

**** FLORIDA PUBLIC SERVICE COMMISSION ****

DIVISION OF REGULATORY OVERSIGHT
CERTIFICATION SECTION

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

010303-TI

Instructions

- ◆ This form is used as an application for an original certificate and for approval of assignment or transfer of an existing certificate. In the case of an assignment or transfer, the information provided shall be for the assignee or transferee (See Page 16).
- ◆ Print or Type all responses to each item requested in the application and appendices. If an item is not applicable, please explain why.
- ◆ Use a separate sheet for each answer which will not fit the allotted space.
- ◆ Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of \$250.00 to:

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

DEPOSIT DATE
D035 MAR 08 2001

Note: No filing fee is required for an assignment or transfer of an existing certificate to another company.

- ◆ If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Regulatory Oversight
Certification Section

Global Dialtone, Inc.
1167 S E Cambridge Dr
Port St Lucie, Fl 34952

0114
63-8419/2670
BRANCH 001

2/28/2001 DATE

PAY TO THE ORDER OF Florida Public Service Commission \$ 250.00
2540 Shumard Oak Blvd. Tallahassee, FL

— DOLLARS

119.07(1)(z), Florida Statutes: Bank account numbers or debit, charge, or credit card numbers given to an agency for the purpose of payment of any fee or debt owing are confidential and exempt from subsection (1) and s.24(a), Art. 1 of the State Constitution . . .

Security Features Details on back.

DOCUMENT NUMBER-DATE
03043 MAR-8 2001

FPSC-RECORDS/REPORTING

**** FLORIDA PUBLIC SERVICE COMMISSION ****

DIVISION OF REGULATORY OVERSIGHT
CERTIFICATION SECTION

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

010303-TI

Instructions

- ◆ This form is used as an application for an original certificate and for approval of assignment or transfer of an existing certificate. In the case of an assignment or transfer, the information provided shall be for the assignee or transferee (See Page 16).
- ◆ Print or Type all responses to each item requested in the application and appendices. If an item is not applicable, please explain why.
- ◆ Use a separate sheet for each answer which will not fit the allotted space.
- ◆ Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of **\$250.00** to:

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

DEPOSIT DATE
D 0 0 5 MAR 0 0 2001

Note: No filing fee is required for an assignment or transfer of an existing certificate to another company.

- ◆ If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Regulatory Oversight
Certification Section
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6480

1. This is an application for (check one):
- Original certificate** (new company).
 - Approval of transfer of existing certificate:** Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.
 - Approval of assignment of existing certificate:** Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.
 - Approval of transfer of control:** Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

2. Name of company:

GLOBAL DIALTONE, INC.

3. Name under which applicant will do business (fictitious name, etc.):

GLOBAL DIALTONE, INC.

4. Official mailing address (including street name & number, post office box, city, state, zip code):

5725 CORPORATE WAY, SUITE 203-B
WEST PALM BEACH
FLORIDA 33407

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

5725 CORPORATE WAY, SUITE 203-B
WEST PALM BEACH, FL 33407 6.

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

- Facilities-based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.

- () **Operator Service Provider** - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- (✓) **Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- () **Switchless Rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- () **Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers, then offers resold service by enrolling unaffiliated customers.
- (✓) **Prepaid Debit Card Provider** - any person or entity that purchases 800 access from an underlying carrier or unaffiliated entity for use with prepaid debit card service and/or encodes the cards with personal identification numbers.

7. Structure of organization;

- | | |
|-------------------------|-------------------------|
| () Individual | (✓) Corporation |
| () Foreign Corporation | () Foreign Partnership |
| () General Partnership | () Limited Partnership |
| () Other _____ | |

8. **If individual**, provide:

Name: _____
Title: _____
Address: _____
City/State/Zip: _____

Telephone No.: _____ Fax No.: _____
Internet E-Mail Address: _____
Internet Website Address: _____

9. **If incorporated in Florida**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State Corporate Registration number:**
 P00000100582

10. **If foreign corporation**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State Corporate Registration number:**

11. **If using fictitious name-d/b/a**, provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:

(a) **The Florida Secretary of State fictitious name registration number:**

12. **If a limited liability partnership**, provide proof of registration to operate in Florida:

(a) **The Florida Secretary of State registration number:** _____

13. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

14. **If a foreign limited partnership**, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

(a) **The Florida registration number:** _____

15. Provide **F.E.I. Number** (if applicable): 65-1050577

16. Provide the following (if applicable):

(a) Will the name of your company appear on the bill for your services?
() Yes () No

(b) If not, who will bill for your services?

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

(c) How is this information provided?

17. Who will receive the bills for your service?

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

18. Who will serve as liaison to the Commission with regard to the following?

(a) The application:

Name: Dr. Victor Graham

Title: President

Address: 5725 Corporate Way

City/State/Zip: West Palm Beach, FL 33407

Telephone No.: (561) 682-3933 Fax No.: (413) 845-3914

Internet E-Mail Address: vgraham@globaldialtone.com

Internet Website Address: http://www.globaldialtone.com

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

Name: Dr. Victor Graham

Title: President

Address: 5725 Corporate Way, Suite 203-B
City/State/Zip: West Palm Beach, FL 33407

Telephone No.: (561) 682-3933 Fax No.: (413) 845-3914
Internet E-Mail Address: vgraham@globaldialtone.com
Internet Website Address: http://www.globaldialtone.com

(c) Complaints/Inquiries from customers:

Name: Grace White

Title: Customer Service Representative

Address: 5725 Corporate Way, Suite 203-B
City/State/Zip: West Palm Beach, FL 33407

Telephone No.: (561) 682-3933 Fax No.: (413) 845-3914
Internet E-Mail Address: customer.service@globaldialtone.com
Internet Website Address: http://www.globaldialtone.com

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

none

(b) has applications pending to be certificated as an interexchange telecommunications company.

none

(c) is certificated to operate as an interexchange telecommunications company.

None

(d) has been denied authority to operate as an interexchange telecommunications company 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

20. Indicate if any of the officers, directors, 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.

None

(b) an 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.

None

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

a. _____ 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

b. _____ 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

c. 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

d. **MTS for pay telephone service providers**

e. **Block-of-time calling plan (Reach Out Florida, Ring America, etc.).**

f. **800 service (toll free)**

g. **WATS type service (bulk or volume discount)**

- Method of access is via dedicated facilities
- Method of access is via switched facilities

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

i. **Travel service**

- Method of access is 950
- Method of access is 800

j. **900 service**

k. **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

1. **Services included are:**

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

22. Submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

23. Submit the following:

A. Managerial capability; give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

B. Technical capability; give resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance.

C. Financial capability.

The application **should contain** the applicant's audited financial statements for the most recent 3 years. If the applicant does not have audited financial statements, it shall so be stated.

The unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer **affirming that the financial statements are true and correct** and should include:

1. the balance sheet;
2. income statement; and
3. statement of retained earnings.

NOTE: *This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.*

Further, the following (which includes supporting documentation) should be provided:

1. **A written explanation** that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. **A written explanation** that the applicant has sufficient financial capability to maintain the requested service.
3. **A written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.

THIS PAGE MUST BE COMPLETED AND SIGNED
APPLICANT ACKNOWLEDGMENT STATEMENT

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of its gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

UTILITY OFFICIAL:

Dr. Victor Graham

Print Name

VGraham

Signature

President

Title

2/28/2001

Date

(561) 682-3933 / (413) 845-3914

Telephone No.

Fax No.

Address:

5725 Corporate Way, Suite 203-B

West Palm Beach

FL 33407

THIS PAGE MUST BE COMPLETED AND SIGNED

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 provided 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 intends to collect deposits and/or advance payments for more than one month's service and will file and maintain a surety bond with the Commission in an amount equal to the current balance of deposits and advance payments in excess of one month.
(The bond must accompany the application.)

UTILITY OFFICIAL:

Dr. Victor Graham
Print Name

VGraham
Signature

President
Title

2/28/2001
Date

(561) 682-3933
Telephone No.

(413) 845-3914
Fax No.

Address: 5725 Corporate Way
West Palm Beach
FL 33407

THIS PAGE MUST BE COMPLETED AND SIGNED

AFFIDAVIT

By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide alternative local exchange company service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083."

UTILITY OFFICIAL:

Dr. Victor Graham
Print Name

President
Title

(561) 682-3933
Telephone No.

V. Graham
Signature

2/28/20
Date

(413) 845-3914
Fax No.

Address: 5725 Corporate Way, Suite 203-B
West Palm Beach
FL 33407

CURRENT FLORIDA INTRASTATE SERVICES

Applicant has () or has not () previously provided intrastate telecommunications in Florida.

If the answer is has, fully describe the following:

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

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

UTILITY OFFICIAL:

Dr Victor Graham
Print Name

V Graham
Signature

President
Title

2/28/2001
Date

(561) 682-3433
Telephone No.

(413) 845-3914
Fax No.

Address:

5725 Corporate Way, Suite 203-B
West Palm Beach
FL 33407

CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT

I, (Name) _____,

(Title) _____ of
_____ (Name of Company)

and current holder of Florida Public Service Commission Certificate Number

_____, have reviewed this application and join in the petitioner's request for a:

() transfer

() assignment

of the above-mentioned certificate.

UTILITY OFFICIAL:

Print Name

Signature

Title

Date

Telephone No.

Fax No.

Address: _____

VICTOR A. GRAHAM, Ph.D.
1167 SE Cambridge Drive, Port St. Lucie, FL 34990
(561) 682-3933 (Work), (561) 398-3378 (Home)
E-mail: vgraham@globaldialtone.com

Experience

President (10/2000 –Present) Global Dialtone, Inc. West Palm Beach, FL.
Responsibilities include:

- Provide overall administrative guidance and leadership in the areas of company finance, marketing, and human resource management
- Coordinate activities of sales agents
- Maintain customer service program
- Supervise compliance of all state and federal regulatory requirements
- Maintain operation/maintenance of telecommunication equipment

Global Dialtone, Inc. specializes in Long-Distance Telecommunications Resale, Internet Call-Center Solutions, and Internet/PSTN Telephone Calling Card Resale Service.

President/Technical Officer (1996-2000) Sage Research & Technologies Palm City, FL
Sage Research develops IP telephony switching systems, Calling Card Switching systems, Internet Call Centers and e-business customer service solutions. Responsibilities include:

- Provide overall administrative guidance and leadership in the areas of finance, marketing, and human resource management
- Develop and test telecommunications switching equipment, including DMX3000 PSTN Call Switching System, Hybrid Telecom Switches/Gateway system with transparent TCP/IP extensions, Telephone Calling Card Switches, Telephone Callback and Web-Triggered Callback Systems, and Internet Call Center Systems.
- Development of e-Business Customer Communication Products and Services, specifically *Person-to-Person Chat* and *Artificial Intelligence e-mail auto-responders*. Manage Lease Program for Telephone Debit Card switching system
- Develop and supervise program for lease of Sage's Debit Card switching systems
- Develop and supervise program for license of Sage's Internet Call Center Switching systems
- Technical maintenance of leased Debit Card/Web-triggered Call Center Switching system
- Setup Telephone Calling Card/Debit Card Switching system
- Implement real-time customer billing system
- Interface PSTN/IP switching systems to dedicated and switched telephone networks

Programming/Technical Skills: C/C++, COM, Visual Basic, ISAPI, Java, JavaScript, ASP, HTML/DHTML, ODBC database programming, Database design, Internet Multimedia development, Windows NT and IIS Web Server administration.

Telecommunications Consultant (1998-1999) TreasureCom, Inc West Palm Beach

- Setup Telephone Call Switching system
- Implement real-time customer billing system
- Interface Call switching system to AT&T digital network
- Perform technical maintenance of Switching system
- Trouble shoot voice and data network
- Develop software for Internet/Telecommunications interface

Adjunct Professor Indian River Community College 9/2000 – Present
Teach courses in Physics and Earth Science and perform the duties of an adjunct professor in the Physics department, including student advisement.

Professor of Engineering School of Engineering, Walla Walla College 1991-1996
Teach numerous courses in engineering, direct undergraduate research and perform student advisement.

Contract Research Scientist NASA/Stanford University 1996/1997
Conduct scientific investigation in the fabrication and quality control of a sapphire window system for an advanced telescope system for the NASA/Stanford University Gravity Probe-B project. Provide technical oversight to NASA/Stanford researchers.

Visiting Research Scientist W.W. Hansen Exp. Physics Lab., Stanford University.
(7/1992-9/1992, 7/1993-9/1993, 7/1994-9/1994.) Ultra-precision fabrication, quality control and metrology of gyroscopic rotors for the NASA/Stanford University Gravity Probe-B relativity Space experiment.

Research

- Internet Telecommunications Switching Systems
- Internet Multimedia Applications Development
- Design and implementation of Object-oriented,
- Internet-based, software applications
- Artificial Intelligence and Engineering Information Systems

University Education

Ph.D., 1985 University of Waterloo, Faculty of Engineering, Ontario, Canada.

M.Sc., 1982, University of Guelph (Department of Engineering), Ontario, Canada.

B.Sc., 1976 University of the West Indies. Department of Mechanical Engineering.

Professional Development:

Artificial Intelligence, Stanford University, Summer 1992.

Intelligent Manufacturing Systems, MIT, July 1989.

Personal Information

Citizenship: USA
Marital Status: Married, 4 Children

ERROL A. LEWIN, M.Sc., M.H.S.A.
2815 RIVER RUN CIR. E.
MIRAMAR, FLORIDA, 33025.
TEL: (561) 682-3933; FAX: (954) 431-8976

SUMMARY

Over fifteen years of professional experience in the areas of: finance & accounting, capital budgeting, planning, international negotiations, public sector investment programming, project planning and evaluation, sectoral economic forecasting and long range planning and business development. Post-graduate Diploma in management, finance and marketing and certificates in project preparation, evaluation and management and business administration. Professional training to the Masters Degree level in Economics (M.Sc.).

MANAGEMENT: Manage numerous projects involving

- project planning and evaluation,
- strategic planning,
- policy analysis and program evaluation,
- financial forecasting
- capital budgeting

MARKETING:

- Conduct market research
- Preparation of market plans for various organization, including Beacon Telecom, Inc.
- Perform SWOT analysis (strengths, weaknesses, opportunities and threats) and
- Develop medium and long range plans.

FINANCING:

- Undertook the financial analysis of numerous projects (financial ratios, internal rate of returns, etc.) in order to determine financial viability of projects.
- Prepared quarterly and yearly budgets (capital and operating).
- Presented, reviewed and defended these budgets to the Board of Directors.
- Finalize the design of programs for international financing.

NEGOTIATIONS:

Participated in high level negotiations at the United Nations (UNDP, F.A.O, UNCTAD) World Bank, United States Agency for International Development Inter-American Development Bank, Canadian International Development Agency.

EXPERIENCE:

Global Dialtone, Inc Chief Financial Officer (2001 – Present)

Develop and evaluate financial and organizational requirements for long-distance resale; monitor the short-term and long-term financial viability of the company; develop capital budgets; assist the development of business plan, cash flow, marketing plans and forecast; perform SWOT (strengths, weaknesses, opportunities and threats) analysis; supervise state and federal regulatory compliance.

Beacon Telecom, Inc.

Cofounder/Management Consultant

(1998 – 1999)

Conduct market research and develop market plans for Telephone Callback service resale. Monitor the short-term and long-term financial viability of the company. Develop capital budgeting, perform financial forecasting, perform SWOT analysis (strengths, weaknesses, opportunities and threats), and develop medium and long range plans. Evaluate human resources and organizational requirements.

Nova Southeastern University – Associate Director

(1994 – Present)

Work with the Associate Dean for Community Affairs/AHEC Program Director in the administration of the AHEC Program and its many community-based projects and programs. This includes active participation in the development and monitoring of budgets, contracts and affiliation/agreements, as well as assisting the Director in the oversight of the Nova Southeastern University AHEC Centers (Everglades AHEC; Central Florida AHEC)

Adjunct Assistant Professor - Nova Southeastern University

(1994 – Present)

Responsible for guiding students in their Practicum for the Masters of Public Health. I have developed the Course in Health Care Economics and Finance for the Masters of Public Health curriculum.

Director- Technical/Economic Programming

Planning Institute (Ja)

(1989- 1992)

Responsibility for the Coordination of the Public Sector Investment Program on issues relating to Financial and Technical Assistance and Cooperation, working closely with multi-lateral financial institutions, including the World Bank, Caribbean Development Bank and Inter-American Development Bank to secure long term financial assistance and technical cooperation.

EDUCATION

Masters Degree

Florida International University (FL)

1994

Emphasis on Health Services Administration

Masters Degree – Economics. University of the West Indies (Trinidad)

1983

Thesis focused on Agricultural Resource Productivity through an examination of the relevant production functions and the corresponding cost functions and the resultant effect on profitability.

Bachelors Degree (Honors)

University of the West Indies (Trinidad)

1976.

Economics (Agricultural Sector)

Continuing Education:

(1) Courses in Management, Marketing, Survey Designs, Project Planning and Evaluation. University of Wisconsin (Madison)

(2) Course in Executive Management, Finance, Marketing and management. University of the West Indies, 1986

ALVIN W. GRAHAM

1773 Clydesdale Drive
Loxahatchee, FL 33470
561.682.3933 (W), ic2000@evcom.net

Experience

10/2000 – Present Global Dialtone, Inc. West Palm Beach, FL

Vice-President/Sales and Marketing

- Develop marketing plan for telephone long-distance resale
- Perform competitive analysis, including study of demographics of target market
- Establishment of marketing budgets and projected cash flow
- Implement and supervise customer service program
- Perform technical maintenance of computer LAN and telephone equipment
- Maintain Internet Web Server and Website

1997 – 2000 Internet Communications & Commerce Palm City, FL

Technical Sales and Marketing Manager

- Develop marketing program for distribution of Worldwide Internet-to-Phone service
- Perform technical Setup and sales program for Internet-To-Fax system
- Coordinate the development of marketing plan, budgets and forecasts
- Establish precise sales, profit goals and timetable.
- Develop and implement an Internet online marketing campaign
- Supervise the design & programming of database-driven, e-Commerce web sites, including cybercash integration, configuration and management of the secure Hosting Infrastructure
- Technical/Programming Requirements: Maintain Windows NT LAN and Microsoft Internet Information Server, Internet Application development using Active Server Pages (ASP), JavaScript, VBScript, Database systems, Windows NT OS and Internet Server Systems.

1998 – 1999 Beacon Telecom, Inc Palm City, FL

Marketing Manager

- Manage sales program for distribution of telephone Callback service
- Develop marketing plan, including competitive analysis and unique selling proposition
- Establish sales goals and forecasts
- Implement an Internet marketing program
- Participate in development of budgets and cash flow
- Maintain Internet Web Server
- Evaluate telephone Calling Card/Callback Switching equipment
- Perform technical maintenance of Telephone Calling Card/Callback Switching system

1991 – 1996 Eastman Kodak Company Rochester, NY

Management Services Consultant

- Worldwide program planning, organization & rollout with various managers
- Recommended merge of business units to reduce costs and improve efficiency.
- Developed business plans, conducted strategy development processes across businesses
- Planned project that resulted in the reformulation of the scope of activities and key resources being reallocated to critical bottlenecks.
- Designed the Performance Expectation Process & assisted in its implementation at the senior management and operational levels
- Lead numerous problem solving group sessions across business lines
- Business Research Analyst - World-wide Market Size & Share

- Analysed the Office Imaging market by size & share in various geographic locations
- Liaised with primary market research suppliers to procure data that supports the Strategic Planning Function
- Research and provided data and analyses for business case support
- Conducted Conducted workshops across business units to facilitate the planning and implementation of goals.

1988 – 1990 Julius Edwards & Company Kingston, Ja.

Management Consultant

- Redesigned the workflow system of the Local Registered Stock Unit of the Bank of Jamaica
- Developed and documented procedures that facilitated the computerization of the unit
- Designed an organizational structure that would facilitate the mission and vision of the unit
- Designed the Performance Expectation for critical functions that link the unit with the larger organizational structure and mission

1985 – 1986 Goodyear Ltd. St. Thomas, Ja.

Staff Industrial Engineer

- Initiated and implemented various cost reduction program, such as the plant-wide implementation of Statistical Process Control
- Implement programs to reduce waste levels from 17% to 6.5%
- Participated in the implementation of the "right sizing" of the plant by conducting a Capacity vs. Requirements Study
- Assisted the Industrial Relations Manager in the preparation of employee grievance responses and negotiation of union contracts

Education

1986 – 1988 Northeastern University Boston, MA
MS, Industrial Engineering (Conc. Operations Research)

1992 – 1996 Rochester Institute of Technology Rochester, NY
MS, Applied Mathematics & Statistics (GPA 3.8/4.0)
Center For Quality & Applied Statistics

1997 & 1998 (Summers) Harvard University Cambridge, MA
Applied Economics Program / Econometric Modeling

1979 – 1983 The University of the West Indies Trinidad, WI
BS Industrial Engineering (Honors)

Areas of Expertise / Management

- Financial Management I & II / Accounting for Managers (R.I.T MBA Core Course)
- Strategic Framework/Strategy Development & Implementation / Strategic Benchmarking
- Process consulting / Project Leadership / Team building / Change Management
- Decision & Risk Analysis
- Designing & Conducting Workshops / Quality Leadership Process

Organizational Affiliations

- Board member - National Council on Alcoholism & Drug Dependence (NCADD)
- Vice-Chairman - Resource Development & Planning Sub-Committee (NCADD-RA)
- United Way Volunteer - Fundraising
- Volunteer - The B.E.S.T. Program (Kodak Sponsored Education Centered Program)
- NSBE member - National Society Of Black Engineers

Global Dialtone, Inc


INTERNET & TELECOMMUNICATION SERVICES

Global Dialtone, Inc.
5725 Corporate Way
West Palm Beach, FL 33407
(561) 682-3933

2/28/01

FINANCIAL STATEMENTS

Global Dialtone Inc. is a new company and audited financial statements are unavailable. The following are financial projections for the first year.



Dr. Victor A. Graham
President

Global Dialtone, Inc.
Balance Sheet - One Years (Quarterly Projected)

	Year 1			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4
ASSETS				
Current Assets				
Cash	8,500	25,300	36,000	43,200
Marketable securities	0	0	0	0
Accounts receivable, net	2,100	3,100	4,300	5,800
Inventory	0	0	0	0
Prepaid expenses	2,520	2,520	2,520	2,520
Other				
Total Current Assets	13,120	30,920	42,820	51,520
Long-Term Assets				
Equipment (Computers and VO/IP Call Switching systems)	85,000	85,000	85,000	85,000
Less accumulated depreciation	6,670	6,670	6,670	6,670
Net Equipment	78,330	78,330	78,330	78,330
Other -- Billing Software, ICS Software, and Web Site	28,000	28,000	28,000	28,000
Total Long-Term Assets	106,330	106,330	106,330	106,330
Total Assets	119,450	137,250	149,150	157,850
LIABILITIES AND SHAREHOLDERS' EQUITY				
Current Liabilities				
Short-term debt	0	1,700	2,500	3,200
Current maturities of long-term debt	0	0	2,000	2,000
Accounts payable	700	700	700	700
Income taxes payable	0	0	0	0
Accrued liabilities	0	0	0	0
Other	0	0	0	0
Total Current Liabilities	700	2,400	5,200	5,900
Long-Term Liabilities				
Long-term debt less current maturities	15,000	15,000	13,000	11,000
Deferred income taxes	0	0	0	0
Other long-term liabilities	0	0	0	0
Total Long-Term Liabilities	15,000	15,000	13,000	11,000
Shareholders' Equity				
Common stock	120,000	120,000	120,000	120,000
Additional paid-in capital	0	0	0	0
Retained earnings	(3,500)	(1,000)	11,000	22,925
Other	0	0	0	0
Total Shareholders' Equity	116,500	119,000	131,000	142,925
Total Liabilities and Shareholders' Equity	132,200	136,400	149,200	159,825

Global Dialtone, Inc
Income Statement - Year 1 (Projected)

	Total
Sales	
Sales	650,000
Consulting	15,000
Total Sales	665,000
Less Cost of Goods Sold	
Telecom Cost	390,000
Sales Commission	75,000
Sales Overhead	24,000
Other	
Total Cost of Goods Sold	489,000
Gross Profit	176,000
Operating Expenses	
Salaries and wages	75,000
Employee benefits	28,000
Payroll taxes	4,875
Rent	6,500
Utilities	800
Insurance	2,500
Travel	3,100
Telephone	3,600
Postage	2,100
Office supplies	4,500
Advertising, Marketing and Promotions	9,500
Other	5,500
Total Operating Expenses	145,975
Operating Income	30,025
Interest income (expense)	1,800
Other income (expense)	0
Total Nonoperating Income (Expense)	1,800
Income (Loss) Before Taxes	31,825
Income Taxes	8,900
Net Income (Loss)	22,925
Cumulative Net Income (Loss)	22,925

2/28/01

Explanation of Capability to Deliver the Services

1) Financial capability to provide the requested service

Global Dialtone, Inc. intends to resell the long distance telephone services from a major long distance carrier. The telecommunications equipment and network infrastructure required for immediate resale of the long distance telephone services are provided by the major long distance carrier.

2) Financial capability to maintain the requested service

Global Dialtone, Inc. intends to resell the long distance telephone services from a major long distance carrier. The telecommunications equipment and network infrastructure required for resale of the long distance telephone services are provided by the major long distance carrier.

3) Financial capability to meet lease obligations

There are no equipment lease obligations. The telecommunications equipment and network infrastructure required for resale of the long distance telephone services are provided by the major long distance carrier. Global Dialtone intends to offer its own branded calling card service at a later date. The call switching system required for this service is completely owned by Global Dialtone, Inc.

TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by GLOBAL DIALTONE, Inc., with principal offices at 5725 Corporate Way, West Palm Beach, FL 33407. 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: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

CHECK SHEET

The sheets listed below, which are 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 of the bottom of this page.

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

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

TABLE OF CONTENTS

Title Sheet.....1
Check Sheet.....2
Table of Contents.....3
Symbols Sheet.....4
Tariff Format Sheets.....5
Section 1 - Technical Terms and Abbreviations.....6
Section 2 - Rules and Regulations.....7
Section 3 - Description of Service.....12
Section 4 - Rates.....16

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

SYMBOLS SHEET

- D - Delete Or Discontinue
- I - Change Resulting In An Increase to A Customer's Bill
- M - Moved From Another Tariff Location
- N - New
- R - Change Resulting In A Reduction To A Customer's Bill
- T - Change in Text Or Regulation But No Change In Rate Or Charge.

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

TARIFF FORMAT SHEETS

- 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).
- 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.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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

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

Company or Carrier - GLOBAL DIALTONE, INC.

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

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

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

Holidays - The Company's recognized holidays are New Year's Day, July 4th, Thanksgiving Day, Christmas Day.

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

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's services and facilities are furnished for communications originating at specified points within the state of Florida under terms of this tariff.

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

The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

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

2.2.2 The Company's reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control: or when the customer is using service in violation of the law or the provisions of this tariff.

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

SECTION 2 - RULES AND REGULATIONS continued

2.2 Limitations (Cont.)

- 2.2.3 All facilities provided under this tariff are directly controlled by the Company and the customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.4 All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.
- 2.2.5 Customers reselling or rebilling services must have a Certificate of Public Convenience and Necessity as an interexchange carrier from the Florida Public Service Commission.

2.3 Liabilities of the Company

- 2.3.1 The Company's liability arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur, unless ordered by the Commission.
- 2.3.2 The Company shall be indemnified and held harmless by the customer against:
- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- (B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by the Company.

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

SECTION 2 - RULES AND REGULATIONS continued

2.4 Interruption of Service

2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the customer, or due to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in Subsection 2.3.1. It shall be the customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, or equipment, if any, furnished by the customer and connected to the Company's facilities. No refund or credit will be made for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

2.4.2 No credit shall be allowed for an interruption of a continuous duration of less than twenty-four hours after the subscriber notifies the Company.

2.4.3 The customer shall be credited for an interruption of more than twenty-four hours as follows:

Credit Formula:

$$\text{Credit} = A/720 \times C$$

"A" - outage time in hours

"B" - each month is considered to have 720 hours

"C" - total monthly charge for affected facility.

SECTION 2 - RULES AND REGULATIONS continued

2.5 Disconnection of Service by Carrier

The company (carrier), upon 5 working days written notice to the customer, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

2.5.1 Non-payment of any sum due to carrier for regulated service for more than thirty days beyond the date of rendition of the bill for such service.

2.5.2 A violation of any regulation governing the service under this tariff.

2.5.3 A violation of any law, rule, or regulation of any government authority having jurisdiction over such service.

2.5.4 The company has given the customer notice and has allowed a reasonable time to comply with any rule, or remedy, and deficiency as stated in Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company.

2.5.5 Service may be disconnected without notice for tampering with company equipment, for interfering with the service to other customers, for fraud, or in the event of a hazardous condition.

ISSUED: February 28, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

EFFECTIVE: MARCH 1, 2001

SECTION 2 - RULES AND REGULATIONS continued

2.6 Deposits

The Company does not require a deposit from the customer.

2.7 Advance Payments

For customers whom the Company feels 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 if necessary a new advance payment will be collected for the next month.

2.8 Taxes

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

2.9 Billing of Calls

All charges due by the subscriber are payable at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

SECTION 3 - DESCRIPTION OF SERVICE.

3.1 Timing of Calls

3.1.1 When Billing Charges Begin and End For Phone Calls

The customer's long distance usage charge is based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver, (i.e. when 2 way communication, often referred to as "conversation time" is possible.). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when the calling or called party hangs up.

3.1.2 Billing Increments

The minimum call duration for billing purposes is 1 minute for a connected call and calls beyond 1 minute are billed in 1 minute increments.

3.1.3 Per Call Billing Charges

Billing will be rounded up to the nearest penny for each call.

3.1.4 Uncompleted Calls

There shall be no charges for uncompleted calls.

SECTION 3 - DESCRIPTION OF SERVICE continued**3.2 Calculation of Distance**

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

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

FORMULA:

The square
root of:
$$\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}$$

3.3 Minimum Call Completion Rate

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 90% during peak use periods for all Feature Group D services ("1+" dialing).

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

SECTION 3 - DESCRIPTION OF SERVICE continued**3.4 Service Offerings****3.4.1 Global Dialtone Long Distance Service**

Global Dialtone Long Distance Service is offered to residential and business customers. The service permits direct dialed outbound calling at a single per minute rate. Service is provided from presubscribed, dedicated or shared use access lines. Calls are billed in one minute increments. No monthly recurring charges or minimum monthly billing requirements apply.

3.4.2 Global Dialtone 800/888 (Inbound) Long Distance Service

Global Dialtone 800/888 (Inbound) Long Distance Service is offered to residential and business customers. The service permits inbound 800/888 calling at a single per minute rate. Service is provided from presubscribed, dedicated or shared use access lines. Calls are billed in six second increments, with a six second minimum call duration. A \$10.00 minimum monthly billing requirement applies. Customers whose monthly usage is less than the minimum will be billed the minimum amount.

3.4.3 Global Dialtone Calling Card Service

Global Dialtone Calling Card Service is a calling card service offered to residential and business customers who subscribe to the Global Dialtone Long Distance Service calling plan. Customers using the Carrier's calling card service access the service by dialing a 1-800 number followed by an account identification number and the number being called. This service permits subscribers utilizing the Carrier's calling card to make calls at a single per minute rate. Calls are billed in one (1) minute increments after the initial minimum period of one (1) minute.

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

SECTION 3 - DESCRIPTION OF SERVICE continued.3.4.4 **Operator Services**

The Company's operator services are provided to residential and business customers who "**presubscribe**" to this service for intrastate calling. Operator services include the completion of collect, station-to-station, person-to-person, third party billing and credit card calls with the assistance of a Carrier operator. Each completed operator assisted call consists of two charge elements (except as otherwise indicated herein): (i) a fixed operator charge, which will be dependent on the type of billing selected (e.g., calling card, collect or other) and/or the completion restriction selected (e.g., station-to-station or person-to-person); and (ii) a measured usage charge dependent upon the duration, distance and/or time of day of the call.

3.4.4.A **Operator Dialed Surcharge**

This surcharge applies to 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 Global Dialtone, Inc. network; and
- 2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

SECTION 4 - RATES

4.1 **Global Dialtone Long Distance Service**

Rate per minute - \$0.12.
Plan is billed in full minute increments.

4.2 **Global Dialtone 800/888 (Inbound) Long Distance Service**

Rate per minute - \$0.12.
Plan is billed in six second increments with a six second minimum.

4.3 **Global Dialtone Calling Card Service**

Rate per minute - \$0.14.
Plan is billed in full minute increments.

4.4 **Operator Services (For presubscribed customers)**

4.4.1 Usage Rates: The appropriate rate found under 4.1 or 4.3 shall apply.

4.4.2 Operator Charges:

Collect Station-to-Station	\$1.00
Collect Person-to-Person	\$3.25
Person-to-Person	\$3.25
Station-to-Station	\$1.00
Customer Dialed Calling Card	\$1.00
Operator Dialed Calling Card	\$1.75
Operator Dialed Surcharge	\$0.75

SECTION 4 - RATES continued.

ISSUED: February 28, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407

EFFECTIVE: MARCH 1, 2001

4.5 Determining Applicable Rate in Effect

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

4.6 Payment of Calls

4.6.1 Late Payment Charges

A late payment Charge of 1.5% per month will be assessed on all unpaid balances more than thirty days old.

4.6.2 Return Check Charges

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds if the face value does not exceed \$50.00, \$30.00 if the face value does exceed \$50.00 but does not exceed \$300.00, \$40.00 if the face value exceeds \$300.00 or 5% of the value of the check, which ever is greater.

4.7 Restoration of Service

A reconnection fee of \$25.00 per occurrence is charged when service is re-established for customers who had been disconnected for non-payment.

SECTION 4 - RATES continued**4.8 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 be made part of this tariff.

4.9 Special Rates For The Handicapped**4.9.1. Directory Assistance**

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

4.9.2. Hearing and Speech Impaired Persons

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

4.9.3. Telecommunications Relay Service

For intrastate toll calls received from the relay service, the Company will when billing relay calls discount relay service calls by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

ISSUED: February 28, 2001

EFFECTIVE: MARCH 1, 2001

By:

V. A. Graham, President
5725 Corporate Way
West Palm Beach, FL 33407