completed calls, services, and equipment. Any objection to billed charges should be promptly reported to the Company. Adjustments to Customers bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.
- I. Where any undercharge in billing of a Customer is the result of Company mistake, the Company may not backbill in excess of 12 months. Where overbilling of a Customer occurs, due either to Company or Customer error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.
- J. A Customer's service may be terminated if service is not paid for by the thirtieth (30th) day past the billing date. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Should service be suspended for nonpayment of charges, restoration will be made only as provided under "Restoration of Service" in Section 4 of this Price List. Nonpayment of the charge in 2.10.2.F. will not constitute sufficient cause for interruption or cancellation of service.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 2 – RULES AND REGULATIONS**2.10. PAYMENT (cont'd)****2.10.2. Payment for Service (cont'd)**

- K.** In its discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Price List; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

2.11. INTERRUPTION OF SERVICE

2.11.1. Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, negligence or willful act of the Customer, or to the failure of channels, equipment, facilities or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.13. of this Price List. It shall be the obligation of the Customer or End User to notify the Company immediately of any interruption in service for which a credit allowance is desired by the Customer. Before giving such notice, the Customer or End User shall ascertain that the trouble is not being caused by any action or omission by the Customer within his/her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's facilities. Credits will not be issued when an interruption or service deficiency is not reported to the Company or is caused by the failure of power, equipment or systems not provided by the Company.

2.11.2. If service or facilities furnished by the Company are interrupted due to any cause other than the negligence or willful act of the Customer or the failure of the facilities provided by the Customer, a pro rata adjustment of the fixed monthly charges involved will be allowed, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company, except as otherwise specified in this Price List. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the Customer does not provide access to the Company for such restoration work.

2.12. RESPONSIBILITIES OF THE CUSTOMER

2.12.1. The Customer is responsible for taking all necessary legal steps for interconnecting the Customer-provided terminal equipment or communications systems with Company facilities or services. The Customer shall secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.12. RESPONSIBILITIES OF THE CUSTOMER (cont'd)

2.12.2. The Customer shall ensure that the equipment and/or system is properly interfaced with carrier facilities or services, that the signals emitted into the Company network are of the proper mode, bandwidth, power and signal level for the intended use of the Customer and in compliance with the criteria set forth in this Price List, and that the signals do not damage equipment, injure personnel or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, the Company will permit such equipment to be connected with its channel without the use of protective interface devices.

2.12.3. If the Customer fails to maintain the equipment and/or system properly, with resulting imminent harm to Company equipment, personnel or the quality of service to other Customers, Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, Company may, upon written notice, terminate the Customer's service.

2.12.4. The Customer may not transfer or assign the use of service without the prior written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of service or facilities.

2.12.5. The Company offers no exclusion for specific services.

2.13. LIABILITY OF THE COMPANY

2.13.1. Service Irregularities

The liability of the Company for damages arising out of service provided to its Customers such as from defects or failures in facilities furnished by the Company or mistakes, omissions, preemptions, interruptions, delays, errors, or defects in the provision of its services set forth herein or any portion of its services, occurring in the course of furnishing such facilities or services, and not caused by the negligence of the Customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, commences upon activation of service and shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects in the transmission or defect or failure in facilities or services occurs. For the purposes of computing such amount, a month is considered to have 30 days. In no event will the Company be responsible for consequential damages or lost profits suffered by a Customer or End User as a result of interrupted or unsatisfactory service.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.13. LIABILITY OF THE COMPANY (cont'd)

2.13.2. Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities for the provision of service. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies, including, but not limited to, any LEC or Underlying Carrier furnishing a portion of such service. The Company is not liable for any act or omission of any other company or companies furnishing a portion of the service. No agents or employees of other carriers or companies shall be deemed to be agents or employees of the Company.

2.13.3. Indemnifying Agreement

The Company shall be indemnified and saved harmless by the Customer or End User against claims for libel, slander, or the infringement of copyrighting arising directly or indirectly out of or from the material, data, information or other content transmitted over the Company's channels or facilities or the use thereof; against claims for infringement of patents arising from combining or connecting Company furnished channels or facilities with apparatus and systems of the Customer; and against all other claims arising out of any act or omission of the Customer or End User in connection with any service, channels or facilities provided by the Company.

2.13.4. Defacement of Premises

The Company is not liable for any defacement of, or damage to, the premises of a Customer resulting from the furnishing of services or the attachment of instruments, equipment, apparatus and associated wiring furnished by the Company on such Customer's premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company or the employees of the Company. No agents or employees of other participating carriers shall be deemed to be agents or employees of carrier without written authorization.

2.13.5. Period for the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within 60 days after the alleged delinquency occurs.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 - RULES AND REGULATIONS

2.13. LIABILITY OF THE COMPANY

2.13.6. Equipment in Explosive Atmospheres or Other Hazardous Locations

- A. No liability shall attach to the Company for damages alleged to have arisen from the use of the Company's service and equipment in explosive atmospheres and the Company may refuse to provide, maintain or restore service in such atmospheres, which in its judgment are not suitable for the location of its service and facilities, unless such protective equipment or special device as may be available for use in such locations is provided by the Customer or End User.
- B. Where service is to be established at a location that would involve undue hazards to employees of the Company, the Customer or End User may be required to install and maintain equipment and facilities in a manner satisfactory to the Company, the remuneration for which is to be based on the conditions involved.
- C. The Company does not guarantee or make any warranty with respect to any equipment provided by it where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or persons, for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so used.

2.14. TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991

In Order No. 24581, Docket No. 910496-TP, Telecommunications Access System Act of 1991, the Commission requires each local exchange telecommunications company to begin assessing and collecting a surcharge per access line per month on bills rendered on or after July 1, 1991, for remission to the administrator for deposit in the operational fund. Each local exchange telecommunications company shall remit moneys collected to the administrator. On August 15, 1991, each local exchange telecommunications company began remitting the moneys collected to the administrator on a monthly basis and in a manner as prescribed by the Commission. The administrator uses such moneys to cover costs incurred during the development of the telecommunications relay services and to establish and administer the specialized telecommunications devices system.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 2 – RULES AND REGULATIONS

2.14. TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991 (cont'd)

The Commission requires all local exchange telecommunications companies to impose the monthly surcharge on all local exchange telecommunications company Customers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered. The Commission is interpreting "account bill rendered" for purposes of determining the 25 access line limit using the methodology each local exchange company currently uses to define an individual account.

The surcharge will be itemized on the first bill rendered after July 1, 1991, at the time of the annual inventory statement and each time the surcharge is changed as well as any other time a completely itemized bill is rendered. However, the surcharge will be itemized no more often than the total bill is itemized.

2.15. PRICE LIST VS. CONTRACT

Should any of the terms and conditions of the Company's Price List be found to be inconsistent or conflict with any of those found in a fully executed contract between the Company and a Customer, then the terms and conditions of the executed contract will prevail over those of this Price List.

2.16. APPLICABLE LAW

This Price List shall be subject to and construed in accordance with Florida law.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 3 – BASIC SERVICE DESCRIPTIONS AND RATES

3.1. GENERAL

The Company offers certain residential, business, long distance, and other services to its Florida Customers.

3.2. LOCAL EXCHANGE SERVICE

3.2.1. General

- A. The Company's local exchange service enables Customers or End Users to:
 - 1. Place or receive calls to any calling Station in the applicable local calling area;
 - 2. Access basic 911 Emergency Service if available in the Customer's or End User's area;
 - 3. Where available, place or receive calls to 800 telephone numbers;
 - 4. Access to the Florida Relay Service for hearing impaired; and
 - 5. Access to the operator.
- B. Touch-tone calling service is provided for the origination of telephone calls. The Company is designed for the use of electronic equipment and touch-tone service and will only offer or connect with equipment which provides for 100% touch-tone calling. Only electronic switching equipment is contemplated in order to provide service of the latest technology to the telephone using public of the Company.
- C. The rules, regulations and rates for service and facilities not specifically shown in this section are detailed in other sections of this Price List.

3.2.2. Local Calling Area

- A. All types of local exchange service have local calling areas which are the areas that can be called on a flat-rate basis (no charge for individual calls), on a local coin call rate basis, or on a measured or message rate basis.
- B. The rates specified herein, payable monthly in advance, entitle Customers to an unlimited number of local telephone messages to all stations serving exchanges in the applicable local calling area.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 3 – BASIC SERVICE DESCRIPTIONS AND RATES

3.2. LOCAL EXCHANGE SERVICE (cont'd)

3.2.3. Monthly Exchange Rates

A. Residence and Business Main Service Rates

For the classes of service here indicated where facilities are available, the following rates apply:

	<u>Monthly Rates</u>
1. Residence Main Flat-Rate Service	\$11.23
2. Business Main Flat-Rate Service	\$25.03
3. PBX Trunk Flat-Rate Service (inward, outward, two-way per trunk)	\$49.06
4. Key Main Flat-Rate Service	\$49.06

3.3. DIRECTORY ASSISTANCE SERVICE

3.3.1. General

- A. The Company furnishes Directory Assistance Service for the purpose of aiding Customers in obtaining telephone numbers.
- B. The rates set forth following apply when Customers of the Company request assistance in determining and obtaining telephone numbers of other Customers or persons (1) who are located in the same local calling area; or (2) who are not located in the same local calling area or Home Numbering Plan Area (HNPA) as the requesting Customer's serving exchange.
- C. There will be no charge for local calling area Directory Assistance Service calls received from customers with a physical or mental impairment rendering them unable to use a telephone directory.
- D. Calls to Long Distance Directory Assistance are charged for at the appropriate rate.

3.3.2. Rates

A. Local Calling Area

- 1. A charge of \$.35 is applicable for each call to Directory Assistance Service made by a Customer, except as noted above and pursuant to the following conditions.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 3 – BASIC SERVICE DESCRIPTIONS AND RATES

3.3. DIRECTORY ASSISTANCE SERVICE (cont'd)

3.3.2. Rates (cont'd)

A. Local Calling Area (cont'd)

2. A Customer is allowed three (3) Directory Assistance Service calls per billing period per access line or PBX trunk without charge. Any Directory Assistance Service calls made by a Customer beyond the three (3) call allowance will be charged at the \$.35 rate.
3. A maximum of two (2) telephone numbers may be requested on each Directory Assistance Service call.

B. Outside the Local/Home Numbering Plan Area

1. A charge of \$.95 is applicable for each call to Directory Assistance Service.
2. A maximum of two (2) telephone numbers may be requested on each call.

C. For PATS Providers

- A. A charge of \$.35 is applicable for each call to Directory Assistance Service.

3.4. OPERATOR ASSISTED LOCAL CALLS

3.4.1. Local dial calls must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable. Otherwise, operator assistance charges will apply to the call, in addition to the local dial rate.

3.4.2. The following service charges apply in addition to the local dial rate applicable for operator assisted local calls from Company-owned coin telephones. The service charges are also applicable to operator assisted local calls from customer-owned pay telephones.

- | | |
|---|--------|
| A. Station-to-station customer dialed calling card (credit card) local call | \$.80 |
| B. Station-to-station operator assisted sent-paid, collect, third number, and non-customer dialed credit card calls | \$1.75 |
| C. Person-to-person operator assisted local call | \$3.25 |

3.4.3. In addition to the service charge, all local coin calls utilizing operator handled services will be at the local coin rate.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 3 – BASIC SERVICE DESCRIPTIONS AND RATES

3.4. OPERATOR ASSISTED LOCAL CALLS (cont'd)

3.4.4. The following Operator Assisted Local Calls are exempted from the service charge:

- A. Calls to designated Company numbers for official telephone business.
- B. Emergency calls to recognized authorized civil agencies.
- C. Those cases where a Company operator provides assistance to:
 - 1. Re-establish a call which has been interrupted after the called number has been reached.
 - 2. Reach the called telephone number where facility problems prevent customer dial completion.
 - 3. Place a non-coin, sent paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

3.5. EMERGENCY SERVICES (ENHANCED 911)

Allows Customers or End Users to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

3.6. SPECIAL PROMOTIONS

The Company may from time to time offer special promotions of new or existing services or products to Customers or End Users temporarily waiving certain recurring and/or non-recurring charges for a limited period. These promotions will be offered on a completely nondiscriminatory basis with each Customer in the classification of service and area for which the promotion is offered having an equal opportunity for participation. These promotions will be approved by the Florida Public Service Commission and will have specific starting and ending dates and under no circumstance will run longer than 90 days in any 12 month period.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 3 – BASIC SERVICE DESCRIPTIONS AND RATES

3.7. SERVICES BASED UPON DISTANCE

When charges for a service are specified based upon distance, the following applies:

3.7.1. Timing of Calls

The Customer's usage charge is based on actual usage of the Company's network. The time when connection is established, as provided herein, determined in accordance with the time observed at the location of the rate center of the calling station, determines the rate schedule applied. Timing or usage begins when the called station is answered (i.e. when the called party picks up the receiver) and two-way communications, often referred to as "conversation time", is possible. When the called station is answered or the called party picks up is determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to sixty (60) seconds of ring is allowed before it is billed as usage of the network. Chargeable time ends when either party (i.e. the called party or the calling party) hangs up, whichever occurs first, thereby releasing the network connection. If the called station "hangs up but the calling station does not, chargeable time end when the network connection is released either by automatic timing equipment in the telephone network or by the operator.

3.7.2. Billing Increments

For usage charges, the Company bills for an initial one (1) minute minimum increment with additional minute increments thereafter. The Company does not bill Customers for calls that are not completed (e.g. busy numbers, no answer, etc.) or for time lost because of faults or defects in the service.

3.7.3. Rounding

For usage charges, the Company rounds the length of the call up to the nearest minute unless otherwise specified.

3.7.4. Calculation of Distance

A. General

The distance between two points is measured as the airline distance between the rate centers associated with the originating and terminating telephone lines or points of the call. The rate center is a set of vertical and horizontal geographic coordinates, as referenced in the Local Exchange Routing Guide (LERG), associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven (7) digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number. The distance between two rate centers is the airline mileage computed as explained below.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 3 – BASIC SERVICE DESCRIPTIONS AND RATES

3.7. SERVICES BASED UPON DISTANCE (cont'd)

3.7.4. Calculation of Distance (cont'd)

B. Determination of Airline Mileages

1. Obtain the "V" (vertical) and "H" (horizontal) coordinates for each rate center.
2. Compute the difference between the "V" coordinates of the two rate centers, and the difference between the two "H" coordinates.
3. Square each difference obtained in the step above.
4. Add the squares of the "V" difference and the "H" difference obtained in the step above.
5. Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
6. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

3.7.5. Determining Applicable Rate in Effect

For the initial minute, the rate applicable at the start of chargeable time at the calling station applies. For additional minutes, the rate applicable is that rate which is in effect at the calling station when the additional minute(s) begin. That is, if chargeable time begins during the Day Period, the Day Rate applies to the initial minute and to any additional minutes that the call continues during the rate period. If the call continues into a different rate period, the appropriate rates from that period apply to any additional minutes occurring in that rate period. If an additional minute is split between two rate periods, the rate period applicable at the start of the minute applies to the entire minute.

3.7.6. Minimum Call Completion Rate

For long distance services, Customers can expect a minimum call completion rate of not less than ninety nine percent (99%) during peak use periods for all Feature Group D services. 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.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 3 – BASIC SERVICE DESCRIPTIONS AND RATES

3.8. TELECOMMUNICATIONS RELAY SERVICE

When billing for interstate tolls calls received from the Telecommunications Relay Service, the Company will discount said calls by fifty percent (50%) off of the otherwise applicable rate for a voice non-relay service call, except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call will be will be discounted sixty percent (60%) off of the otherwise applicable rate for a voice non-relay service call. These 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.

3.9. DISCOUNTS FOR HEARING IMPAIRED CUSTOMERS

A telephone toll message 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 TDD's for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll calls placed between TDDs. The discounts apply only to time-sensitive elements of a charge for the call. Discounts do not apply to surcharges, such as credit card surcharges, or per call add-on charges for operator services when the call is placed by a method that would normally incur the surcharge.

3.10 DIRECTORY LISTINGS

3.10.1. General

For each Customer of local exchange service, the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings, with charges applying per listing or per number, as specified below.

3.10.2. Rates

A. Monthly recurring charges associated with Directory Listings, per listing or per number, residential or business, are as follows:

1.	Primary Listing	No Charge
2.	Additional Listing	\$.25
3.	Non-Listed Number	\$.75
4.	Non-Published Number	\$1.50

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

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SECTION 4 - SERVICE CONNECTION CHARGES

4.1. GENERAL

4.1.1. Service Connection Charges

A service connection charge represents the charge for one or more of the following work functions necessary to perform a service connection, move or change.

- A. Service Ordering Charge (Primary and Secondary) - The charge appropriate for receiving and recording information and/or taking action in connection with a customer or applicant and processing the necessary data.
- B. Access Line Charge - Work associated with the line extending from the serving central office to the customer's demarcation point. Includes, but is not limited to, central office connections, cable cross connections, and connecting and disconnecting the drop block and wires.
- C. Premises Work Charge - Includes work performed on the customer's premises other than work required to establish network access.
- D. Premises Visit Charge - The charge that applies for a visit to the customer's premises for customer-requested rearrangement of drop wire, protector and/or telephone Network Interface Device (NID).
- E. Record Change Charge - The charge appropriate for adding or changing directory listings at the customer's request.

4.1.2. Administrative Changes

Service connection charges do not apply for the substitution of the name of another member of the family for that already listed in the directory, nor for correction in the addresses in the directory.

4.2. SCHEDULE OF CHARGES

4.2.1. Service Ordering Charges, each order

- A. Primary, associated with access line
 - Residence \$ 9.00
 - Business \$12.50
- B. Secondary, for moving or changing existing service, or adding new or additional service other than access lines
 - Residence \$ 4.50
 - Business \$ 6.00

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

Smart City Solutions, LLC
d/b/a Smart City Communications

SECTION 4 - SERVICE CONNECTION CHARGES

4.2. SCHEDULE OF CHARGES (cont'd)

4.2.2. Access Line Charge, each line

Residence	\$10.00
Business	\$10.00

4.2.3. Premises Work Charge

Labor, per 1/4 hour or fraction thereof

Residence/Business	\$12.00
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4.2.4. Restoration of Service

Residence/Business	\$19.00
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A. In the event service is temporarily suspended at the Customer's request, such service will be restored at the charges specified above.

B. At its discretion, the Company may restore or re-establish service which has been suspended or discontinued for nonpayment of charges due. In the event service is temporarily interrupted for nonpayment, such service will be restored upon payment of charges due or, at the discretion of the Company, a substantial portion thereof, and in addition, charges as specified above will be applicable to restore such services.

4.2.5. Premises Visit Charge

Residence/Business	\$10.00
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4.2.6. Record Change Charge

Residence/Business	\$10.00
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4.2.7. Telephone Number Change Charge, including service ordering charge, each

Residence/Business	\$ 5.00
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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 4 - SERVICE CONNECTION CHARGES

4.3. APPLICATION OF SERVICE CONNECTION CHARGES

4.3.1. General

A. Service Ordering Charge

1. Applies per customer request for work performed by the Company to be completed for the same account at the same premises, on the same date.
2. Where more than one account is located at the same premises, work each individual account will be considered separately.

B. Access Line Charge

Applies for work including but not limited to:

1. Making and changing connections in the central office,
2. Making and changing connections in distribution facilities between the central office and the customer's demarcation point, including necessary cross connections and line transfers.

C. Premises Work Charge

Applies to work performed on the customer premises for customer request rearrangement of the drop wire, protector and/or telephone Network Interface Device (NID).

D. Premises Visit Charge

1. Applicable only for a visit to the customer's premises to relocate or rearrange the drop wire, protector and/or telephone Network Interface Device (NID) at the customer's request.
2. When more than one visit is necessary to complete the work due to Company reasons, only one Premises Visit Charge applies.

E. Record Change Charge

Applies for changing listings at the customer's request. Does not apply for corrections of name or address or for listings changed for Company reasons.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 4 - SERVICE CONNECTION CHARGES

4.3. APPLICATION OF SERVICE CONNECTION CHARGES (cont'd)

4.3.1. General (cont'd)

- F.** The following services are subject to service connection charges:
1. All classes of access line service
 2. PBX Trunks
- G.** Service connection charges do not apply to telephone service previously provided over a Government system where there is no break in the continuity of service.
- H.** When service is re-established at a location which has been destroyed by fire, flood, or wind, or made untenable by fire, flood, or wind, service connection charges do not apply when the service is reestablished within a reasonable time. If the Customer desires service at a new location for a temporary period, the service connection charge will apply covering the establishment of service at the temporary location, but no service connection charge will apply when service is re-established at the former location. If the Customer desires service established at a new and permanent location, then the service connection charges will apply.

NOTE: Changes in location of existing access termination to points outside the premises occupied by the Customer are considered as new service connections at the new location.

- I.** In all cases where construction or installation charges apply, such charges are in addition to the prescribed service connection charges.
- J.** Except as provided in this paragraph, the service connection charges are required to be paid when the desired work functions are requested. For existing Customers, additional service may be established in advance of payment of service connection charges. Service may be established in advance of payment of service connection charges for additions to the service provided for the use of departments, administrations, or agencies of the Federal, State, County, or Municipal Governments. The Company shall permit residential customers to pay service connection charges in equal monthly installments over a period of at least three (3) months for a service fee of \$1.00 per month. The Company shall inform all persons applying for residential service of the availability of its installment plan at the time of initial contact, said information to include, but not be limited to, information on rate amounts and installment time periods and procedures.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 4 - SERVICE CONNECTION CHARGES

4.3. APPLICATION OF SERVICE CONNECTION CHARGES (cont'd)

4.3.1. General (cont'd)

- K.** Service connection charges do not apply in connection with Company-initiated changes in class or grade of service.
- L.** When the service desired requires more than one order, premises work, or access line work function, the total charge is the sum of the separate charges for each function required except as provided elsewhere in this Price List.
- M.** The service connection charges specified in this Price List contemplate work being performed during regular scheduled working hours. Work performed during non-scheduled hours will necessitate the Customer paying an additional charge on costs incurred for such nonscheduled work.
- N.** A Record Change Charge will be appropriate for changes from residence to business service. From business to residence service, a Secondary Service Ordering Charge will apply if a telephone number change is required.

4.3.2. Service Connection Charges for Moves and Changes

A. General

- 1.** Charges for moves and changes are intended to cover, in part, the expenses incurred by the Telephone Company in meeting the requirement of individual Customers as to Moves and Changes in telephone service.
- 2.** Charges for Moves and Changes apply to each class of service separately, except in those cases where the charge is based on the estimated cost of making the Move, or Change required. In the latter case, the charge is based on moving, or changing the facilities and not on each separate unit.

B. Moves

- 1.** A "Move" is a transfer of telephone service from one location to another where there is no interruption of the service other than is incident to the work involved. In addition to the applicable service connection charge(s), a charge based on the actual cost of labor and materials will apply.
- 2.** Transfers of telephone service involving a break in the continuity of service, and resulting in cessation of local service charges, are not classified as Moves, but as new service connections and are provided by the payment of the proper service connection charge and termination charges, where applicable.

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Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555

SECTION 4 - SERVICE CONNECTION CHARGES

4.3. APPLICATION OF SERVICE CONNECTION CHARGES (cont'd)

4.3.2. Service Connection Charges for Moves and Changes (cont'd)

C. Changes

1. A "Change" is a substitution of a different type of telephone service or a rearrangement of service or a change of telephone made at the request of a Customer.
2. For rearrangement of drop wire, protector and/or telephone Network Interface Device (NID), the secondary Service Ordering Charge, Premises Visit Charge and the Premises Work charge applicable to the access line or PBX trunk, as appropriate, will apply.
3. For all other Changes, in addition to the applicable service connection charge(s), a charge based on the actual cost of labor and materials will apply.

D. Charges for Moves and Changes do not apply to:

1. Access line for which no exchange service charges apply whether installed in offices or residences or residences of Company officials or employees.
2. Moves or Changes required for the proper maintenance of service.
3. Moves or Changes made at the time of a change in the class of service, provided such Move or Change is necessary because of the change in class of service.
4. Changes in telephone number made where, in the judgment of the Company, it is necessary for continuation of satisfactory service.
5. Changes made at the initiative of the Company.

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ISSUED BY:

Martin A. Rubin, President
P.O. Box 22555
Lake Buena Vista, Florida 32830-2555