



FLORIDA PUBLIC SERVICE COMMISSION

Application Form

for

Authority to Provide Interexchange Telecommunications Service  
Between Points Within the State of Florida

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

1. This is an application for:

- Original Authority (new company)
- Approval of transfer (to another certificated company)
- Approval of assignment of existing certificate (to a noncertificated company)
- Approval for transfer of control (To another certificated company.)

2. The legal name of the applicant.

Operator Service Company

3. Name under which the applicant will do business:

Operator Service Company

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

1624 Tenth Street  
Lubbock, Texas 79401-2607

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

Same as above

6. Structure of organization:

- ( ) Individual
- ( ) Corporation
- (X) 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.

- (a) Provide proof of compliance with the foreign partnership statute (Chapter 620.169 FS), if applicable.

Not applicable.

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

Not applicable.

8. If incorporated, please give:

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

See Attachment I.

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

See Attachment I.

9. If incorporated, indicate if any of the officers, directors, partners or any of the ten largest stockholders have previously been:

- (a) 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.

No.

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

No.

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

(a) The application:

Connie Wightman  
Technologies Management, Inc.  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
Telephone (407) 740-8575 Facsimile (407) 740-0613

(b) Official Point of Contact for the ongoing operations of the company:

Kirk Smith  
Operator Service Company  
1624 Tenth Street  
Lubbock, Texas 79401-2607  
Telephone (806) 747-2474  
Facsimile (806) 747-5047

(c) Tariff:

Connie Wightman  
Technologies Management, Inc.  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
Telephone (407) 740-8575  
Facsimile (407) 740-0613

(d) Complaints/Inquiries from customers:

Customer Service  
Operator Service Company  
1624 Tenth Street  
Lubbock, Texas 79401-2607  
(800) 658-6041

11. List the states in which the applicant:

(a) Has operated as an interexchange carrier.

Texas, Arizona, New Mexico, Colorado and Oklahoma.

(b) Has applications pending to be certificated as an interexchange carrier.

Arizona, which allows continuing operations pending certification.

- (c) Is certificated to operate as an interexchange carrier.  
Texas and New Mexico. Colorado and Oklahoma do not require certification.
- (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.

12. 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 mbps., DS-3, etc.)

Travel service  
 Method of access is 950  
 Method of access is 800

900 service

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

Services included are:

- Station assistance
- Person to person assistance
- Directory assistance
- Operator verify and interrupt
- Conference calling
- Other:

13. What does the end user dial for each of the interexchange carrier services that were checked in services included (above).

0 + Area Code + InterLATA Destination Number or 00

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

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

15. Will your marketing program:

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

16. Explain any of the offers checked in question 15 (To whom, what amount, type of franchise, etc.).

Commissions are paid to subscriber properties in order to offset the cost of providing telecommunications services to their guests. Commissions are based on the total collected revenues from each given location.

17. 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) Any entity who orders service from the applicant regardless of where the call is placed.

18. Please provide the following (if applicable):

- (a) Will the name of your company appear on the bill for your services, and if not who will the billed party contact to ask questions about the bill (provide name and phone number) and how is this information provided?

Where the billing telephone company has the capability of listing the subcarrier, the name Operator Service Company will appear on the bill.

- (b) Name and address of the firm who will bill for your service.

Zero Plus Dialing, Inc. (ZPDI)  
9311 San Pedro  
Suite 300  
San Antonio, TX 78216

19. Please submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485.

See Attachment II.



**APPLICANT ACKNOWLEDGMENT STATEMENT**

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

  
Name: Kirk Smith, President

Date: 18 Feb 92

**APPENDICES:**

- A - Certificate of Transfer Statement
- B - Customer Deposits and Advance Payments
- C - Intrastate Network
- D - Florida Telephone Exchanges and EAS Routes
- E - Glossary

**ATTACHMENTS:**

- I - FL Secretary of State Registration
- TT - Proposed Tariff

APPENDIX A

CERTIFICATE OF TRANSFER STATEMENT

I, \_\_\_\_\_, current holder  
of certificate number \_\_\_\_\_, have reviewed this  
application and join in the petitioner's request.

Not Applicable.

\_\_\_\_\_  
Signature of owner or chief  
officer of the certificate  
holder.

\_\_\_\_\_  
Title


\_\_\_\_\_  
Date

APPENDIX B

CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

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

- (X) 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.)

  
Name: Kirk Smith  
Title: President

Date: 18 Feb '92

APPENDIX C

INTRASTATE NETWORK

1. POP: Address where located, and indicate if owned or leased.

1) None 2)

3) 4)

2. SWITCHES: Address where located, by type of switch and indicate if owned or leased.

1) None 2)

3) 4)

3. TRANSMISSION FACILITIES: POP-to-POP facilities by type of facilities (microwave, fiber copper, satellite, etc.) and indicate if owned or leased.

<u>POP-to-POP</u>	<u>TYPE</u>	<u>OWNERSHIP</u>
1) None		
2)		
3)		

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)


Jacksonville	Miami	Sarasota
Gainesville	Pensacola	Ft. Meyers
Daytona Beach	Panama City	Naples
Ocala	Tallahassee	Lakeland
Orlando	Titusville	Winter Park
Cocoa	Tampa	Ft. Lauderdale
Melbourne	Clearwater	Pompano Beach
West Palm Beach	St. Petersburg	Hollywood
North Dade		

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).

In accordance with current operator service provider regulations Operator Service Company programs its equipment or its subscriber's equipment at originating locations to screen 0- and intraLATA calls and route these calls directly over the originating 1FB's or trunks to the local exchange carrier. Since intraEAEA calls are a subset of intraLATA, all these calls will be routed to the LEC so long as Florida rules require such routing.

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

- (a) What services have been provided and when did these service begin? Not applicable
- (b) If the services are not currently offered, when were they discontinued? Not applicable

  
Name: Kirk Smith

Title: President

18 Feb 92  
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.

Operator Service Company intends to offer service to any location in the state.

Attached is a list of major exchanges in Florida showing the small exchanges with which each has extended area service (EAS).

Jacksonville  
Gainesville  
Daytona Beach  
Ocala  
Orlando  
Cocoa  
Melbourne  
West Palm Beach  
Miami  
Pensacola  
Panama City  
Tallahassee  
Titusville

Tampa  
Clearwater  
St. Petersburg  
Lakeland  
Winter Park  
Ft. Lauderdale  
Pompano Beach  
Hollywood  
North Dade  
Sarasota  
Ft. Meyers  
Naples

  
Name: Kirk Smith

Title: President

18 Feb 92  
Date

## APPENDIX E

### SUPPLEMENTAL INFORMATION REGARDING THE PROVISION OF SERVICE TO CORRECTIONAL OR CONFINEMENT FACILITIES

Operator Service Company intends to offer its interexchange services to correctional or confinement institutions for use by inmates. Institutional telecommunications service differs from service provided to the general public in that administrators of institutions need a great deal of control over the telecommunications system. The high level of control is necessary to prevent fraud, protect individuals from harassment, and maintain control over the inmate population.

Operator Service Company proposes to offer the following service restrictions when requested to do so by the administration personnel of correctional/confinement institutions:

- a. 1+ and 0- calls will not be allowed.
- b. Calls may be limited to collect-only calling.
- c. Calls to institution-specified numbers may be blocked to prevent harassment of individuals by inmates (i.e., telephone numbers of judges, prosecutors, witnesses.)
- d. Call attempts which would bypass the system restrictions and safeguards by accessing an alternate carrier will be denied. (i.e., calls to 950, 10XXX, 800 and 0-.)
- e. System availability may be limited by the hours of day and days of week as determined by each institution.
- f. Call duration of individual calls may be limited at the discretion of the institution.
- g. Calls to special calling services such as 900 or 976 will be denied.
- h. Calls to directory assistance will be denied.

The restrictions listed above are similar to those instituted by local exchange companies for inmate services (i.e. Southern Bell's Inmate Calling Service as described in the company's Florida General Subscriber Service Tariff.)

As a result of the restrictive nature of the service, some of the Commission's operator service requirements as outlined in Order No. 20489, Docket No. 871394-TP, issued December 21, 1988, are inappropriate for inmate services. These inappropriate requirements include:

- a. Contracts between an operator service provider and call aggregators ensure that the end user is provided access to all locally available carriers.
- b. All 0- traffic shall be routed to the LEC.
- c. Provision of "tent cards" providing providing various dialing procedures, rates, instructions and surcharges.

Access to other carriers and 0- calls will be denied to prevent circumvention of the system and reduce fraud. Historically, the use of any type of a "tent card" or similar information vehicle at prisons has proven to be a source of vandalism and a potential hazard. However, calls will be branded and rates will be available upon request to ensure that callers have access to the information they need regarding the use and cost of the phone system. Dialing procedures and instructions regarding the institution's rules regarding use of the telephones will be provided through the institution administration.



**OPERATOR SERVICE COMPANY**

**ATTACHMENT J**

**AUTHORITY TO OPERATE IN FLORIDA**



Florida Department of State, Jim Smith, Secretary of State

PRENTICE HALL  
TALLAHASSEE, FL

**SUBJECT:** OPERATOR SERVICE COMPANY

**DOCUMENT #:** P37598

This will acknowledge receipt of the following:

1.  Check(s) totaling \$ 70.00
2.  Mark(s) filed
3.  Qualification Document(s) filed 2/21/92
4.  Mark Renewal filed
5.  Reinstatement filed
6.  Limited Partnership filed
7.  OTHER:

BUCK KOHR  
QUALIFICATIONS

**ENCLOSED:**

1.  Certified Copy
2.  Certificate under Seal
3.  Other:

If you have further questions concerning the filing of your document, please call (904) 487-6051.

**Division Of Corporations, P.O. Box 6327, Tallahassee, FL 32314**

CR2E033 (1-91)

**OPERATOR SERVICE COMPANY**

**ATTACHMENT II**

**PROPOSED TARIFF**

**TITLE PAGE**  
**FLORIDA TELECOMMUNICATIONS TARIFF**  
**OF**  
**OPERATOR SERVICE COMPANY**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunication services provided by Operator Service Company ("OSC") with principal offices located at 1624 Tenth Street, Lubbock, Texas 79401-2607. 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.

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**ISSUED:** February 14, 1992

**EFFECTIVE:**

**ISSUED BY:**

Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

## CHECK SHEET

This tariff contains Sheets 1 through 36, inclusive, each of which is effective as of the date shown on each sheet. Original and revised pages as named below comprise all changes from the original tariff.

SHEET	REVISION		SHEET	REVISION	
1	Original	*	32	Original	*
2	Original	*	33	Original	*
3	Original	*	34	Original	*
4	Original	*	35	Original	*
4.1	Original	*	36	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	*			
26	Original	*			
27	Original	*			
28	Original	*			
29	Original	*			
30	Original	*			
31	Original	*			

\* indicates sheets included in this filing

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Kirk Smith  
 President  
 1624 Tenth Street  
 Lubbock, Texas 79401-2607

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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 Customer's Bill
- M - Moved from another Tariff Location
- N - New
- R - Change Resulting in a Reduction to a Customer's Bill
- T - Change in Text or Regulation but no Change in Rate or Charge.

When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised sheet(s) through the use of the above mentioned symbols.

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**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 pages in effect. Consult the check sheet for 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 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 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 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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**ISSUED:** February 14, 1992**EFFECTIVE:****ISSUED BY:**

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS****1.1 Abbreviations**

The following abbreviations are used herein only for the purposes indicated below:

C.O.	-	Central Office
Corp.	-	Corporation
EAEA	-	Equal Access Exchange Area
FCC	-	Federal Communications Commission
FPSC	-	Florida Public Service Commission
IXC	-	Interexchange Carrier
LATA	-	Local Access and Transport Area
LEC	-	Local Exchange Carrier
MTS	-	Message Telecommunications Service
OSC	-	Operator Service Company
PRX	-	Private Branch Exchange

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd)**

**1.2 Definitions**

**Access Line** - An arrangement which connects Customer's location to Carrier's designated point of presence or Network Switching Center.

**Authorized User** - A person, firm or corporation, or any other entity, authorized by the Customer or Subscriber to communicate utilizing the Company's services.

**Calling Card** - A billing convenience whereby the End User may bill the charges for a call to an approved telephone company-issued calling card. The terms and conditions of the local telephone company will apply to payment arrangements.

**Carrier or Company** - Operator Service Company, unless otherwise indicated by the context.

**Collect Billing** - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

**Customer Dialed Calling Card Call** - A service whereby the End User dials all of the digits necessary to route and bill the call without any operator assistance.

**Customer or End User** - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service and is responsible for the payment of charges and/or compliance with tariff regulations.

**Customer Premises Equipment** - Terminal equipment, as defined herein, which is located on the Customer's premises.

**Day Rate Period** - After 8:00 am to, but not including, 5:00 pm Monday through Friday.

**Evening Rate Period** - After 5:00 pm to, but not including, 11:00 pm Monday through Friday, and on Sunday.

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd)****1.2 Definitions, (Cont'd)**

**Holiday** - One of the following federally recognized holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25).

**Night/Weekend Rate Period** - After 11:00 pm to, but not including, 8:00 am Monday through Friday, all day Saturday, and Sunday to, but not including 5:00 pm.

**Operator-Station Call** - A service whereby caller places a non-Person-to-Person call with the assistance of an operator (live or automated).

**OSC** - Used throughout this tariff to refer to Operator Service Company unless otherwise clearly indicated by the context.

**Person-to-Person Call** - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

**Subscriber** - The person, firm, corporation, or other legal entity which arranges for services of the Company on behalf of transient third party End Users. The Subscriber is responsible for compliance with the terms and conditions of this tariff. A Subscriber may also be a Customer when the Subscriber uses services of the Company.

**Switched Access** - Where access between the customer and the interexchange carrier is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier.

**Third Party Billing** - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

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**ISSUED:** February 14, 1992**EFFECTIVE:****ISSUED BY:**Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, (Cont'd)

1.2 Definitions, (Cont'd)

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls

**Terminal Equipment** - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

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President  
1624 Tenth Street  
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**SECTION 2.0 - RULES AND REGULATIONS**

**2.1 Undertaking of OSC**

OSC is a resale common carrier providing automated and live intrastate operator assisted telecommunications services to Customers within the State of Florida.

Service is provided twenty-four (24) hours per day, seven (7) days per week.

**2.2 Applicability of Tariff**

This tariff is applicable to telecommunications services provided by OSC within the state of Florida.

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ISSUED: February 14, 1992

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President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.3 Payment and Credit Regulations****2.3.1 Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Florida PSC. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this tariff.

**2.3.2 Deposits**

The Company does not require a deposit from the Customer or Subscriber.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607



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SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)

2.3 Payment and Credit Regulations, (Cont'd)

2.3.3 Advance Payments

For Customers whom the Company determines an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month.

2.3.4 Taxes

Company reserves the right to bill any and all applicable taxes in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, and Gross Receipts Tax. Such taxes will be itemized separately on Customer invoices.

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ISSUED BY:

Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.4 Refunds or Credits for Service Outages or Deficiencies****2.4.1 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer or Subscriber, or to the failure of channels, equipment and/or communications systems provided by the Customer or Subscriber, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided, Subscriber-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via LEC access. For purposes of credit computation every month shall be considered to have 720 hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than two hours. For message rated toll services, credits will be limited to, at maximum, the price of the initial period of individual call that was interrupted.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.4 Refunds or Credits for Service Outages or Deficiencies,  
(Cont'd)****2.4.2 Inspection, Testing and Adjustment**

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

**2.4.3 Liability**

- (A) The liability of the Company for any claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff shall not exceed an amount equivalent to the proportionate charges to the Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs.
- (B) The Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage), for any interruption, delay, error, omission, or other defect in any service facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.4 Refunds or Credits for Service Outages or Deficiencies,  
(Cont'd)****2.4.3 Liability (con't.)**

- (C) The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Subscriber against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material data, information, or content revealed to, transmitted, processed, handled, or used by Company under this tariff, or (ii) for connecting, combining, or adapting Company's facilities with Customer's or Subscriber's apparatus or systems, or (iii) for any act or omission of the Customer or Subscriber, or (iv) for any personal injury or death of any person, or for any loss of or damage to Subscriber's or Customer's premises or any other property, whether owned by Customer, Subscriber or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure or removal of equipment or wiring provided by the Company if not directly caused by negligence of the Company.
- (D) The Company will provide credit on charges disputed by Customer in writing that are verified as incorrect by Company. If objection in writing is not received by Company within a reasonable period of time after bill is rendered (as determined by current law and regulatory policy), the account shall be deemed correct and binding upon the Customer.

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**ISSUED BY:** Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.5 Minimum Service Period**

The minimum service period is one month (30 days).

**2.6 Cancellation by Customer**

Service may be canceled by the Subscriber or Customer on not less than 30 days prior written notice to the Company.

**2.7 Refusal or Discontinuance by Company**

OSC may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given 15 days notice to comply with any rule or remedy any deficiency:

- (a) For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- (b) For use of telephone service for any purpose other than that described in the application.
- (c) For neglect or refusal to provide reasonable access to OSC or its agents for the purpose of inspection and maintenance of equipment owned by OSC or its agents.
- (d) For noncompliance with or violation of Commission regulation or OSC's rules and regulations on file with the Commission, provided five (5) working days' written notice is given before termination.
- (e) For nonpayment of bills, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in extreme cases. Such notice will be provided in a mailing separate from the customer's bill.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.7 Refusal or Discontinuance by Company (cont'd)**

- (f) Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect OSC's equipment or service to others.
- (g) Without notice in the event of tampering with the equipment or services owned by OSC or its agents.
- (h) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, OSC may, before restoring service, require the Customer to make, at his or her 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.
- (i) Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.
- (j) For periods of inactivity over sixty (60) days.

**2.8 Limitations of Service**

- 2.8.1 Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.
- 2.8.2 OSC reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this tariff, or in violation of law.
- 2.8.3 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.

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President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.8 Limitations of Service, (Cont'd)**

2.8.4 OSC reserves the right to discontinue the offering of service or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

**2.9 Use of Service**

Service may be used for any lawful purpose for which it is technically suited. Customers or Subscribers reselling or rebilling OSC's Florida intrastate service must have a Certificate of Public Convenience and Necessity as an interexchange carrier from the Florida Public Service Commission.

**2.10 Employee Concessions**

[Reserved for Future Use]

**2.11 Terminal Equipment**

Company's facilities and service may be used with or terminated in Customer-provided or Subscriber-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer or Subscriber, except as otherwise provided. Subscriber or Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

**2.12 Applicable Law**

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

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.13 Cost of Collection and Repair**

Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer or the Subscriber is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

**2.14 Tests, Pilots, Promotional Campaigns and Contests**

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winner of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time the Company may waive all processing fees for a Customer.

These promotions will be approved by the FPSC with specific starting and ending dates with promotions running under no circumstances longer than 90 days in any twelve month period.

**2.15 Other Rules**

- 2.15.1 The Company reserves the right to refuse to process Credit Card or Calling Card billed calls when authorization for use is denied or cannot be validated.
- 2.15.2 The Company reserves the right to discontinue service, limit service, or to impose requirements on Subscribers or Customers as required to meet changing regulations, rules or standards of the FPSC.
- 2.15.3 Telecommunications services provided to inmates of correctional or confinement institutions may be restricted or limited at the request of the institution.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607



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**SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)****2.16 Special Conditions Applicable to OSC Operator Services**

**2.16.1** Subscribers must place a notice on or near each instrument that provides transient access to OSC's Operator Service. The notice will be provided by OSC unless contractual agreement transfers the requirement to the call aggregator (as is frequently the case for telephone company provided public or semi-public service.) In all cases the notice will include the following information, customized for the individual installation:

- (A) InterLATA operator service is provided by OSC.
- (B) Per Call Service Charges: [as per product description and rate described elsewhere in this tariff]
- (C) Calls may be billed to most telephone company calling cards or to major credit cards such as MasterCard or American Express.
- (D) Please consult the local telephone company directory or local telephone company operator for intraLATA dialing instructions and rates.
- (E) To place an interLATA call dial [access code where applicable] + 0 + area code + interLATA telephone number.
- (F) OSC interLATA rates may be obtained by dialing [the toll free number provided by OSC].

When the premises equipment functions differently than stated above, the tent card or sticker will be modified to reflect the actual dialing pattern.

**2.16.2** Any applicable surcharges billed at check out time by a hotel/motel Subscriber for local or long distance calls must also be stated on the tent card. Subscriber surcharges will not be billed on telephone bills by OSC.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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SECTION 2.0 - RULES AND REGULATIONS, (Cont'd)

2.16 Special Conditions Applicable to OSC Operator Services

- 2.16.3 So long as Florida Rules require, IntraLATA "0+" calls and all "0-" (zero minus) calls will be routed to the local exchange carrier. Where the capability exists, the local exchange carrier will route 0-interLATA calls to the presubscribed carrier of the access line. In all other cases the local carrier will route 0- interLATA calls as determined by applicable state and federal laws.
- 2.16.4 Calls handled and billed by OSC will be audibly and distinctly branded "OSC" at the beginning and end of the operator treatment portion of the call and prior to the commencement of billing. Callers may disconnect from the call after the brand and prior to connection without incurring any call charges.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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SECTION 3.0 - DESCRIPTION OF SERVICE

3.1 Quality and Grade of Service Offered

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 90% during peak use periods for Feature Group D 1+ dialing. 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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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

## SECTION 3.0 - DESCRIPTION OF SERVICE, (Cont'd)

## 3.2 Calculation of Distance

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

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

## SECTION 3.0 - DESCRIPTION OF SERVICE, (Cont'd)

## 3.2 Calculation of Distance (Cont.)

EXAMPLE: Distance between Miami and New York City -

	V	H
Miami:	8,351	529
New York:	<u>4,997</u>	<u>1,406</u>
Difference:	3,354	-877
Square and add:	11,249,316 + 769,129 = 12,018,445	
Divide by 10:	12,018,445 / 10 = 1,201,844.5	
Round up:	1,201,845	
Take square root:	$\sqrt{1,201,845} = 1,096.3$	
Round up:	1,097 miles	

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ISSUED BY:

Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 3.0 - DESCRIPTION OF SERVICE, (Cont'd)****3.3 Timing of Calls**

Billing for calls placed over the network is based in part on the duration of the call. Timing of each call begins when the called party answers the call. Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. Call timing ends when either party hangs up.

- 3.3.1 Minimum call duration for billing purposes is one minute unless otherwise specified in the rate schedule section of this tariff.
- 3.3.2 Calls are measured and billed in one minute increments unless otherwise indicated in the individual rate schedules of this tariff.
- 3.3.3 There is no billing applied for incomplete calls.
- 3.3.4 When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the portion of the call occurring within that rate period. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 3.0 - DESCRIPTION OF SERVICE, (Cont'd)****3.4 Applicable Rate Periods**

Unless otherwise indicated elsewhere in this tariff, all usage-based rates in Section 4.0 are subject to the following time-of-day, day-of-week, and holiday rate periods:

- 3.4.1 Day Rate Period - Applies to that portion of a call occurring from 8:00 AM to, but not including, 5:00 PM Monday through Friday.
- 3.4.2 Evening Rate Period - Applies to that portion of a call occurring from 5:00 PM to, but not including, 11:00 PM Sunday through Friday.
- 3.4.3 Night/Weekend Rate Period - Applies to that portion of a call occurring from 11:00 PM to, but not including 8:00 AM all days, all day Saturday, and Sunday to, but not including 5:00 PM.
- 3.4.4 Holiday Rates - Apply to that portion of a call occurring on Company acknowledged Holidays. The rate is equivalent to the Evening Rate unless a lower rate would normally apply. Holiday rates apply on New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 3.0 - DESCRIPTION OF SERVICE, (Cont'd)****3.5 Service Offerings****3.5.1 OSC Operator Services**

Operator services may be provided on calls requiring special billing arrangements or other operator call completion assistance. Three classes of operator service calls are offered: 1) Customer Dialed Calling/Credit Card calls, 2) Operator Station, and 3) Person to Person. Usage charges apply to all operator service calls. Additionally, appropriate service charges are billed on a per call basis. The greater applicable one of the following charges applies to each operator service call:

**(A) Customer Dialed Calling/Credit Card Charge**

This charge applies in addition to the normal long distance usage charges for calls placed utilizing an authorized credit card or telephone calling card. The Customer must dial all of the digits required to route and bill the call where the capability exists for the Customer to do so. Where touch tone calling is not available or where the equipment will not accept commercial credit card digits, this charge will apply to calls billed to an authorized credit card or telephone calling card with operator assistance to input the card digits, except for calls placed on a Person to Person basis.

**(B) Operator Station Charge**

This charge applies to calls placed with operator assistance where automated calling is available, to all collect calls, and to third party billed calls. Automated collect calls require the called party to accept charges for the call by positively responding to the system.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607



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**SECTION 3.0 - DESCRIPTION OF SERVICE, (Cont'd)****3.5 Service Offerings****3.5.1 OSC Operator Services (Cont'd)****(C) Person to Person**

This charge applies to calls placed to a particular party at the destination number. Charges do not apply unless the specified party or an acceptable substitute is available. Calls may be billed to a third number, credit/calling card, or the called party.

**3.5.2 Directory Assistance**

Long Distance Directory Assistance is available to all OSC Customers for the purpose of obtaining telephone numbers. Charges for Directory Assistance are not applicable to inquiries received from handicapped persons who have to rely on Directory Assistance as the only practical means of obtaining a telephone number. Such persons must contact the Company for credit on directory assistance calls.

**3.6 Operator Dialed Surcharge**

A surcharge applies to Operator Station and Person-to-Person rated calls when the customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to: 1) calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the OSC network; 2) Calls in which a Company operator places a calls for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap; and 3) calling card calls.

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

## SECTION 3.0 - DESCRIPTION OF SERVICE, (Cont'd)

## 3.7 Application of Service Charges and Surcharges

<u>TYPE OF CALL</u>	<u>OPERATOR SERVICE CHARGE</u>	<u>OPERATOR DIALED SURCHARGE</u>
Dial Station (customer dialed 1+)	No	No
Customer Dialed Calling Card Station (0+)	Yes	No
Operator Station (customer dialed 0+) collect, billed to third number	Yes	No
Operator Station (operator dialed 00-) collect, billed to third number, sent paid	Yes	Yes
Operator Station (operator dialed 00-) billed to a calling card	Yes	No
Person to Person (customer dialed 0+) collect, billed to third number, calling card, sent paid	Yes	No
Person to Person (operator dialed 00-) collect, billed to third number, sent paid	Yes	Yes
Person to Person (operator dialed 00-) billed to a calling card	Yes	No
Real Time Rated (customer dialed 0+) coin paid, time and charges	Yes	No
Real Time Rated (operator dialed 00-) coin paid, time and charges	Yes	Yes

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Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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SECTION 4.0 - RATES

4.1 General

Each Customer is charged individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.2 of this tariff.

Charges vary by service offering, mileage band, class of call, time of day, day of week and/or call duration.

Customers are billed based on their use of OSC's long distance service. No installation charges or fixed monthly recurring charges apply.

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ISSUED: February 14, 1992

EFFECTIVE:

ISSUED BY:

Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

## SECTION 4.0 - RATES (Cont'd)

## 4.2 OSC Operator Services

## 4.2.1 Usage Charges

## Customer Dialed Credit/Calling Card Call

MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
0-10	\$.1900	.0900	.1425	.0675	.0950	.0450
11-22	.2600	.1600	.1950	.1200	.1350	.0800
23-55	.2605	.2180	.1954	.1635	.1450	.1140
56-124	.2605	.2200	.1954	.1650	.1485	.1185
125-292	.2610	.2290	.1958	.1718	.1510	.1235
293-430	.2625	.2320	.1969	.1740	.1525	.1235
431-624	.2650	.2370	.1988	.1778	.1560	.1285

## Operator Station

MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
0-10	\$.1900	.0900	.1425	.0675	.0950	.0450
11-22	.2600	.1600	.1950	.1200	.1350	.0800
23-55	.2605	.2180	.1954	.1635	.1450	.1140
56-124	.2605	.2200	.1954	.1650	.1485	.1185
125-292	.2610	.2290	.1958	.1718	.1510	.1235
293-430	.2625	.2320	.1969	.1740	.1525	.1235
431-624	.2650	.2370	.1988	.1778	.1560	.1285

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ISSUED BY:

Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

SECTION 4.0 - RATES (Cont'd)

4.2 OSC Operator Services, (Cont'd)

4.2.1 Usage Charges, (Cont'd)

Person to Person

MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
0-10	\$.1900	.0900	.1425	.0675	.0950	.0450
11-22	.2600	.1600	.1950	.1200	.1350	.0800
23-55	.2605	.2180	.1954	.1635	.1450	.1140
56-124	.2605	.2200	.1954	.1650	.1485	.1185
125-292	.2610	.2290	.1958	.1718	.1510	.1235
293-430	.2625	.2320	.1969	.1740	.1525	.1235
431-624	.2650	.2370	.1988	.1778	.1560	.1285

Real Time Rated

MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	1st Minute	Add'l Minute	1st Minute	Add'l Minute	1st Minute	Add'l Minute
0-10	\$.1900	.0900	.1425	.0675	.0950	.0450
11-22	.2600	.1600	.1950	.1200	.1300	.0800
23-55	.2600	.2100	.1950	.1575	.1300	.1050
56-124	.2600	.2200	.1950	.1650	.1300	.1100
125-292	.2600	.2200	.1950	.1650	.1300	.1100
293-430	.2600	.2300	.1950	.1650	.1300	.1150
431-624	.2600	.2300	.1950	.1650	.1300	.1150

4.2.2 Operator Service Charges

Per Call

Customer Dialed Calling/Credit Card	\$0.80
Operator Station*	1.00
Person to Person*	2.50

\* includes real time rated calls.

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ISSUED BY:

Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 4.0 - RATES (Cont'd)****4.2 OSC Operator Services, (Cont'd)****4.2.3 Other Charges**

Operator Dialed Surcharge \$0.75

**4.2.1 Private Pay Telephone Option**

So long as the rules of the FPSC allow, OSC offers an optional plan to private pay telephone service providers whereby the applicable end user rates are those contained in sections 4.2.1, 4.2.2, and 4.2.3 above for the day rate period regardless of the time of day or day of week or holiday. In addition, the private pay telephone service provider may include an optional PATS surcharge of up to \$1.00.

**4.3 Directory Assistance**

Long distance directory assistance is offered to all OSC Customers. When operator assistance is provided to complete or bill the directory assistance charges appropriate operator service charges apply in addition to the directory assistance usage charge. Directory Assistance charges do not apply for calls from handicapped persons.

Per Inquiry

Directory Assistance Usage Charge \$0.40

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ISSUED: February 14, 1992

EFFECTIVE:

ISSUED BY:

Kirk Smith  
President  
1624 Tenth Street  
Lubbock, Texas 79401-2607

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**SECTION 4.0 - RATES (Cont'd)****4.4 Exemptions and Special Rates****4.4.1 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 will be 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 services when the call is placed by a method that would normally incur the surcharge.

**4.4.2 Emergency Call Exemptions**

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. OSC will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

**4.4.3 Operator Assistance for Handicapped Persons**

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

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**ISSUED:** February 14, 1992**EFFECTIVE:****ISSUED BY:**

Kirk Smith  
President  
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Lubbock, Texas 79401-2607

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SECTION 4.0 - RATES (Cont'd)

4.5 Late Payment Charge

Any applicable late payment charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Florida law and FPSC regulations.

4.6 Return Check Charge

A return check charge of \$15.00 or 5% of the balance due (whichever is greater) will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Florida law and FPSC regulations.

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ISSUED: February 14, 1992

EFFECTIVE:

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President  
1624 Tenth Street  
Lubbock, Texas 79401-2607



**TECHNOLOGIES MANAGEMENT, INC.**  
 P.O. DRAWER 200, WINTER PARK, FL 32790-0200  
 163 E. MORSE BLVD., SUITE 300, WINTER PARK, FL 32789  
 PHONE: 407/740-8575

EXPLANATION	AMOUNT

5137

PAY  
 AMOUNT  
 OF

*Two Hundred & Fifty & <sup>00</sup>/<sub>100</sub>*

DOLLARS

CHECK  
 AMOUNT

DATE	TO THE ORDER OF	DESCRIPTION	CHECK NUMBER
2/26/90	Florida Public Service Comm	Appl. OSC	5137

\$ 250.<sup>00</sup>

TECHNOLOGIES MANAGEMENT, INC.



250 PARK AVENUE  
 WINTER PARK, FLORIDA 32789

*Nancy A. Adler*