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\*NOT MEMBERS OF THE  
FLORIDA BAR

OF COUNSEL:  
J. LARRY WILLIAMS

REPLY TO: TALLAHASSEE

April 16, 1991

Mr. Steve Tribble  
Director  
Division of Records and Reporting  
Florida Public Service Commission  
Room 107 Fletcher Building  
101 East Gaines Street  
Tallahassee, Florida 32399-0850

910501-TI

RE: Application for Authority

Dear Mr. Tribble:

Enclosed please find the original and twelve (12) copies of the Application for Authority to Provide Interexchange Telecommunications Service Within the State of Florida. Also enclosed please find a copy of the Florida Communications Tariff with reference to Corporate Telemanagement Group, Inc.

If additional information is needed, please do not hesitate to contact me.

Sincerely,

  
John R. Marks, III

JRM/lcg

Enclosures

RECEIVED & FILED

99  
EPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

03604 APR 16 1991

EPSC-RECORDS/REPORTING

1. This is an application for (check one):
  - Original Authority (New company).
  - Approval of Transfer (To another certificated company).
  - Approval of Assignment of existing certificate (To a noncertificated company).
  
2. The legal name of the applicant:

Corporate Telemanagement Group, Inc.
  
3. Name under which the applicant will do business: Provide proof of compliance with the fictitious name statute (Chapter 865.09 FS), if applicable.

Corporate Telemanagement

Teleco Telemanagement
  
4. Florida address (including street name & number, post office box, city, state and zip code).

N/A (CTG has no offices or facilities in Florida.)
  
5. National address (including street name & number, post office box, city, state and zip code).

430 Woodruff Road  
Suite 450  
Greenville, SC 29607  
P. O. Box 25219  
Greenville, SC 29616-0219
  
6. Structure of organization;
  - Individual
  - Corporation
  - Foreign Corporation
  - Foreign Partnership
  - General Partnership
  - Limited Partnership
  - Other, \_\_\_\_\_



7. If applicant is an individual or partnership, please give name, title and address of sole proprietor or partners. Provide proof of compliance with the foreign partnership statute (Chapter 620.169 FS), if applicable.

8. If incorporated, give name, titles and addresses of the directors, chief officers and ten largest stockholders.

See attached.

9. If incorporated, please give:

(a) Proof from the Florida Secretary of State that the applicant has authority to operate in Florida.

See attached.

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

Mr. John Marks  
Katz, Kutter Haigler, et.al.  
Post Office Box 1877

Tallahassee, Florida 32302-1877

10. Information as to whether any of the officers or directors have been adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, please explain.

Leighton M. Cabbage - Personal Bankruptcy 1981 (satisfied)

11. Indicate if any of the officers, directors, partners or stockholders have previously been and/or currently are an officer, director, partner or stockholder in any other Florida certificated telephone company.

(a) If yes, give name of company and relationship.

Charles S. Houser, Chairman  
Executive Vice President, COO - SoutherNet, Inc.  
Board of Directors - LDDS Communications, Inc.

(b) If no longer associated with company, give reason why not.

Resigned - both cases

12. List the states in which the applicant:

- a) Has operated as an interexchange carrier.  
South Carolina
- b) Has applications pending to be certificated as an interexchange carrier.  
Kentucky
- c) Is certificated to operate as an interexchange carrier.  
South Carolina
- d) Has been denied authority to operate as an interexchange carrier and the circumstances involved.  
None
- e) Has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.  
None
- f) Has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.  
None

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

- (a) The application: Charles S. Houser  
Chairman, CEO  
803-458-7302
- (b) Official Point of Contact for the ongoing operations of the company: Same
- (c) Tariff: Anita Sleeman  
Director Product Development/Tariffs  
803-458-7302
- (d) Complaints/Inquiries from customers:  
Becky Stringer  
Director, Customer Service  
1-800-488-8484



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

MTS with distance sensitive per minute rates  
 Method of access is FGA  
 Method of access is FGB  
 Method of access is FGD  
 Method of access is 800

MTS with route specific rates per minute  
 Method of access is FGA  
 Method of access is FGB  
 Method of access is FGD  
 Method of access is 800

MTS with statewide flat rates per minute (i.e. not distance sensitive)  
 Method of access is FGA  
 Method of access is FGB  
 Method of access is FGD  
 Method of access is 800

MTS for pay telephone service providers

Block-of-time calling plan (Reach out Florida, Ring America, etc.)

800 Service (Toll free)

WATS type service (Bulk or volume discount)  
 Method of access is via dedicated facilities  
 Method of access is via switched facilities

Private Line services (Channel Services)  
(For ex. 1.544 mbs., DS-3, etc.)

Travel Service  
     Method of access is 950  
 Method of access is 800

     900 service

     Operator Services  
 Available to presubscribed customers (only) \*  
     Available to non presubscribed customers (for example to patrons of hotels, students in Universities, patients in hospitals)  
     Available to inmates

\* Processed and billed by carrier (not CTG).

Services included are:

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

     Other:

15. What does the end user dial for each of the interexchange carrier services that were checked in question 14?

00+

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

N/A

( ) Facilities.  
( ) Operators.  
( ) Billing and Collection.  
( ) Sales.  
( ) Maintenance.  
( ) Other: \_\_\_\_\_



17. Will your marketing program:
- Pay commissions?
  - Offer sales franchises?
  - Offer multi-level sales incentives?
  - Offer other sales incentives?
18. Explain any of the offers checked above (To whom, what amount, type of franchise, etc.).  
 Commissions paid to authorized dealers.  
 Sales incentives are paid to authorized dealers and/or their sales personnel/agents.
19. Who will receive the bills for your service (Check all that apply)?
- Residential customers.
  - Business customers.
  - PATS providers.
  - PATS station end-users.
  - Hotels & motels.
  - Hotel & motel guests.
  - Universities.
  - University dormitory residents.
  - Other: (specify)\_\_\_\_\_.
20. Provide the name and address of the firm who will bill for your service.  
 Corporate Telemanagement Group, Inc.
21. Will the name of your company appear on the bill for your services, and if not, why?  
 Yes. Also (in some cases) Teleco Telemanagement.
22. Who will the billed party contact to ask questions about the bill (provide name and phone number) and how is this information provided?  
 Customer Service  
 Becky Stringer, Director  
 1-800-488-8484
23. Please submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

**\*\*APPENDIX B\*\***

**CUSTOMER DEPOSITS AND ADVANCE PAYMENTS**

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

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



Charles S. Houser  
Typed name and signature of Owner  
or Chief officer

Chairman, CEO  
Title

January 31, 1991  
Date





4. **ORIGINATING SERVICE:** Please provide the list of exchanges where you are proposing to provide originating service within thirty (30) days after the effective date of the certificate (Appendix D).

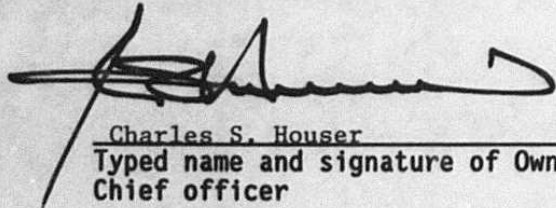
See Page 14.

5. **TRAFFIC RESTRICTIONS:** Please explain how the applicant will comply with the EAEA requirements contained in Commission Rule 25-24.471 (4) (a) (copy enclosed).

Since the facilities belong to only certified carriers (MCI or U.S. Sprint), we will be restricted by their network capabilities.

6. **CURRENT FLORIDA INTRASTATE SERVICES:** Applicant has ( ) or has not ( ) previously provided intrastate telecommunications in Florida. If the answer is has, fully describe the following: CTG has made the facilities of certified carriers available to commercial accounts since June-July. (90)

- a) **What services have been provided and when did these services begin?**  
1+, 800, Travel Service  
Approximately June or July 1990
- b) **If the services are not currently offered, when where they discontinued?**



Charles S. Houser  
Typed name and signature of Owner or  
Chief officer

Chairman, CEO  
Title

January 31, 1991  
Date



**\*\* APPENDIX D \*\***

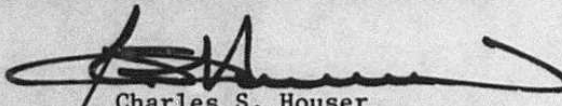
**FLORIDA TELEPHONE EXCHANGES**

**AND**

**EAS ROUTES**

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

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

  
\_\_\_\_\_  
Charles S. Houser  
Typed name and signature of  
Owner/Chief Officer

\_\_\_\_\_  
Chairman, CEO  
Title

\_\_\_\_\_  
January 31, 1991  
Date

FLORIDA TELEPHONE EXCHANGES

PERSON COMPLETING FORM	Charles S. Houser			SIGNATURE	DATE January 31, 1991		
Alachua.....	Cherry Lake.....	Ft. Weade.....	Jacksonville.....	Melbourne.....	Panama City.....	Spring Lake.....	
Alford.....	Chiefland.....	Ft. Myers.....	Jacksonville Bch..	Melrose.....	Panama City Beach..	Starke.....	
Alligator Point...	Chipley.....	Ft. Myers Beach....	Jasper.....	Miami.....	Paxton.....	Stuart.....	
Altha.....	Citra.....	Ft. Pierce.....	Jay.....	Micanopy.....	Pensacola.....	Sugarloaf Key.....	
Apalachicola.....	Clearwater.....	Ft. Walton Beach...	Jennings.....	Middleburg.....	Perrine.....	Sunny Hills.....	
Apopka.....	Clermont.....	Ft. White.....	Jensen Beach.....	Milton.....	Perry.....	Tallahassee.....	
Arcadia.....	Clewiston.....	Freeport.....	Julington.....	Molino.....	Pierson.....	Tampa.....	
Archer.....	Cocoa.....	Frostproof.....	Jupiter.....	Monticello.....	Pine Island.....	Tarpon Springs....	
Astor.....	Cocoa Beach.....	Gainesville.....	Keaton Beach.....	Montverde.....	Plant City.....	Tavares.....	
Avon Park.....	Coral Springs....	Geneva.....	Kenansville.....	Moore Haven.....	Polk City.....	The Beaches.....	
Baker.....	Cottondale.....	Glendale.....	Key Largo.....	Mount Dora.....	Pomona Park.....	Titusville.....	
Baldwin.....	Crawfordville....	Graceville.....	Key West.....	Mulberry.....	Pompano Beach....	Trenton.....	
Bartow.....	Crescent City....	Grand Ridge.....	Keystone Heights..	Munson.....	Ponce De Leon....	Trilacoochee.....	
Belle Glade.....	Crestview.....	Green Cove Spc....	Kingsley Lake....	Myakka.....	Ponte Vedra Beach..	Tyndall AFB.....	
Belleview.....	Cross City.....	Greensboro.....	Kissimmee.....	Naples.....	Port Charlotte...	Umatilla.....	
Beverly Hills....	Crystal River....	Greenville.....	La Belle.....	New Port Richey...	Port St Joe.....	Valparaiso.....	
Big Pine.....	Dade City.....	Greenwood.....	Lady Lake.....	New Smyrna Beach..	Port St Lucie....	Venice.....	
Blountstown.....	Daytona Beach....	Gretna.....	Lake Buena Vista..	Newberry.....	Punta Gorda.....	Vernon.....	
Boca Grande.....	Debary.....	Groveland.....	Lake Butler.....	North Cape Coral..	Quincy.....	Vero Beach.....	
Boca Raton.....	Deerfield Beach...	Gulf Breeze.....	Lake City.....	North Dade.....	Raiford.....	Waldo.....	
Bonifay.....	Defuniak Springs..	Haines City.....	Lake Placid.....	North Fort Myers..	Reedy Creek.....	Walnut Hill.....	
Bonita Springs....	Deland.....	Hastings.....	Lake Wales.....	North Key Largo...	Reynolds Hill....	Wauchula.....	
Bowling Green....	DeLeon Springs...	Havana.....	Lakeland.....	North Naples.....	St. Augustine....	Weekiwachee Spc...	
Boynton Beach....	Delray Beach.....	Hawthorne.....	Laurel Hill.....	North Port.....	St. Cloud.....	Welaka.....	
Bradenton.....	Destin.....	High Springs.....	Lawtey.....	Oak Hill.....	St. Marks.....	Wellborn.....	
Branford.....	Dowling Park.....	Hilliard.....	Lee.....	Ocala.....	St. Petersburg....	West Kissimmee....	
Bristol.....	Dunnellon.....	Hobe Sound.....	Leesburg.....	Okechobee.....	Salt Springs.....	West Palm Beach...	
Bronson.....	East Orange.....	Holley Navarre....	Lehigh Acres.....	Oklawaha.....	San Antonio.....	Westville.....	
Brooker.....	Eastpoint.....	Hollywood.....	Live Oak.....	Old Town.....	Sanderson.....	Newahitchka.....	
Brooksville.....	Eau Gallie.....	Homestead.....	Lynn Haven.....	Orange City.....	Sanford.....	White Springs.....	
Bunnell.....	Englewood.....	Homosassa Springs..	Luraville.....	Orange Park.....	Sanibel-Captiva...	Wildwood.....	
Bushnell.....	Eustis.....	Hosford.....	MacClenny.....	Orange Springs...	Santa Rosa Beach..	Williston.....	
Callahan.....	Everglades.....	Houey.....	Madison.....	Orlando.....	Sarasota.....	Windermere.....	
Cantonment.....	Fernandina Beach..	Hudson.....	Malone.....	Oviedo.....	Seagrave Beach....	Winter Garden....	
Cape Coral.....	Flagler Beach.....	Immokalee.....	Marathon.....	Pace.....	Sebastian.....	Winter Haven.....	
Cape Haze.....	Florhams.....	Indian Lake.....	Marco Island.....	Pahokee.....	Sebring.....	Winter Park.....	
Carrabelle.....	Fla Boys Ranch...	Indiantown.....	Marianne.....	Palatka.....	Shalimar.....	Yankeetown.....	
Cedar Keys.....	Forest.....	Interlachen.....	Maxville.....	Palm Coast.....	Silver Spc. Shores..	Youngstown-Fount..	
Century.....	Ft. George.....	Inverness.....	Mayo.....	Palmetto.....	Sneads.....	Yulee.....	
Chattahoochee....	Ft. Lauderdale....	Islamorada.....	McIntosh.....	Panacea.....	Sopchoppy.....	Zephyrhills.....	
						Zolfo Springs.....	



**\*\* FLORIDA EAS FOR MAJOR EXCHANGES \*\***

Extended Service Area	with	These Exchanges
PENSACOLA:		Cantonment, Gulf Breeze, Pace, Milton Holley-Navarre.
PANAMA CITY:		Lynn Haven, Panama City Beach, Tyndall AFB and Youngstown-Fountain.
TALLAHASSEE:		Crawfordville, Havana, Monticello, Panacea, Sopchoppy and St. Marks.
JACKSONVILLE:		Baldwin, Ft. George, Jacksonville Beach, Callahan, Maxville, Middleburg Orange Park, Ponte Vedra and Julington.
GAINESVILLE:		Alachua, Archer, Brooker, Hawthorne High Springs, Melrose, Micanopy, Newberry and Waldo.
OCALA:		Belleview, Citra, Dunnellon, Forest Lady Lake (B21), McIntosh, Oklawaha, Orange Springs, Salt Springs and Silver Springs Shores.
DAYTONA BEACH:		New Smyrna Beach.
TAMPA:		Central       None East       Plant City North       Zephyrhills South       Palmetto West       Clearwater
CLEARWATER:		St. Petersburg, Tampa-West and Tarpon Springs.
ST. PETERSBURG:		Clearwater.
LAKELAND:		Bartow, Mulberry, Plant City, Polk City and Winter Haven.
ORLANDO:		Apopka, East Orange, Lake Buena Vista Oviedo, Windermere, Winter Garden, Winter Park, Montverde, Reedy Creek, and Oviedo-Winter Springs.

**\*\* FLORIDA EAS FOR MAJOR EXCHANGES CONTINUED \*\***

<b>WINTER PARK:</b>	Apopka, East Orange, Lake Buena Vista Orlando, Oviedo, Sanford, Windermere Winter Garden, Oviedo-Winter Springs Reedy Creek, Geneva and Montverde,.
<b>TITUSVILLE:</b>	Cocoa and Cocoa Beach.
<b>COCOA:</b>	Cocoa Beach, Eau Gallie, Melbourne and Titusville.
<b>MELBOURNE:</b>	Cocoa, Cocoa Beach, Eau Gallie and Sebastian.
<b>SARASOTA:</b>	Bradenton, Myakka and Venice.
<b>FT. MYERS:</b>	Cape Coral, Ft. Myers Beach, North Cape Coral, North Ft. Myers, Pine Island, Lehigh Acres and Sanibel-Captiva Islands.
<b>NAPLES:</b>	Marco Island and North Naples.
<b>WEST PALM BEACH:</b>	Boynton Beach and Jupiter.
<b>POMPANO BEACH:</b>	Boca Raton, Coral Springs, Deerfield Beach and Ft. Lauderdale.
<b>FT. LAUDERDALE:</b>	Coral Springs, Deerfield Beach, Hollywood and Pompano Beach.
<b>HOLLYWOOD:</b>	Ft. Lauderdale and North Dade.
<b>NORTH DADE:</b>	Hollywood, Miami and Perrine.
<b>MIAMI:</b>	Homestead, North Dade and Perrine



**\*\* APPENDIX E \*\***

**\*\* GLOSSARY \*\***

**ACCESS CODE.** The term denotes a uniform four or seven digit code assigned to an individual IXC. The five digit code has the form 10XXX and the seven digit code has the form 950-10XX.

**BYPASS.** Transmission facilities that go direct from the local exchange end user to an IXC point of presence, thus bypassing the local exchange company.

**CARRIERS CARRIER.** An IXC that provides telecommunications service, mainly bulk transmission service, to other IXC only.

**CENTRAL OFFICE.** A local operating unit by means of which connections are established between subscribers' lines and trunk or toll lines to other central offices within the same exchange or other exchanges. Each three (3) digit central office code (NXX) used shall be considered a separate central office unit.

**CENTRAL OFFICE CODE.** The term denotes the first three digits (NXX) of the seven (7) digit telephone number assigned to a customer's telephone exchange service.

**COMMISSION.** The Florida Public Service Commission.

**COMPANY, TELEPHONE COMPANY, UTILITY.** These terms may be used interchangeably herein and shall mean any person, firm, partnership or corporation engaged in the business of furnishing communication service to the public under the jurisdiction of the Commission.

**DEDICATED FACILITY.** The term denotes a transmission circuit which is permanently for the exclusive use of a customer or a pair of customers.

**END USER.** The term denotes any individual, partnership, association, corporation, governmental agency or any other entity which (A) obtains a common line, uses a pay telephone or obtains interstate service arrangements in the operating territory of the company or (B) subscribes to interstate services provided by an IXC or uses the services of the IXC when the IXC provides interstate service for its own use.

**EQUAL ACCESS EXCHANGE AREAS.** EAEA means a geographic area, configured based on 1987 planned toll center/access tandem areas, in which local exchange companies are responsible for providing equal access to both carriers and customers of carriers in the most economically efficient manner.

**EXCHANGE.** The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange area. An exchange may include more than one central office unit.

services.

Feature Group A: Line side connections presently serving specialized common carriers.

Feature Group B: Trunk side connections without equal digit or code dialing.

Feature Group C: Trunk side connections presently serving AT&T-C.

Feature Group D: Equal trunk access with subscription.

**INTEREXCHANGE COMPANY.** means any telephone company, as defined in Section 364.02(4), F.S., which provides telecommunication service between exchange areas as those areas are described in the approved tariffs of individual local exchange companies.

**INTER-OFFICE CALL.** A telephone call originating in one central office unit or entity but terminating in another central office unit or entity both of which are in the same designated exchange area.

**INTRA-OFFICE CALL.** A telephone call originating and terminating within the same central office unit or entity.

**INTRASTATE COMMUNICATIONS.** The term denotes any communications in Florida subject to oversight by the Florida Public Service Commission as provided by the laws of the State.

**INTRA-STATE TOLL MESSAGE.** Those toll messages which originate and terminate within the same state.

**LOCAL ACCESS AND TRANSPORT AREA.** LATA means the geographic area established for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

FORM PSC/CMU 31 (10/90)



**LOCAL EXCHANGE COMPANY.** (LEC) means any telephone company, as defined in Section 364.02(4), F.S., which, in addition to any other telephonic communication service, provides telecommunication service within exchange areas as those areas are described in the approved tariffs of the telephone company.

**OPTIONAL CALLING PLAN.** An optional service furnished under tariff provisions which recognizes a need of some subscribers for extended area calling without imposing the cost on the entire body of subscribers.

**900 SERVICE.** A service similar to 800 service, except this service is charged back to the customer based on first minute plus additional minute usage.

**PIN NUMBER.** A group of numbers used by a company to identify their customers.

**PAY TELEPHONE SERVICE COMPANY.** Means any telephone company, other than a Local Exchange Company, which provides pay telephone service as defined in Section 364.335(4), F.S.

**POINT OF PRESENCE (POP).** Bell-coined term which designates the actual (physical) location of an IXC's facility. Replaces some applications of the term "demarcation point."

**PRIMARY SERVICE.** Individual line service or party line service.

**RESELLER.** An IXC that does not have certain facilities but purchases telecommunications service from an IXC and then resells that service to others.

**STATION.** A telephone instrument consisting of a transmitter, receiver, and associated apparatus so connected as to permit sending and/or receiving telephone messages.

**SUBSCRIBER, CUSTOMER.** These terms may be used interchangeably herein and shall mean any person, firm, partnership, corporation, municipality, cooperative organization, or governmental agency supplied with communication service by a telephone company.

**SUBSCRIBER LINE.** The circuit or channel used to connect the subscriber station with the central office equipment.

**SWITCHING CENTER.** Location at which telephone traffic, either local or toll, is switched or connected from one circuit or line to another. A local switching center may be comprised of several central office units.

**TRUNK.** A communication channel between central office units or entities, or private branch exchanges.

**\*\* APPENDIX F \*\***

**SUMMARY OF RESALE CERTIFICATE APPLICATION**

1. Principal U.S. Office: Corporate Telemanagement Group, Inc.  
430 Woodruff Road, Suite 450  
Greenville, S.C. 29607
  
2. Principal Florida Office: N/A
  
3. Contact Person (Name) Charles S. Houser  
(Address) c/o Corporate Telemanagement Group, Inc.  
(City) Greenville, S.C. 29607  
(Phone) 803-458-7302
  
4. Nonrecurring Charges: \$11.00 per month
  
5. Rate Offering: See Tariff
  
6. Deposit Practices: None except in extreme cases whereby credit standing is in question (will not exceed one month's estimated amount).
  
7. Service Locations: (List the exchanges you plan to start service in.)  
See Page 14.



**DIRECTORS:**

Charles S. Houser  
Leighton M. Cabbage  
Frank W. Robinson  
William M. Rogers

Chairman/CEO  
President/COO  
Vice President  
Vice President

**OTHER SIGNIFICANT SHAREHOLDERS:**

Cathy McDowell  
David Hudson  
Ted Hassold  
Eddie Terrell  
Chris Langley  
Barney Shorter  
Jo Ann Langston

Controller  
Director of Sales  
Director of Sales  
Director of Sales  
Director of Sales  
Director of Sales  
Director of Administration

# State of Florida



## Department of State

I certify from the records of this office that CORPORATE  
TELEMANAGEMENT GROUP, INC. is a South Carolina corporation,  
which was authorized to transact business in Florida on  
April 10, 1991.

The document number of this corporation is P33524.

I further certify that said corporation has paid all filing fees due  
this office through December 31, 1991, and its status is active.

I further certify said corporation has not filed a Certificate of  
Withdrawal.

Given under my hand and the  
Great Seal of the State of Florida,  
at Tallahassee, the Capital, this the  
15th day of April, 1991.



CR2EO22 (2-91)

Handwritten signature of Jim Smith in cursive script.

Jim Smith  
Secretary of State



FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service for telecommunications services offered by Corporate Telemagement Group, Inc., with principal offices at 430 Woodruff Road, Suite 450, Greenville, SC 29607. This tariff applies for services furnished within the state of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

---

Issued: \_\_\_\_\_

Effective: \_\_\_\_\_

By: Anita Sleeman, Director - Product Development  
Corporate Telemagement Group, Inc.  
430 Woodruff Road, Suite 450  
Greenville, SC 29607

## FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

CHECK SHEET

Sheets 1 through 48 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>SHEET</u>	<u>REVISION</u>
1	Original
1.1	Original
1.2	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original
23	Original
24	Original
25	Original

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## FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

CHECK SHEET (Continued)

<u>SHEET</u>	<u>REVISION</u>
26	Original
27	Original
28	Original
29	Original
30	Original
31	Original
32	Original
33	Original
34	Original
35	Original
36	Original
37	Original
38	Original
39	Original
40	Original
41	Original
42	Original
43	Original
44	Original
45	Original
46	Original
47	Original
48	Original
49	Original
50	Original
51	Original

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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SYMBOLS

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

- D - Delete or Discontinue
- I - Change resulting in an increase to a subscriber's bill
- M - Moved from another tariff location
- N - New
- R - Change resulting in a reduction to a subscriber's bill
- T - Change in text or regulation, but no change in rate or charge

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## FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

TARIFF 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 tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the FPSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i)(1).

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## FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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**TARIFF FORMAT (Continued)**

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

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS****1.1. Definitions**

**Access Line** - A transmission path which connects a subscriber location to the carrier's terminal location or switching center.

**Account Codes** - Allows a subscriber to further identify user of the service by the assignment of individual codes.

**Application for Service** - A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

**Authorization Code** - A numerical code, one or more of which are assigned to a subscriber to enable Corporate Telemagement Group, Inc. to identify use of service on his account and to bill the subscriber accordingly for such service. Multiple authorization codes may be assigned to a subscriber to identify individual users or groups of users on his account.

**Authorized User** - A person, firm, corporation, or other entity authorized by the subscriber to receive or send communications.

**Bandwidth** - The total frequency band, in hertz, allocated for a channel.

**Cancellation of Order** - A subscriber-initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion. Cancellation charges may apply.

**Carrier** - Corporate Telemagement Group, Inc. ("CTG").

**Custom Account Coding** - Subscriber determined tables of unique project and/or account numbers for their private use.

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## FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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**Section 1. Technical Terms and Abbreviations (Continued)****1.1 Definitions (Continued)**

**Dedicated Access Lines ("DAL")** - A group of leased lines which interconnect a switching system to a dedicated subscriber.

**Digital Signal Level 1 ("DS-1")** - A 1.544 Mbit/s signal (T1 carrier).

**Disconnection** - The disconnection of a circuit, dedicated access line or port connection being used for existing service.

**Holidays** - CTG's recognized holidays are:

New Year's Day	Labor Day	President's Day
Thanksgiving	Christmas	Memorial Day
Independence Day	Veteran's Day	Columbus Day
M.L. King Jr.'s Birthday		

**Interconnection** - The connection of telephone equipment to the network; also, the connection of one carrier with another, i.e., the interface between carriers.

**Other Common Carrier** - A person, firm, corporation, or entity regulated by the FPSC or the FCC which subscribes to carriers' communications services and facilities and resells these communications services and facilities to the public for a profit. Unless otherwise indicated herein, the term "other common carrier" when used in this tariff includes entities which are brokers of the service (act as intermediaries for the purpose of reselling), those entities which are processors of the service (enhances the value of the service through substantial incurred costs) and those entities which are underlying carriers or providers of facilities.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 1. Technical Terms and Abbreviations (Continued)****1.1 Definitions (Continued)**

**Point of Presence ("POP")** - Point at which responsibility for handling interLATA traffic changes over from the local telephone operating company to the interexchange carrier.

**Premises** - The space designated by a subscriber as its place or places of business for termination of service (whether for its own communications needs or for its resale subscribers).

**Primary InterLATA Carrier ("PIC")** - Long distance carrier designated by a telephone subscriber to provide him with interLATA service without having to dial a special access code.

**Speed Number** - A signaling arrangement by which a subscriber may elect to dial a pre-programmed four digit number in place of a designated ten digit number.

**Subscriber** - The person, firm, corporation, or other entity which orders or uses service and is responsible for the payment of charges and compliance with tariff regulations.

**Subscriber Provided Equipment** - Terminal equipment, as defined herein, provided by a subscriber.

**Terminal Equipment** - Devices, apparatus and their associated wiring, such as teleprinters, telephone handsets, data sets, or microprocessors.

**T1** - The basic 24-channel 1.544 Mb/s pulse code modulation system as used in the United States.

**Time of Day** - Day is 8:00 A.M. until 4:59 P.M., Monday through Friday; Evening is 5:00 P.M. until 10:59 P.M., Sunday through Friday, Night/Weekend is 11:00 P.M. until 7:59 A.M., Monday through Friday; all day Saturday; from 12:00 A.M. until 4:59 P.M. Sunday and all holidays recognized by CTG.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**SECTION 2 - RULES AND REGULATIONS****2.1. Undertaking of Carrier**

The Carrier, Corporate Telemagement Group, Inc. (CTG), does not undertake to transmit messages, but offers the use of its facilities, where available, for communications between parties to the terms and conditions specified in this tariff.

**2.2. Description of Undertaking of Carrier**

- 2.2.1. CTG, through national and/or regional certified interexchange carriers, coordinates both outbound and inbound long distance service. CTG, (also dba Teleco Telemagement) affiliated with Teleco, Inc., does not consider itself a carrier or a long distance company, but rather a tele-management company.
- 2.2.2. CTG only utilizes the services of underlying certified carriers and reformats the call detail information in an effort to make the information more useful and manageable by the end user. In addition, CTG strives to offer the services at beneficial rates, thus offering its subscribers, generally, a savings from the national carriers.
- 2.2.3. The subscriber is billed for each individual call, over the minimum duration, placed during the month. Please refer to Section 4 for the rates and charges schedule.
- 2.2.4. Service is provided on a subscription basis.
- 2.2.5. The subscriber is responsible for the charge, local or toll, incurred in accessing the AT&T POP. This charge is to be billed to the originating number, by the appropriate local carrier in the absence of special billing instructions from the subscriber.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.2. Description of Service (Continued)**

- 2.2.6. Authorization codes are issued to the subscriber by Carrier. Subscribers may use more than one authorization code to simplify his accounting for long distance charges made with travel cards. The numerical composition of identification codes is set by carrier to assure compatibility with carrier's accounting and automation systems and to avoid duplication of authorization codes.
- 2.2.7. Account codes are available at a subscriber's request and is a service whereby all outbound calls must be accompanied by a 2-5 digit code entered upon receiving a tone after the called number is dialed. The calls will not be completed unless the codes are dialed, thus identifying the call by user and/or by extension. Calls will be identified by account code on the monthly call detail report.
- 2.2.8. All services are made available only after a prospective subscriber signs an authorized CTG application and CTG subsequently has an officer or representative sign/accept the application.

**2.3. Limitations of Service**

- 2.3.1. Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff. Carrier reserves the right not to provide service to or from a location where necessary facilities or equipment are not available or justified.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.2. Limitations of Service (Continued)**

2.3.2. Carrier reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the subscriber is using the service in violation of the provisions of this tariff, or in violation of the law.

2.3.3. Title to all facilities provided by Carrier under these regulations are AT&T tariffed equipment and charges.

**2.4. Use of Service**

2.4.1. Service may be used for the transmission of communications by the subscriber.

2.4.2. Service may not be used for any unlawful purpose or for any purpose for which payment or other compensation is received by the subscriber, except when the subscriber is a duly authorized and regulated Common Carrier. This provision does not prohibit an arrangement between the subscriber, authorized user or joint user to share the cost of the service as long as the arrangement generates no profit for the participant in the arrangement.

**2.5. Interruption of Service**

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such actions.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.6. Liabilities of Carrier**

- 2.6.1. The liability of CTG for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, commences on the activation of service and in no event exceeds an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects in transmission occurred. For the purpose of computing such amount, a month is considered to have 30 days.
- 2.6.2. CTG is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- 2.6.3. CTG shall be indemnified and held harmless by the customer against:
- 2.6.3.A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name, or servicemark arising out of the material, data, information or other content transmitted over facilities provided by CTG;
- 2.6.3.B. Claims for patent infringement arising from combining or connecting CTG facilities with apparatus and systems of the subscriber; and
- 2.6.3.C. All other claims arising out of any act or omission of the subscriber in connection with the provision of any service by CTG.

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**Section 2. Rules and Regulations (Continued)****2.6. Liabilities of Carrier (Continued)**

2.6.4. CTG shall not be liable for and the subscriber indemnifies and holds CTG harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of, and destruction of the premises of the subscriber or any other property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by CTG. No agents or employees of carriers or dealers shall be deemed to be agents or employees of CTG.

**2.7. Application for Service**

2.7.1. Any applicant for service is required to sign an application requesting the Carrier to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.

2.7.2. The name(s) of the subscriber(s) must be set forth in the CTG Application.

2.7.3. If it is discovered that the subscriber is indebted to the Carrier or any other Carrier or telephone company, for previously furnished services, Carrier reserves the right to refuse service to such subscriber, until satisfactory payment arrangements are made. Carrier may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Carrier or any other carrier or telephone company who are indebted for previous service, regardless of the listing request for such service until satisfactory arrangements have been made to clear up such indebtedness.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.7. Application for Service (Continued)**

- 2.7.4. If it is determined subsequent to establishment of service that either condition in 2.6.3 exists, Carrier may suspend or discontinue service until satisfactory arrangements have been made to pay such indebtedness.
- 2.7.5. If application for service, additions, rearrangements, relocations or modifications of service are canceled in whole or in part prior to completion of the work involved, the applicant will be required to reimburse the Carrier for all expenses incurred in handling the request before notice of cancellation is received. This charge will not exceed all charges which would apply if the work involved in compliance with the request had been completed.
- 2.7.6. When equipment has been ordered for the specific needs of a subscriber and the installation thereof is unduly delayed by or at the request of the subscriber, appropriate charges will apply for such equipment for the period of the delay.
- 2.7.7. No subscriber will be changed from their existing carrier without an authorized signed CTG application that includes, but is not limited to: name, address, credit information, line information, and a letter of agency authorizing CTG to act on the subscriber's behalf in regards to their long distance service.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.8. Discontinuance and Restoration of Service****2.8.1. At The Subscriber's Request**

If the subscriber orders service requiring special abilities dedicated to the subscriber's use and then cancels his order before service begins, or prior to completion of the minimum period, or before completion of some other period mutually agreed upon by the subscriber and Carrier, the subscriber will be charged for the nonrecoverable portions of expenditures or liabilities expended on behalf of the subscriber by Carrier and not fully reimbursed. If, based on the order, any construction has either begun or been completed, but no service provided, the non-recoverable cost of such construction shall be charged to the subscriber. Such charges shall be filed in the tariff on a case by case basis.

**2.8.2. Restoral of Service Charge**

When service has been discontinued for failure to maintain credit as specified above, service will be restored after the service charge has been collected from the subscriber if it makes good business sense. If not, the subscriber will return to other services by the subscriber's or CTG Services, Corp.'s direction.

**2.8.3. Termination of Service by the Carrier**

- 2.8.3.A. CTG, by written notice to the subscriber, may immediately discontinue service from the carrier in the CTG application or cancel an application, and reestablish service with subscriber's previous carrier, without incurring any liability, for any of the following reasons:

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.8. Discontinuance and Restoration of Service (Continued)****2.8.3. Termination Of Service (Continued)**

- 2.8.3.A.1. Abandonment of service.
- 2.8.3.A.2. Use of service or facilities for a call or calls, anonymous or otherwise, in a manner reasonably to be expected to frighten, abuse, torment or harass another.
- 2.8.3.A.3. Non-payment of any sum due CTG for service more than 45 days beyond the date of the invoice to such service.
- 2.8.3.A.4. The use or attempting to use long distance service by tampering with, or making connection with any facilities of the Carrier, or by any trick, scheme, false representation, or false credit device with intent to avoid payment, in whole or in part, of the regular charge for such service.
- 2.8.3.A.5. Any other violation of the Carrier's regulations.
- 2.8.3.B Carrier reserves the right to cancel service to any subscriber who uses or permits the use of obscene, profane or grossly abusive language over the Carrier'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

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2.8.4. Unlawful Use of Service

Service is furnished subject to the condition that the service will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law and that a formal charge has been filed by competent authority against the subscriber. Before discontinuing service to such subscriber Carrier shall give to subscriber no less than three days written notice of its intention to do so. Carrier will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

2.8.5. Unsafe or Prohibited Facilities, Appliances, or Apparatus

Carrier may refuse to furnish service to an applicant for service and may discontinue service to a subscriber if any of the facilities, appliances, or apparatus on subscriber's premises are found to be unsafe or causing harm to Carrier's facilities, and may refuse to furnish service until the applicant or subscriber has remedied the condition.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.8. Discontinuance and Restoration of Service (Continued)****2.8.6. Abuse or Fraudulent Use of Service**

2.8.6.A. Service is furnished subject to the conditions that there will be no abuse or fraudulent use of the service. The Carrier may refuse to furnish or deny service to any person, firm or corporation, who, over the facilities furnished by the Carrier, abuses or fraudulently uses the service.

2.8.6.B. Carrier may refuse to furnish or deny service to any person, firm, or corporation, if, in the opinion of the Carrier, a subscriber uses the service in such a manner as to constitute abuse or fraud, or in a manner that may tend to injuriously affect the efficiency of the Carrier's plant, property or service.

**2.9. Standards on Payment and Collection or Reconnection Charges**

2.9.1. Service bills are due and payable upon receipt. Payment is expected within 15 days after the date the bill was mailed. If the postmark date on a subscriber's payment is not legible, a three (3) day mailing period will be presumed.

2.9.2. If the last calendar day for remittance falls on a weekend, legal holiday, or other day when our offices are not open to the public, the final payment date shall be extended through the next business day.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 2. Rules and Regulations (Continued)****2.9. Standards on Payment and Collection or Reconnection Charges  
(Continued)**

- 2.9.3. If notice of discontinuance is given pursuant to Section 2.10.5., a charge for such notice may be included.
- 2.9.4. Service may be discontinued, either temporarily or indefinitely, for reasons listed in Sections 2.10. and 2.11., and after proper notice.
- 2.9.5. If service is discontinued to a subscriber, charges for equipment shall also cease on the date of discontinuance.

**2.10. Standards on Discontinuance of Service Practices**

- 2.10.1. Service may be discontinued or refused for any of the following reasons:
- 2.10.1.A. As requested by the subscriber.
- 2.10.1.B. When a telephone bill becomes delinquent as provided in Section 2.9.1., after proper notice as provided in Section 2.10.5.
- 2.10.1.C. When the subscriber misrepresents his or her identity for the purpose of obtaining telephone service.
- 2.10.1.D. When the subscriber violates any rule of the telephone company, and the violation adversely affects the safety of the subscriber or other persons, or the integrity of the telephone system.

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**Section 2. Rules and Regulations (Continued)**

**2.10. Standards on Discontinuance of Service Practices (Continued)**

2.10.1.E. When the subscriber causes or permits unauthorized interference with or use of telephone service situated on or about the subscriber's premises.

2.10.2. The following shall not constitute sufficient cause to discontinue service:

2.10.2.A. The failure of a subscriber to pay for any non-tariffed charge.

2.10.2.B. The failure of the subscriber to pay for concurrent service received at a separate residence or location. In the event of discontinuance or termination of service at a separate residence or location in accordance with these rules, Carrier may transfer any unpaid balance to any other service account with the subscriber's written consent, provided that in the event of the failure of the subscriber to pay a final bill at a location, the telephone company may transfer such unpaid balance to any successive service account opened by the subscriber for the same class of service (business or residential) and may discontinue or refuse service at such successive service location for nonpayment of such transferred amount.

2.10.2.C. The failure of the subscribers to pay for a different class of service (business or residential) received at the same location, unless the usage of the remaining service substantially increases.

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**Section 2. Rules and Regulations (Continued)**

**2.10. Standards on Discontinuance of Service Practices (Continued)**

2.10.2.D. The failure of a subscriber to pay a bill which is in dispute, provided that the subscriber pays the portion of the bill not in dispute.

2.10.3. Except for discontinuance pursuant to Section 2.9.1.A., Carrier shall not discontinue service unless:

2.10.3.A. At the time of the proposed discontinuance, and on the day following the discontinuance, the office or personnel identified in the notices given pursuant to Sections 2.10.5. and 2.10.6.B. are open or available to the subscriber for the purpose of preventing discontinuance or obtaining reconnection, and

2.10.3.B. The procedures required by Section 2.10.7. are followed.

2.10.4. Discontinuance in Special Circumstances

2.10.4.A. If a residential subscriber notifies carrier and establishes that:

2.10.4.A.1. Discontinuance would be especially dangerous to the health of the subscriber, resident member of the subscriber's family or other permanent resident of the premises where service is rendered.

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FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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**Section 2. Rules and Regulations (Continued)**

**2.10. Standards on Discontinuance of Service Practices (Continued)**

**2.10.5. Notice of Discontinuance of Service**

2.10.5.A. The subscriber shall be given ten (10) days written notice before initial discontinuance of service, unless the discontinuance is upon subscriber's request or involves a dangerous condition, violation of Carrier's rules or unauthorized interference or use of services, Section 2.10.1.A., in which case service may be discontinued immediately.

2.10.5.B. Notice shall be sent to the account name and address. Accurate records shall be kept as to the mailing date, and service of notice will be complete upon this mailing date.

2.10.6. The notice required by Section 2.10.5. shall contain the following information:

2.10.6.A. The name, billing address and account number of the subscriber being disconnected.

2.10.6.B. A clear and concise statement of the reason for the proposed discontinuance of service.

2.10.6.C. The date on or after which service will be discontinued unless the subscriber takes appropriate action.

2.10.6.D. Terms under which the subscriber may avoid discontinuance.

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**Section 2. Rules and Regulations (Continued)**

**2.10. Standards on Discontinuance of Service Practices (Continued)**

- 2.10.6.E. A clear and concise explanation of the charges and conditions for restoral or reconnection of service. A schedule of such charges shall be set forth, if involved.
- 2.10.6.F. A statement that discontinuance may be postponed or avoided if a subscriber can demonstrate that special circumstances prohibit complete payment and satisfactory credit arrangements are made with Carrier for monies not in dispute.
- 2.10.6.G. Notice to advise the subscriber of availability of an administrative procedure which may be utilized in the event of a dispute or other circumstances, such as provided in Section 2.10.4. The notice will set forth the address, telephone number and name of the company office or personnel empowered to review disputed bills, rectify errors, and prevent disconnection. This notice also shall state that the subscriber may meet with a designated employee and may present his or her reason for discontinuance, request for credit arrangements, or request a postponement of discontinuance.
- 2.10.7. Immediately prior to initial disconnection or suspension of service, Carrier shall have an employee make a reasonable effort to:

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**Section 2. Rules and Regulations (Continued)**

**2.10. Standards on Discontinuance of Service Practices (Continued)**

- 2.10.7.A. Contact via telephone and identify himself/herself to the subscriber or responsible person and announce the purpose of the contact. Attempts at telephone contact will not be required if the subscriber has been sent a notice of discontinuance in the prior twelve months.
- 2.10.7.B. Identify and record the name of the person contacted.
- 2.10.7.C. If a personal visit is made and payment of all monies necessary to avert disconnection, including any required collection fee is tendered, the employee shall either accept such payment or shall contact the appropriate Carrier employee to allow the subscriber or responsible person to make arrangements for such payment and thereby avert discontinuance.
- 2.10.7.D. Statements disputing the accuracy of the delinquent bill shall be recorded.
- 2.10.7.E. Statements concerning the medical condition of any permanent resident of the premises shall also be recorded. If contact with the subscriber is not made, service may be discontinued as specified in the disconnect notice.

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**Section 2. Rules and Regulations (Continued)****2.10. Standards on Discontinuance of Service Practices (Continued)****2.10.8. Restoration of Service**

- 2.10.8.A. Upon the subscriber's request, an employee of the Carrier shall restore service promptly when (a) the cause of discontinuance of service has been eliminated, or (b) applicable restoration charges have been paid, or (c) satisfactory credit arrangements have been made.
- 2.10.8.B. At all times, every reasonable effort shall be made to restore service on the restoration day requested but up to the provisional dates of AT&T.
- 2.10.8.C. A fee of \$10.00 per account code may be charged for the restoration of service as provided in Section 4.7.

**2.11. Disputes**

- 2.11.1. If a subscriber advises Carrier's office prior to the date of proposed discontinuance that all or any part of any billing as rendered, is in dispute, or that the carrier's reasons for discontinuance are factually invalid, Carrier shall:
- 2.11.1.A. Immediately record the date, time, and place the complaint is made.
- 2.11.1.B. Postpone discontinuance until a full investigation is completed and the dispute is found to be invalid.
- 2.11.1.C. Investigate the dispute promptly and completely.

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Section 2. Rules and Regulations (Continued)

2.11. Disputes (Continued)

- 2.11.1.D. Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.
- 2.11.2. A subscriber may advise Carrier that a bill is in dispute in a reasonable manner such as a written notice, in person, or by a telephone call directed to appropriate personnel of the Carrier.
- 2.11.3. In attempting to resolve the dispute in a mutually satisfactory manner, carrier may employ telephone communications, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute.
- 2.11.4. In the event that a dispute is not resolved to the satisfaction of the subscriber after a full investigation, the subscriber shall be advised by the carrier of formal and informal proceedings available before the Public Services Commission of the State of Florida. Service may then be discontinued if proper notice has been given.

2.12. Payment of Bills

- 2.12.1. Service is provided and billed on a monthly basis, beginning on the date that the billing becomes effective. Service continues to be provided until subscriber contacts CTG.
- 2.12.2. The subscriber is responsible for payment of all charges for services furnished to the subscriber.

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**Section 2. Rules and Regulations (Continued)****2.12. Payment of Bills (Continued)**

- 2.12.3. Invoices will be payable 15 days after date of invoice. Interest at a rate of 1.5% per month (unless a lower rate is prescribed by law, in which case the rate charged will be the highest rate allowed by law) may accrue upon any unpaid amount commencing 15 days after rendering of the billing.
- 2.12.4. Applicants may be required at any time to make a deposit up to an amount equaling one month actual or estimated charges for the service to be provided.
- 2.12.5. If a notice of a dispute as to the charges has not been received, in writing, by CTG, within 30 days after an invoice is rendered, such invoice shall be deemed to be correct and binding upon the customer.
- 2.12.6. If account is not paid within 30 days from due date, CTG may convert charges to credit card.
- 2.12.7. The minimum period of service is one month (30 days).

**2.13. Minimum Service Period**

- 2.13.1. The minimum service period is one month from the date service commences.
- 2.13.2. A contract period of one month may be required by Carrier for a subscriber at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

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**Section 2. Rules and Regulations (Continued)****2.14. Special Equipment and/or Arrangements**

2.14.1. For special equipment and arrangements furnished in connection with service, charges equivalent to the estimated cost of furnishing such equipment or arrangements apply. Estimated cost consists of an estimate of the cost of maintenance; cost of operation; depreciation on the estimated useful service life of the facilities with an appropriate allowance for the estimated net salvage; administration, taxes and uncollectible revenue on the basis of reasonable average charges for these items; any other specific items of expense associated with the particular situation; and a reasonable amount, computed on the estimated cost installed of any facilities provided for return and contingencies.

2.14.2. Estimated cost installed as mentioned in the above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor supervision, transportation, rights-of-way and any other items which are chargeable to the capital accounts.

**2.15. Ownership of Equipment**

2.15.1. Equipment furnished by Carrier on the premises of a subscriber is the property of Carrier.

2.15.2. Equipment purchased for the subscriber for connecting a DAL or T1 circuit to the Software Defined Network will be the property of the subscriber after it is paid for.

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**Section 2. Rules and Regulations (Continued)****2.16. Deposits and Advance Payments**

- 2.16.1 The Company does not require a deposit from the customer.
- 2.16.2 For customers whom the Company feels an advance payment is necessary, CTG, reserves the right to collect an amount not to exceed one (1) month's estimated charge as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

**2.17. Interconnection**

- 2.17.1. Service furnished by Carrier may be interconnected with services or facilities of other authorized communication common carriers and with private systems, subject to the technical limitations established by Carrier. Service furnished by Carrier is not part of a joint undertaking with such other carriers. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of Carrier and other participating carriers shall be provided at the subscriber's expense.
- 2.17.2. Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The subscriber is responsible for taking all necessary legal steps for interconnecting his subscriber-provided terminal equipment for communications systems with Carrier's facilities. He shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.

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**Section 2. Rules and Regulations (Continued)****2.18. Taxes and Fees Chargeable to Subscribers****2.18.1. Adjustments for Municipality Payments**

If at any future time a municipality acquires the legal right to impose an occupation tax, license tax, permit fee, franchise fee or other similar charge upon the Carrier, and imposes the same by ordinance or otherwise, such taxes, fees or charges shall be billed to the subscribers receiving service within the territorial limits of such municipality. Such billing shall allocate the tax, fee or charge among subscribers uniformly on the basis of each subscriber's monthly charges for the types of services made subject to such tax, fee or charge.

**2.18.2. Adjustments for County or Other Local Taxing Authority Payments**

If at any future time a county or other local taxing authority acquires the legal right to impose an occupation tax, license tax, permit fee, franchise fee or other similar charge upon Carrier, and imposes the same by ordinance or otherwise, such taxes, fees or charges shall be billed to the subscribers receiving service within the territorial limits of such county or other taxing authority. Such billing shall allocate the tax, fee or charge among subscribers uniformly on the basis of each subscriber's monthly charges for the types of service made subject to such tax, fee or charge.

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**Section 2. Rules and Regulations (Continued)****2.19. Inspection, Testing and Adjustment**

2.19.1. Carrier may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the requirements of this tariff are being complied with in the installation, operation or maintenance of the subscriber's or the Carrier's equipment. Carrier may interrupt the service at any time, without penalty to itself, because of departure from any of these requirements.

2.19.2. Upon reasonable notice, the facilities provided by Carrier shall be made available to Carrier for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to Carrier. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.20. Connection with Subscriber-Provided Equipment and Facilities**

2.20.1. Carrier's facilities and service may be used with or terminated in subscriber-provided terminal equipment or subscriber-provided communication systems, such as teleprinters, handsets or data sets. Such terminal equipment shall be furnished and maintained at the expense of the subscriber, except as otherwise provided. The subscriber is responsible for all costs at his premises, including subscriber personnel, wiring, electrical power, and the like, incurred in his use of Carrier's service.

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**Section 2. Rules and Regulations (Continued)**

**2.20. Connection with Subscriber-Provided Equipment and Facilities (Continued)**

- 2.20.2. When such terminal equipment is used, the equipment shall comply with the minimum protective criteria set forth below and shall not interfere with service furnished to other subscribers. Additional protective equipment, if needed, shall be employed at the subscriber's expense.
- 2.20.3. When service using Bell voice grade facilities is terminated in subscriber-provided terminal equipment, channel derivation-devices, or communication systems, the subscriber shall comply with the following minimum protective criteria:
- 2.20.3.A. When the facilities furnished under this tariff are used in common with Bell System Services, it is necessary in order to prevent excessive noise and crosstalk that power of the signal applied to Bell lines be limited. A single valued limit for all applications cannot be specified. Therefore, the power of the signal in the band over 300 Hertz, which may be applied by the subscriber-provided equipment at the point of termination, will be specified by Carrier for each application to be consistent with the signal power allowed on the telecommunications network.

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**Section 2. Rules and Regulations (Continued)****2.20. Connection with Subscriber-Provided Equipment and Facilities (Continued)**

2.20.3.B. To protect the telecommunications services from interference at frequencies which are about the band of service provided, Carrier will specify the acceptable signal power in the following bands to be applied by the subscriber-provided equipment or communications system at the point of termination to insure that the input to Bell facilities does not exceed the following limits:

- 2.20.3.B.1. The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18 db below the power of the signal as specified in subsection 2.20.3.A. above.
- 2.20.3.B.2. The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16 db below one milliwatt.
- 2.20.3.B.3. The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24 db below one milliwatt.
- 2.20.3.B.4. The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36 db below one milliwatt.
- 2.20.3.B.5. The power in the band above 40,000 Hertz shall not exceed 50 db below one milliwatt.

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**Section 2. Rules and Regulations (Continued)****2.20. Connection with Subscriber-Provided Equipment and Facilities  
(Continued)**

2.20.3.C. Where there is connection via subscriber-provided terminal equipment or communications system to a Message Telecommunications Service or a WATS service, to prevent the interruption or disconnection of calls, or interference with network control signaling, it is necessary that the signal applied by the subscriber-provided equipment to the interface at no time has energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

2.20.3.D. Where such subscriber-provided equipment or communications system applies signals having components on the frequency spectrum below 300 Hertz excluding ringing signals, the currents and voltages (including all harmonics and spurious signals) at the interface shall not exceed the following limits:

2.20.3.D.1. The maximum rms (root-means square) value, including dc and ac components, of the current shall not exceed 0.35 ampere.

2.20.3.D.2. The magnitude of the peak of the conductor or ground voltage shall not exceed 70 volts.

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**Section 2. Rules and Regulations (Continued)****2.20. Connection with Subscriber-Provided Equipment and Facilities (Continued)**

2.20.3.D.3. The conductor voltage shall be such that the conductor to ground voltage limit in 2.20.3.D.2. preceding is not exceeded. If the signal source is not grounded, the voltage limit in 2.20.3.D.2. preceding applies to the conductor to conductor voltage.

2.20.3.D.4. The total weighted rms voltage within the band from 50 Hertz to 300 Hertz shall not exceed 100 volts. The total weighted rms voltage is the square root of the sum of products times the square of the rms voltage of the individual frequency components. The weighing factors are as follows:

<u>For Frequencies Between</u>	<u>Weighing Factor</u>
50 Hertz and 100 Hertz	2 4 f/10
100 Hertz and 300 Hertz	3.3 6.6 f/10

f is the numerical value of the frequency, in Hertz, of the frequency component being weighted.

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**Section 2. Rules and Regulations (Continued)****2.20. Connection with Subscriber-Provided Equipment and Facilities (Continued)**

2.20.4. The subscriber shall also comply with the minimum protective criteria generally accepted in the telephone industry and other appropriate criteria as may be prescribed by Carrier. The subscriber shall ensure that his terminal equipment is properly interfaced with the Carrier's facilities, that the signals emitted into the Carrier's facilities are of the proper mode, bandwidth, power, data speed, and signal level for the intended use of the subscriber, and that the signals do not damage the Carrier's equipment, injure personnel or degrade service to other subscribers.

2.20.5. If the subscriber fails to maintain and operate his terminal equipment properly, resulting in the occurrence or possibility of harm to Carrier's equipment, personnel, or the quality of service to other subscribers, Carrier may, upon written notice, require the use of protective equipment at the subscriber's expense. If this fails to produce satisfactory quality and safety of service, Carrier may, upon written notice, terminate the subscriber's service immediately.

**2.21. Resale of Service**

The resale of any services provided by Carrier is not permitted except as provided elsewhere in this tariff or as specifically authorized by Carrier.

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**Section 2. Rules and Regulations (Continued)****2.22. Marketing and Sales Studies**

In connection with Marketing and Sales studies, Marketing and Sales programs, the Carrier reserves the right to waive moves and change charges within specified areas for such periods of time as designated by the Carrier, after proper notification to the Commission and approval has been granted.

**2.23. Waiver of Requirements**

The requirements contained herein may be waived in individual cases by the Commission upon written request by us if it is shown that compliance with the requirement would not serve the interest of either the subscriber or us.

**2.24. Quality Guarantee**

CTG guarantees subscribers will be completely satisfied with the quality of the service or CTG will pay to return subscriber's service to their previous long distance carrier. If after 60 days they are not 100% satisfied with CTG's service, they may call Customer Service at 1-800-488-8484 between the hours of 8:30 a.m. to 9:00 p.m. EST. All other departments within CTG are available for the subscriber's calls from 8:30 a.m. to 5:30 p.m. EST.

**2.25. Employee Concessions**

Any employee of the Company in good standing for three months or longer may receive any of the Company's services 20% below the tariffed rate as a concession.

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**SECTION 3 - DESCRIPTION OF SERVICE****3.1. Timing of Calls**

Subscribers are charged individually for each call they place through Carrier's system since the last monthly billing. Each call is timed from the time the call destination phone answers and LEC gives carrier answer supervision, and the time the call ends when either party hangs up and carrier recognizes disconnect supervision.

**3.2. Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airtime distance between rate centers associated with the originating and terminating points of the call. The airtime mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. Carrier uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communication Research in their NPA-NXX V&H Coordinate Tape and AT&T Tariff No. 10.

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

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 3. Description of Service (Continued)****3.3. Service Offerings**

- 3.3.1. Each billed charge for every call is determined by the following formula:

Billable charge equals (rate per minute times the number of minutes or fraction thereof) less any applicable discounts.

- 3.3.2. The rates are subject to the following discounts:

3.3.2.A. Evening Discount - This discount applies to calls that originate from 5:00 p.m. to, but not including, 11:00 p.m. on Sunday through Friday. This evening discount reduces the rates shown on Rate Title Programs.

3.3.2.B. Night and Weekend Discount - This discount applies to a call originating from 11:00 p.m. to, but not including 8:00 a.m. on Monday through Friday. This night and weekend discount also applies to calls originating on Sunday from midnight to, but not including, 5:00 p.m. Sunday, all day on Saturday, New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, Veteran's Day, President's Day, Memorial Day, Columbus Day and Martin Luther King, Jr.'s Birthday. This discount reduces the rates reflected on Rate Title Programs.

3.3.2.C. The evening, night and weekend discounts apply only to calls dialed direct station to station.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**Section 3. Description of Service (Continued)****3.4. General Description of CTG's Communication Services****3.4.1. Dial 1 Access**

Dial 1 is an outbound service whereby the end user utilizes the service by dialing 1 + area code + number. This service is only available from exchanges that offer equal access (1+) facilities to the carriers.

**3.4.2. Direct Access**

Direct Access is an outbound/inbound service whereby the end user accesses the carrier's network via direct point-to-point facilities between subscriber's and carrier's Points of Presence (POP). This service is made available only when such facilities are available and those facilities are charged for on a specific case to case basis. The end user may, at their request, arrange for separate facilities of their choosing, assuming the facilities are compatible with the carrier's facilities.

**3.4.3. Travel Service (Travel Card)**

The travel service allows an end user to dial an outbound number when away from his regular phone or office via access by dialing an 800 number, the called number, and a 14 digit authorization code. This service is available from any telephone. Subscribers with rotary phones will have the call completed by a carrier operator at no additional charge.

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FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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**Section 3. Description of Service (Continued)**

**3.4. General Description of CTG's Communication Services (Continued)**

**3.4.4. 800 Business Line**

This service is an inbound service whereby the subscriber receives toll free calls from end users by the end user dialing 1-800-XXX-XXXX. This service is available only in areas whereby equal access has been made available by the local exchange carrier.

**3.4.5. 800 T-1 Termination**

This service is identical to the 800 business line except that all calls are routed to the subscriber's telephone facilities via a dedicated, point-to-point, digital service.

**3.5. Billing Options**

The following Billing Options are available for Dial 1, Direct Access, Travel Card, 800 Business Line and 800 T-1.

**3.5.1. Standard Bill Formats**

3.5.1.A. Paper bill with all call detail, summary reports and account statement.

3.5.1.B. Paper bill with account statement and summary reports, but no call detail.

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**Section 3. Description of Service (Continued)****3.5. Billing Options (Continued)****3.5.2. Master Account Billing**

3.5.2.A. For the multiple location subscriber who wants consolidated billing to achieve maximum volume discount and summary by location. Master location assumes responsibility for all charges.

3.5.2.B. Each sub-account will receive a standard bill format with the exception that the account statement page will be marked: "This is not an invoice, do not remit." Master location will receive its own sub-location bill along with master bill statement and summary.

**3.5.3. Optional Billing Enhancements**

3.5.3.A. Excessive Call Duration - This management tool allows a subscriber to set the parameters for what will be considered excessive duration. He will receive in his monthly bill a report listing all calls which exceed these pre-determined parameters.

3.5.3.B. Frequently Called Cities - This management tool allows a subscriber to see the top 25 cities he has called and what is charged for these calls. It allows the subscriber to see if his target markets are being called.

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**

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**SECTION 4 - RATES****4.1. "Dial 1 Access" - Flat Rate Service****Intrastate Traffic:**

(Rate Per Minute)

<u>Day</u>	<u>Evening</u>	<u>Night</u>
.1850	.1294	.1029

- 18 second minimum billing
- 6 second billing increments
- No volume discounts apply

**4.2. "Direct Access"****Intrastate Traffic:**

(Rate Per Minute)

<u>Day</u>	<u>Evening</u>	<u>Night</u>
.1850	.1000	.0780

- 18 second minimum billing
- 6 second billing increments
- Direct access charges bill separately
- No volume discounts apply

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Section 4. Rates (Continued)4.3. "Travel Card" - Flat Rate Service (800 Access)Intrastate Domestic Traffic (1-800-776-0606)

(Rate Per Minute)

<u>Day</u>	<u>Evening</u>	<u>Night</u>
.2455	.1841	.1227

Surcharge: \$.55 per call

- Full minute billing
- Full minute increments
- No volume discounts apply

4.4. "800 Business Line" Termination - Flat Rate ServiceIntrastate Domestic Traffic

(Rate Per Minute)

<u>Day</u>	<u>Evening</u>	<u>Night</u>
.1993	.1993	.1993

- 30 second minimum billing
- 6 second billing increments
- \$10.00 per month per 800 number
- \$50.00 installation (one time charge)
- No volume discounts apply

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**FLORIDA INTEREXCHANGE TELECOMMUNICATIONS SERVICE**


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**Section 4. Rates (Continued)****4.5. "800 T-1" - Flat Rate Service**Intrastate Domestic Traffic

(Rate Per Minute)

<u>Day</u>	<u>Evening</u>	<u>Night</u>
.1350	.1013	.0860

- 18 second minimum billing
- 6 second billing increments
- \$10.00 per month per 800 number
- \$50.00 installation (one time charge)
- No volume discounts apply

**4.6. Restoral of Service Charge**

If a subscriber is temporarily suspended from our service due to non-payment, service will be restored upon payment of all charges due.

**4.7. Late Fee**

A late fee of 1.5% monthly will be charged on any past due balances.

**4.8. Returned Check Charge**

If a bank check received by Carrier is returned unpaid, a \$15.00 service charge will be assessed to the subscriber for handling costs.

**4.9. Telemagement Fee**

All subscribers will be charged a recurring monthly telemagement fee of \$11.00 for single accounts and \$25.00 for all master accounts.

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**Section 4. Rates (Continued)****4.10. Extra Copies Of Bill**

Duplicate copies of a subscriber's bill will be provided by Carrier for a charge of \$20.00 per bill copy. Any billing over \$2,000.00 is subject to alternative billing methods (i.e., magnetic media).

**4.11. Service Trip Charge**

If an on-premise visit by the Carrier is required for trouble or service difficulties not resultant from Carrier's provided equipment, a Service Trip Charge of \$40.00 may be assessed to the subscriber for the visit by the Carrier and reasonable hourly charges by the technician.

**4.12. Special Promotions**

The company will, from time to time, offer special promotions to its customers waiving certain charges. These promotions will be approved by the FPSC with specific starting and ending dates and under no circumstances run for longer than 90 days in any 12 month period.

**4.13. Exemptions and Special Rates****4.13.1. 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 TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will be

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equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period. Discounts do not apply to surcharges or per call add on charges for operator service when the call is placed by a method that would normally incur the surcharge.

**4.13.2. Operator Assistance for Handicapped Persons**

Operator station surcharges will be waived for operator assistance provided to a caller who identified him or herself as being handicapped and unable to dial the call because of a handicap.

**4.13.3. Directory Assistance for Handicapped Persons**

There is no charge for Directory Assistance for calls from handicapped persons. Such persons must contact the Company for credit on their directory assistance calls.

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