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Technology
Corporate & Finance
Trademarks
Proprietary Rights
Complex Litigation
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June 13, 2001

VIA OVERNIGHT DELIVERY

Florida Public Service Commission
Divisions of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: ICT Worldwide, Inc. Application for Authority to Provide Interexchange Telecommunications within the State of Florida

Ladies and Gentlemen:

On behalf of ICT Worldwide, Inc. enclosed are an original and seven (7) copies of its' Application for Authority to Provide Interexchange Telecommunications service between points within the State of Florida and Tariff.

An additional copy of this letter and filing also is enclosed. Please date-stamp the extra copy and return it to the undersigned in the enclosed postage prepaid envelope. If you have any questions regarding this filing, please address them to the undersigned.

Respectfully submitted,



Paul A. Dean
Regulatory Counsel

DOCUMENT NUMBER-DATE

07423 JUN 14 5

FPSC-RECORDS/REPORTING

REFERENCE NO.	DESCRIPTION	INVOICE DATE	INVOICE AMOUNT	DISCOUNT TAKEN	AMOUNT PAID
CHECK DATE	CHECK NO.	PAYEE	DISCOUNTS TAKEN	CHECK AMOUNT	

ICT WORLDWIDE, INC.
 5405 SOUTHERN COMFORT BLVD.
 TAMPA, FLORIDA 33634
 813-243-0095

SOUTHTRUST BANK
 63-943-631

5385

CHECK NO.

DATE

AMOUNT

5/9/01

\$ 250.00

PAY TO THE ORDER OF:

Florida Public Service Commission

Two hundred fifty and 00/100 dollars

[Signature]

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 Included Details on back

MP

****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

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 of transferee (See Page 16).
- Print or type all responses to each item requested in the applications 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
Divisions of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

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
Divisions of Records and Reporting
Bureau of Certification and Service Evaluation
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6600

1. This is an application for (check one):
- Original Certificate (new company)
 - Approval 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/transfer of existing certificate:** Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.
 - 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:
ICT Worldwide, Inc.
3. Name under which applicant will do business (fictitious name, etc.):
ICT Worldwide, Inc.
4. Official mailing address (including street name & number, post office box, city, state, zip code):
5405 Southern Comfort Boulevard
Tampa, Florida 33634
5. Florida address (including street name & number, post office box, city, state, zip code):
5405 Southern Comfort Boulevard
Tampa, Florida 33634
- 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 – – 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 service used.

Switchless Rebiller – company has not 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-Locations 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:**

- | | |
|--|---|
| <input type="checkbox"/> Individual | <input checked="" type="checkbox"/> Corporation |
| <input type="checkbox"/> Foreign Corporation | <input type="checkbox"/> Foreign Partnership |
| <input type="checkbox"/> General Partnership | <input type="checkbox"/> Limited Partnership |
| <input type="checkbox"/> Other _____ | |

8. **If individual**, provide:

Name: Not Applicable

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:**
P00000070253

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

(b) **The Florida Secretary of State Corporate Registration number:**
Not Applicable

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:** Not Applicable

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

(a) **The Florida Secretary of State registration number:**
Not Applicable

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

Name: Not Applicable

Title: _____

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:** Not Applicable

15. Provide **F.E.I. Number** (if applicable): Not Applicable

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: Not Applicable

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ **Fax No.:** _____

(c) How is this information provided?

Not Applicable

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 and 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: Charles H. Helein

Title: Regulatory Counsel, Helein Law Group

Address: 8180 Greensboro Drive

City/State/Zip: McLean, VA 22102

Telephone No.: (703) 714-1305 **Fax No.:** (703) 714-1330

Internet E-Mail Address: pdean@helein.com

Internet Website Address: www.helein.com

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

Name: James Fishel

Title: Vice President - Telecom

Address: 601 South Harbor Isle Boulevard

City/State/Zip: Tampa, FL 33602

Telephone No.: (813) 243-0095 **Fax No.:** (813) 243-0096

Internet E-Mail Address: jfishel@ictworldwide.com

Internet Website Address: www.ictworldwide.com

(c) Complaints/Inquiries from customers:

Name: James Fishel

Title: Vice-President - Telecommunications

Address: 5405 Southern Comfort Boulevard

City/State/Zip: Tampa, FL 33634

Telephone No.: (813) 243-0095 **Fax No.:** (813) 243-0096

Internet E-Mail Address: jfishel@ictworldwide.com

Internet Website Address: www.ictworldwide.com

19 List the states in which the applicant:

(a) has operated as an alternative local exchange company.

Not Applicable

(b) has applications pending to be certificated as an alternative local exchange company.

Not Applicable

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

Not Applicable

(d) has been denied authority to operate as an interexchange telecommunications company and the circumstances involved.

Not Applicable

- (e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.

Not Applicable

- (f) has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.

Not Applicable

20. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

- (a). (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.

Not Applicable

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

Not Applicable

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 if 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 service (Channel Services)**
(for ex. 1.544 mbs., DS-3, etc.)
- i. **Travel service**
- Method of access if 950
 Method of access if 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

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

STATEMENT OF FINANCIAL CAPABILITIES

ICT Worldwide, Inc. has the financial capability to provide intrastate resale services in Florida for the following reasons. ICT Worldwide, Inc. being a reseller, does not have a need for a large amount of capital to offer its services. ICT Worldwide, Inc. does not anticipate a need for taking on any debt to service. ICT Worldwide, Inc. does have good banking relationships should an unexpected need for financing ever arise. ICT Worldwide, Inc. has very experienced management to direct operation and fully expects its Florida operations to be profitable within three months.

ICT Worldwide, Inc. will be derived from recurring payments for telecommunications services. ICT Worldwide, Inc. is dedicated to superb customer service that will retain a dedicated customer base. Additionally, ICT Worldwide, Inc. plans to pursue a large-scale customer acquisition strategy to include: 1) partnering with a national consumer services firm; 2) expanding web-based interactive advertising programs, banner ads, and strategic marketing relationships with online partners; 3) acquiring other consumer services firms (e.g., small ISPs and telecom resellers); 4) initiating a nationwide marketing campaign; and 5) providing a consumer/small business solution to commercial/industrial focused ESPs and CLECs.

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:

James Fishel
Print Name


Signature

Vice President - Telecom
Title

5/1/15
Date

(813) 243-0095
Telephone No.

813/243-0096
Fax No.

Address: ICT Worldwide, Inc.
5405 Southern Comfort Boulevard
Tampa, Florida 33634

****APPENDIX A****

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.

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 interexchange telecommunications 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:

James Fishel
Print Name


Signature

Vice President - Telecom
Title

5/1/11
Date

(813) 243-0095
Telephone No.

813/243-0096
Fax No

Address: ICT Worldwide, Inc.
5405 Southern Comfort Blvd.
Tampa, FL 33634

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 \checkmark check one):

- (X) 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:

James Fishel

Print Name



Signature

Vice President - Telecom

Title

5/1/11

Date

(813) 243-0095

Telephone No.

813/243-0096

Fax No.

Address: ICT Worldwide, Inc.
5405 Southern Comfort Blvd.
Tampa, FL 33634

THIS PAGE MUST BE COMPLETED AND SIGNED

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 services begin?

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

UTILITY OFFICIAL:

James Fishel
Print Name


Signature

Vice President - Telecom
Title

5/1/11
Date

(813) 243-0095
Telephone No.

813/243-0096
Fax No.

Address: ICT Worldwide, Inc.
5405 Southern Comfort Blvd.
Tampa, FL 33634

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 ICT Worldwide, Inc., with principal offices at 5405 Southern Comfort Boulevard, Tampa, FL 33634. 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: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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 at the bottom of this page.

Sheet	Revision	Sheet	Revision
1	Original	18	Original
2	Original	19	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		

Issued: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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Issued: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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.

Issued: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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 – ICT Worldwide, 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 Monday through Friday.

Evening – From 5:00 PM up to but not including 11:00 PM local time Monday 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: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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 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 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: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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 Prior written permission from the Company is required before any assignment or transfer. 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 gross negligence or willful misconduct 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.

Issued: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

SECTION 2 - RULES AND REGULATIONS continued

2.3 Liabilities of the Company (Cont.)

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) Claims for patent infringement arising from a customer's use of its equipment, facilities or systems with the Company's services; and
- (C) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by the Company.

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 or 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 2.3.1 herein. 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.

Issued: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

SECTION 2 – RULES AND REGULATIONS continued

- 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 No credit shall be allowed in the event service must be interrupted in order to provide routine service quality or related investigations.
- 2.4.4 No credit shall be allowed:
 - a. For failure of facilities of customer; or
 - b. For failure of services or equipment caused by negligence or willful acts of customer.
- 2.4.5 Credit for an interruption shall commence after customer notifies Company of the interruption or when Company becomes aware thereof, and ceases when service has been restored.
- 2.4.6 The customer shall be credited for an interruption of more than twenty-four hours as follows:

Credit Formula:

Credit = A/B x C

“A” - outage time in hours
“B” - total hours in month
“C” - total monthly charge for affected facility

Issued: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

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 25-4.133, F.A.C., Refusal or Discontinuance of Service by Company.
- 2.5.5 Service may be disconnected without notice for tampering with Company equipment, or for interfering with service to other customers, or for fraud.

2.6 Deposits

The Company does not require a deposit from the customer.

Issued: June 14, 2001

EFFECTIVE: _____

By:

James Fishel, Vice President-Telecom
601 South Harbor Isle Boulevard
Tampa, FL 33602

SECTION 2 - DESCRIPTION OF SERVICE continued

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 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.

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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 answer supervision 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 minutes 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 higher increment for each call.

3.1.4 Uncompleted Calls

There shall be no charges for uncompleted calls.

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

Company's current services are not distance sensitive. Charges for all mileage sensitive products will be 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 95% during peak use periods for all FG D services "1+" dialing.

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SECTION 3 - DESCRIPTION OF SERVICE continued

3.4 Service Offerings

3.4.1 ICT Worldwide Long Distance Service

ICT Worldwide's 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 minimum monthly billing requirements apply.

3.4.2 ICT Worldwide 800/888 (Inbound) Long Distance Service

ICT Worldwide does not offer 800/888 (Inbound) Long Distance Service at this time.

3.4.3 ICT Worldwide Calling Card Service

ICT Worldwide does not offer Calling Card Service at this time.

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SECTION 3 - DESCRIPTION OF SERVICE continued

3.4.4 Directory Assistance

The Company provides standard directory assistance. The Company provides one phone number per call.

3.4.5 Operator Services

ICT Worldwide does not offer Operator Services at this time.

3.4.6 Operator Dialed Surcharge

ICT Worldwide does not offer operator assisted dialing at this time.

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SECTION 4 - RATES

4.1 ICT Worldwide Intrastate Long Distance Service-"Volume Discount Rate"

Rate per minute - \$0.05

Plan is billed in six second increments. Calls are rounded up to the nearest penny.

Initial six second - \$0.005

Every additional six second - \$0.005

4.1.1 Payphone Charge

Calls originating from a payphone will be assessed a \$0.50 surcharge.

4.2 ICT Worldwide Personal 800/888 (Inbound) Long Distance Service

N/A

4.3 ICT Worldwide Calling Card Service

N/A

4.4 Operator Services (For presubscribed customers)

N/A

4.1.1 Usage Rates: N/A

4.2.2 Operator Charges: N/A

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SECTION 4 - RATES**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, whichever 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.

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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 the otherwise applicable rate for a voice non-relay call except 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 the otherwise applicable rate for a voice non-relay 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.

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