This i	s an application for $\sqrt{\ }$ (check one):	011271-TI
K	Original certificate (new company).	
()	Approval of transfer of existing certificate: company purchases an existing company and certificate of authority.	
()	Approval of assignment of existing certifical company purchases an existing company and authority of that company.	
( )	Approval of transfer of control: Example, a certificated company. The Commission must	
code):	al mailing address (including street name & number of SE 15 Street  the Floor  Vianni FL 33131	
	address (including street name & number, post	_
	me as above	
	type of business your company will be conducting	
( )	Facilities-based carrier - company ow own and operate telecommunications facilities in Florida.	ns and operates or plates switches and transmis

FORM PSC/CMU 31 (12/96) Required by Commission Rule Nos. 25.24-470, 25-24.471, and 25-24.473, 25-24.480(2).

2

	( )	<b>Operator Service Provider</b> - 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.	Structu	are of organization;
	( ( (	) Individual ( Corporation ) Foreign Corporation ( ) Foreign Partnership ) General Partnership ( ) Limited Partnership ) Other

<u>If indiv</u>	vidual, provide:
Name:	
Title:_	
Addres	ss:
	ate/Zip:
Teleph	one No.: Fax No.:
	et E-Mail Address:
	et Website Address:
If inco	porated in Florida, provide proof of authority to operate in Florida:
(a)	The Florida Secretary of State Corporate Registration number:
(a)	gn corporation, provide proof of authority to operate in Florida:  The Florida Secretary of State Corporate Registration number:
	g fictitious name-d/b/a, provide proof of compliance with fictitious name statute er 865.09, FS) to operate in Florida:
(Спари	2 005.05, 1 0) to operate in 1 fortain.
(a)	The Florida Secretary of State fictitious name registration number:
`,	The Florida Secretary of State fictitious name registration number:  ited liability partnership, provide proof of registration to operate in Florida:

Name	<u> </u>
Title:	
Addr	ess:
	State/Zip:
Telen	hone No.: Fax No.:
	net E-Mail Address:
Interi	net Website Address:
(a)	reign limited partnership, provide proof of compliance with the ford partnership statute (Chapter 620.169, FS), if applicable.  The Florida registration number:  [Ref. F. J. Number (if applicable):
(a) Provid	d partnership statute (Chapter 620.169, FS), if applicable.
(a) Provid	d partnership statute (Chapter 620.169, FS), if applicable.  The Florida registration number:  le F.E.I. Number (if applicable):
(a) Provid Provid (a)	d partnership statute (Chapter 620.169, FS), if applicable.  The Florida registration number:  de F.E.I. Number (if applicable):  de the following (if applicable):  Will the name of your company appear on the bill for your services
(a) Provid Provid (a) (b)	The Florida registration number:  [In the Florida registration number:
(a) Provid Provid (a) (b) Name	The Florida registration number:  the F.E.I. Number (if applicable):  the following (if applicable):  Will the name of your company appear on the bill for your services  Yes () No
(a) Provid Provid (a) (b) Name Title:	The Florida registration number:  the Florida registration number:  the F.E.I. Number (if applicable):  the following (if applicable):  Will the name of your company appear on the bill for your services  Yes () No  If not, who will bill for your services?

	(c)	How is this information provided?
17.	Who	will receive the bills for your service?
		esidential Customers  ( ) Business Customers
		ATs providers ( ) PATs station end-users
		otels & motels ( ) Hotel & motel guests niversities ( ) Universities dormitory residents
		ther: (specify)
18.	Who	will serve as liaison to the Commission with regard to the following?
	(a)	The application:
	Name	IDIS LEZCANO
	Title:	President
		ess: 168 SE 18t Street, 7th Floor State/Zip: HIAMI, FL 33131
	Inter	chone No.: 3053746334 Fax No.: 3053730292  net E-Mail Address: 1613 d @ Hotmail. com  net Website Address:

(b) Official point of contact for the ongoing operations of the company:
Name: Peiscila Wolff
Title: Operations Manager
Address: 168 SE 181 Street 7th Floor City/State/Zip: WIAWI, FL 33131
Telephone No.: 305.3746334 Fax No.: 3053730292 Internet E-Mail Address: Priscilla wolff a hormail. com Internet Website Address:
(c) <u>Complaints/Inquiries from customers:</u>
Name: SAME AS ABOUR
Title:
Address:City/State/Zip:
Telephone No.: Fax No.: Internet E-Mail Address: Internet Website Address:
List the states in which the applicant:
has operated as an interexchange telecommunications company.  Torida
(b) has applications pending to be certificated as an interexchange telecommunications company.
(

19.

(c)	is certificated to operate as an interexchange telecommunications company.
	N/A
(d)	has been denied authority to operate as an interexchange telecommunications company and the circumstances involved.
(e)	has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.
(f)	has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.

	eviously been:
	N/A.
company	fficer, director, partner or stockholder in any other Florida certificated telephone y. If yes, give name of company and relationship. If no longer associated with y, give reason why not.
	NA
	licant will provide the following interexchange carrier services $oldsymbol{}$ (check all that
apply):	licant will provide the following interexchange carrier services √ (check all that  MTS with distance sensitive per minute rates
apply):	MTS with distance sensitive per minute rates
apply):	MTS with distance sensitive per minute rates Method of access is FGA
apply):	MTS with distance sensitive per minute rates
apply):	MTS with distance sensitive per minute rates Method of access is FGA Method of access is FGB
apply):	MTS with distance sensitive per minute rates Method of access is FGA Method of access is FGB Method of access is FGD
apply):	MTS with distance sensitive per minute rates  Method of access is FGA Method of access is FGB Method of access is FGD Method of access is 800  MTS with route specific rates per minute
apply):	MTS with distance sensitive per minute rates  Method of access is FGA Method of access is FGD Method of access is 800  MTS with route specific rates per minute Method of access is FGA
apply):	MTS with distance sensitive per minute rates  Method of access is FGA Method of access is FGD Method of access is 800  MTS with route specific rates per minute Method of access is FGA Method of access is FGA Method of access is FGB
apply):	MTS with distance sensitive per minute rates Method of access is FGA Method of access is FGB Method of access is FGD Method of access is 800 MTS with route specific rates per minute Method of access is FGA

	Method of access is FGA
	Method of access is FGB
	Method of access is FGD
	Method of access is 800
d. <u>X</u>	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 <u>X</u>	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 <u>should contain</u> 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 <u>affirming that the financial statements are true and</u> 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. <u>A written explanation</u> that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
- 2. <u>A written explanation</u> that the applicant has sufficient financial capability to maintain the requested service.
- 3. <u>A written explanation</u> 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.

#### 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  $\sqrt{}$  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

(The bond must accompany the application.)

equal to the current balance of deposits and advance

payments in excess of one month.

UTILITY OFFICE	IAL:		
Toisles	Cano		
Print Name		Signature,	
Presiden	<u> </u>	092401	
Title		Date	
3053746	334	305-373-	0292
Telephone No.	•	Fax No.	
Address:	168 5	E 1st Stree	<u> </u>
	Suite	700	
	Miani	P. 33131	
	,		

#### 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 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 OF	FICIAL:
Ibio Le	ezcano
Print Name	Signature ,
Preside	09 2401 Date
205-3 Telephone No.	74-6334 $305-373-0292$ Fax No.
Address:	168 SE 12 Sweet
	8 hite 100
	Mitmi, FL 33131

# CURRENT FLORIDA INTRASTATE SERVICES

Applicant has ( Florida.	) or has not (X) previously provided intrastate telecommunications in
If the answer is <u>h</u>	nas, 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 OF	FICIAL:
Print Name Preside Title 305-35	Signature ext 09/24/01 Date 74-6334 305-373-0292
Telephone No. Address:	Fax No.  168 SE 1 Street  Suite 700  MIAHI, FL 33/31

CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT

NA	•
I, (Name)	,
(Title)	
and current holder of Florida Public Serv	ice Commission Certificate Number
#, have rev	viewed this application and join in the petitioner's request
( ) transfer	
( ) assignment	
of the above-mentioned certificate.	
UTILITY OFFICIAL:	
Print Name	Signature
Title	Date
Telephone No.	Fax No.
Address:	

# IBIS LEZCANO

4550 NW 9<sup>TH</sup> Street Miami, FL 33126 (786)552-7554

#### **OBJECTIVE**

To summarize my experience and qualifications relevant to obtaining a certification to cherate as an inter-exchange telecommunication company.

### **SUMMARY OF QUALIFICATIONS**

- Twelve years successful experience in direct sales of a range of products and services in both the Telecommunication & the Computer/IT industry.
- Extensive practical hands-on experience as co-owner and manager of a small business.
- Motivate i and enthusiastic about developing good relations with clients.
- Effective working alone or as a cooperative team member.
- Professional in appearance and presentation.

#### **RELEVANT SKILLS**

#### SALES & NEW ACCOUNT DEVELOPMENT

- Increased a publication's advertising revenue through market research and promotion during my employment at Ingram Micro.
- Developed new distribution outlets for marketing plans and specific marketing programs
  - Made cold calls and follow-up visits to retail outlets throughout the region.
  - Organi and detailed routebooks and financial recordkeeping.
  - Successfully increased readership by more than 40 percent over a two-year period.

#### CUSTOMER RELATIONS

- Served as marketing manager representative for Ingram Micro:
  - Coordinated product information and distribution for 35 field representatives and major accounts.
  - Promot d products at trade shows throughout Latin America.

- Handled face-to-face contacts with new and established customers.
- Oversaw the production of advertising and its placement in major trade publications.

# ADVERTISING MARKETING, DISTRIBUTION

- Organized and styled merchandise for effective presentation in a marketin; catalog.
- Kept accurate, current computer records of inventory, international suppliers, brokers, shippers, etc.

#### **EMPLOYMENT HISTORY**

1999- present	INGRAM MICRO, Miami	Marketing Manager: In charge of developing and executing marketing programs for companies such as IBM, Lexmark, Novell, Cisco, etc.
1996- 1999	WORLDLINK Communications, Miami	Operations Manager: In charge of daily operations for a telecommunications company. Promotion of products, technical support for staff, establish procedures for provisioning and customer support, etc.

# **EDUCATION**

University of Florida, Gainesville, FL, Liberal arts studies, graduated 1992

# Priscila Wolff

1170 NE 191<sup>ST</sup> Street • Miami, FL 33179 • (305) 318-0800

#### SUMMARY OF QUALIFICATIONS

- Top-notch administrator with more than 10 years experience in provisioning telecommunications.
- Outstanding productivity both as Manager of Provisioning and Processing and as a Supervisor of Customer Service.
- Unique combination of expertise in telecom provisioning, training, sales, and finance.
- Dynamic leader and team builder, consistently motivating others toward success.

#### RELEVANT ACCOMPLISHMENTS

1994-present Worldlink Communications, Miami FL

Director of Operations

Managed eight processing officers, with responsibility for production, plus full responsibility for all training.

- Designed and led seven monthly training sessions.
- Set up Technical seminars.
- Certified by Bellsouth for CLEC, & LENS processing.
- Reported directly to the president of the company.

#### **EDUCATION**

Graduated 1994

Universidade de Cuiaba – UNIC, Mato Gross, Brazil

# A+ Communications, Inc.

September 25, 2001

Florida Public Service Commission Division of Records and Reporting 2540 Shumard Oak Blvd. Tallahasse, Florida 32399-0850

Dear Sir or Madam:

Enclosed is our application for Certification from the Public Service Commission to operate as an IXC telecommunications company. We have provided resumes for myself and the technical assistant. I would like to add that we are both certified by Bellsouth through CLEC training courses in seminars for the provisioning and re-billing/ re-selling of local services.

in respects to our financial standing we are currently ready to begin our operations upon approval of our incenses and certificates. We have already filed with the Federal Communication Commission and began the process with the Bellsouth Interconnection Department to resell their services. We have a large enough office space rented in the downtown area of Miami. This is a strategically centrally located area where our future customers may have easy access to our offices. We also have contracts with several payment agencies throughout south Florida, to further provide accessibility to our potential customer base. We have all equipment necessary and good credit standing with vendors in order to begin our operations.

Sincerely,

Ibis Lezcano President

#### 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 A+COMMUNICATIONS, INC. with principal offices at 168 SE 1<sup>st</sup> Street, Miami, FL 33126. 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: September 24, 2001 EFFECTIVE:

By:

# **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: September 24, 2001	EFFECTIVE:

By: Ibis Lezcano, President
A+ COMMUNICATIONS, INC.
168 SE 1<sup>st</sup> Street

Miami, FL 33126

# **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: September 24, 2001

EFFECTIVE:

By:

# **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 Reduction To A Customer's Bill
- T Change In Text Or Regulation But No Change In Rate Or Charge

ISSUED: September 24, 2001

By: EFFECTIVE: \_\_\_\_\_\_

Ibis Lezcano, President

#### 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 4<sup>th</sup> revised Sheet 14 cancels the 3<sup>rd</sup> revised Sheet 14. Because of various suspension periods, deferrals, etc, the 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).

**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: September 24, 2001

EFFECTIVE:

By:

#### SECTION 1 – TECHNICAL TERMS AND ABBR EVIATIONS

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 an to identify the customer for billing purposes.

Company or Carrier – A+ COMMUNICATIONS, 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 4<sup>th</sup>, Thankgiving 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: September 24, 2001		EFFECTIVE:
By:	Ibis Lezcano, President	

#### **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: September 24, 2001 EFFECTIVE:

By:

#### 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 of 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, informations, 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: September 24, 2001

EFFECTIVE:

By:

#### **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 hi s 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:

 $Credit = A/720 \times C$ 

"A" – outage time in hours

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

"C" – total monthly charge for affected facility

ISSUED: September 24, 2001		EFFECTIVE:
Bv:	Ibis Lezcano, President	

A+ COMMUNICATIONS, INC. 168 SE 1<sup>st</sup> Street Miami, FL 33126

#### SECTION 2 - RULES AND REGULATIONS continued

#### 2.5 <u>Disconnection of Service by Carrier</u>

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: September 24, 2001		EFFECTIVE:	
By:	Ibis Lezcano, President		

#### 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.

ISSUED: September 24, 2001		EFFECTIVE:
By:	Ibis Lezcano, President	

#### **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 <u>Uncompleted Calls</u>

There shall be no charges for uncompleted calls.

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#### **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).

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#### **SECTION 3** – DESCRIPTION OF SERVICE continued

# 3.4 Service Offerings

#### 3.4.1 A+ COMMUNICATIONS, INC.

A+ COMMUNICATIONS, INC. 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 A+ COMMUNICATIONS, INC. 800/888 (Inbound) Long Distance Service

A+ COMMUNICATIONS, INC. 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 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 A+ COMMUNICATIONS, INC. Calling Card Service

A+ COMMUNICATIONS, INC. Calling Card Service is a calling card service offered to residential and business customers who subscribe to the A+ COMMUNICATIONS, INC. 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. There are no nonrecurring or monthly recurring charges.

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#### 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 A+ COMMUNICATIONS, 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.

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#### **SECTION 4 – RATES**

# 4.1 A+ COMMUNICATIONS, INC. Long Distance Service

Rate per minute - \$0.10. Plan is billed in full minute increments.

# 4.2 A+ COMMUNICATIONS, INC. 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 A+ COMMUNICATIONS, INC Calling Card Service

Rate per minute - \$0.20 Plan is billed in full minute increments.

# 4.4 Operator Services (For presubscribed customers)

4.4.1 <u>Usage Rates:</u> 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

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#### **SECTION 4 – RATES**

#### 4.5 <u>Determining Applicable Rate in Effect</u>

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 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 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 reestablished 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 of the otherwise applicable rate for a voice non-relay 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 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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