



ORIGINAL

1-888-477-1224 • Fax: (540) 265-6754
P.O. Box 6129, Roanoke, VA 24017-0129

March 10, 2003

Blanca Bayo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Response to Docket 020646-TX

Dear Ms. Bayo:

Enclosed is CAT Communications International, Inc.'s revised LOA for Florida in response to the above referenced docket.

We would appreciate notification that this document is approved so we may order copies from our printer.

Thank you for you consideration.

Sincerely,

Debra A. Waller
Regulatory Paralegal

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Make Life Easier –
Get Connected
with CCI's
Home Phone
Service!

FREE CALL WAITING
AND LONG DISTANCE
WITH EVERY NEW
CONNECTION!



- No Social Security Number Needed
- No Credit Check
- No ID Required
- No Deposit

Call Now!

Toll-Free!
1-(888) 989-2900

R39-10 / FL3

***At Last!* Home Phone Service**

Including All The +'s
ONLY From CCI!



Make This
FREE CALL
1-888-989-2900
TODAY!

CCI
Cat Communications International

**FREE LONG
DISTANCE
and
FREE CALL
WAITING
with Every
New Connection!
Plus EXTRAS...**

“Cat Club” Bonus

Enjoy savings up to \$10 a month by remaining a loyal customer.

“Tel-A-Friend” Bonus

Receive 1 month of FREE basic service for each friend you refer who becomes a new customer.

“Safe★Way” Bonus

Keep your phone service even if you lose your job or get sick.

**Only \$39⁹⁵ a month
for basic phone service!
Plus... FREE
Call Waiting
and FREE
Long Distance
are INCLUDED!**



NEW!
**POWER
PAKS!**

Ask about CCI's New “Power Paks”. As little as \$5.00* gets additional features like:

- Caller ID
- 3-Way Calling
- Call Waiting
- Call Forwarding
- Plus, Additional Long Distance!

“...who could ask for anything more — great service and lots of benefits for my money. I can count on CCI! Am I happy with CCI — you bet!”



Louise O.
Satisfied Customer

*Not available in all areas. “Power Pak” features in some areas may cost \$10 per month.

• CUSTOMER SERVICE AGREEMENT •

This document describes the conditions by which Cat Communications International, Inc. (henceforth referred to as "CCI") will provide or disconnect your service. This constitutes the contract between you and CCI, the underlying carrier of this service. You understand the following:

(1) By signing this document you are entering into a contractual agreement for local phone service with CCI as your carrier. You agree to allow CCI to act as your representative in all negotiations with any Local Exchange Carrier or telecommunications service provider. Long distance and toll calls are not included in your basic monthly local phone service unless specifically indicated. You authorize CCI to handle all negotiations for service requests at the address you have given in this agreement and for the phone number that CCI has given you. You agree to allow CCI to place a local provider freeze on your line (where applicable by law), which will not allow another company to change (slam) your line without your knowledge. Should you need to have this freeze removed, call CCI at 1-888-477-1224. This authorization does not prevent you from changing carriers. You agree to read this document in full and to sign it only after you have read it, or have had it read to you. The local provider freeze must be requested by the consumer in the state of Florida.

(2) You request CCI to install phone service at your correct address. You need to sign a copy of this Customer Service Agreement prior to installation.

(3) CCI is not responsible for any delay in providing service resulting from problems caused by the internal wiring or jacks at your residence.

(4) In some areas you will be required to pay an installation charge not to exceed \$40. If your service is suspended or disconnected (including disconnection requested by you), you will be charged a Reconnection Fee of up to forty (\$40) dollars (\$30 in North Carolina; \$35 in Ohio) or the Tariff Limit whichever is less. If you pay your bill late you will be responsible for a late charge not to exceed Ten Dollars (\$10) or the Tariff Limit whichever is less. A late charge of 1% of the outstanding balance will be charged to your account after Twenty Five days in North Carolina; a 1.5% late charge may be charged to your account in Ohio and Virginia.

(5) There is no set-up charge for adding features to your new phone service when you first place your order. To add additional features after you are connected, there is a Ten Dollar (\$10) service charge per order or the Tariff Limit, whichever is greater. All charges for service of any kind will begin the 1st day of that service. Your telephone bill will be due in full on the 5th or the 20th day of each month. You agree to pay the current fee that CCI is charging for your basic telephone service. This fee does not include all taxes, fees, or surcharges imposed by State, Federal and Local authorities, and you understand you will be responsible for these additional charges. The first month of your Safeway Protection Plan 90 Day Service Guarantee is FREE. You will be billed \$4.00 per month beginning with your second month of service. If you do not want this valuable benefit, you must provide CCI with notification of your desire to cancel this coverage. In Ohio, the SafeWay Protection Plan must be requested by the customer. You may call CCI toll free at any time at #1-888-989-2900 to cancel your SafeWay Protection Plan.

(6) A bill for your service will be mailed to you no less than fifteen (15) days prior to your due date. You may make your payment at any Authorized CCI Payment Center; by phone with your credit or debit card at 1-888-920-0400; by check at 1-888-920-0400; or by mail directly to: CCI, Inc. at P.O. Box 11823, Roanoke, VA 24022-1823. There is no Grace Period. If CCI does not receive your payment on or before your due date, you will be sent a Termination Notice or Disconnection Notice. If payment is not received within ten (10) calendar days of the mailing of this notice, your telephone service may be suspended or disconnected.

(7) CCI's Local Service allows local calls (except in areas of measured service, message-rated service, or Community Calling Plans) from your home telephone. You will have access to all "1-800" toll-free numbers and 911 emergency services. CCI places toll restrictions on local phone service. Such toll restrictions are not 100% effective. This blocking should not allow you to dial: long distance using 1+ or 0+; 1-900, 1-700 or 1-976 toll calls; or third party billing; or make or accept collect calls. Any type of charges you may make to your telephone service will be your sole responsibility and will be charged directly to you. CCI will not impose charges or late fees for calls charged to your bill which should have been properly blocked by the incumbent local exchange carrier (ILEC). In OH, MN, MA and other states, a choice of long distance providers is available. Directory Assistance is not available in all Bell South areas.

(8) Your telephone service may be suspended or disconnected for the following reasons, (in Ohio, item "A" only) among others; A) Your monthly bill has not been paid on time or in full. B) Charges not authorized by CCI have been billed to your telephone number. C) If local telephone service is offered on a per call (Message Basis), or a per minute (Measured Basis), CCI reserves the right to suspend or disconnect your service immediately, or as soon as your state's regulations allow D) or if you exceed the number of local calls or minutes included in the basic monthly local service package unless CCI receives immediate payment for the excess calls. CCI reserves the right to change your local service (if you exceed the number of local calls or minutes allotted you) to a different local calling plan which may result in a higher monthly charge. If you are suspended or disconnected due to excessive local phone calls, you will be responsible for the applicable reconnection fee in addition to any other applicable charges.

(9) If your service is accidentally disconnected due to the fault of CCI you will be credited a prorated amount of your monthly service payment equal to the dollar amount for the service which you did not receive (or whatever credit amount may be required by your state's regulations), as reflected in the records of CCI. If your service is accidentally disconnected for any reason, you will hold CCI harmless against any claims that may arise from direct or indirect damages that may occur as a result of such a disruption of service including but not limited to your inability to call or access 911 emergency services.

(10) There will be a \$20 Cancellation Fee (except in North Carolina, Ohio and California) if you should choose to cancel your new service after the order has been submitted to CCI. There will be no service refunds once your service is connected.

(11) Questions about repairs to your service are to be directed to the offices of CCI at 1-888-532-7693. Any repair or service performed on your line will be done at your own risk and expense. If you wish to request disconnection of your service you must submit the request in writing to: CCI, Inc., P.O. Box 11823, Roanoke, Virginia 24022-1823 or Fax your request toll free to 1-877-893-5489.

(12) The following charges may apply to CCI's pre-paid long distance plan. A) All calls are subject to a one-minute minimum charge, even if the number called is busy or is not answered. B) All calls are rounded to the next whole minute. C) All long distance packages will expire in 30 or 60 days. In addition to the charges mentioned above, a connection fee of up to 35¢ may also apply to promotional (free) long distance offers.





Yes,

I authorize CCI to provide me with residential phone service at the address below.

Name (PRINT) First Name M.I. Last Name

Address

Apt. # Bldg.# Floor #

City

State Zip

Contact Phone #

Contact's Name (In case we need to contact you about your new telephone service)

Have you ever had phone service at this address before? (circle one) Yes No

If yes, list your previous telephone number below

Previous number #

Signature Date

I have read, or have had read to me, the agreement on the back of this application. By signing this application, I authorize CCI, Inc. to arrange for local telephone service at my address listed above.

LifeLine and LinkUp services are available for qualifying subscribers. Contact your social services agency for details.

COMPLETE VALUE PAK

BASIC MONTHLY SERVICE INCLUDES —

- FREE Call Waiting!
FREE Long Distance! ONLY \$39.95

* Ask your CCI representative for details on free long distance. (Excluding state or local taxes, communication fees or surcharges).

ENHANCED FEATURES AVAILABLE

- Call Forwarding Add \$5.00
3-Way Calling Add \$5.00
Call Return Add \$5.00
Unlisted Number Add \$5.00
Personal Voicemail Add \$10.00
Caller ID (equipment not included) Add \$10.00

TOTAL OF ADDITIONAL FEATURES \$

ADDITIONAL Long Distance Service

Domestic and International (International rates vary per minute by country)
180 Minutes \$14.99

PRIMARY SERVICE \$39.95

INSTALLATION CHARGE* \$10.00

FEDERAL TAX (SUBSCRIBER LINE CHARGE) \$6.00**

SAFE*WAY PROTECTION PLAN

90 Day Safe*Way Service Guarantee FREE with your first month of service FREE

Protects against loss of local phone service as a result of involuntary unemployment, disability or death. A \$4.00 monthly charge will be added to future bills for the SafeWay service unless cancelled by you. You may cancel at any time. Call for details.

*TOTAL PAYMENT \$

Please Note: This payment center is only responsible for taking payments and applications and can not answer questions concerning your telephone service. For more information call our Customer Service Department Toll-Free at: 1-888-989-2900

CCI accepts no responsibility for information regarding your service unless provided directly by CCI.

NOTE: Please allow 5 to 10 business days (under normal conditions) for your new service to be activated.

* State, Local and some Federal taxes are not included with your initial order and will be added to your first telephone bill. In addition to any installation charges you may have paid with your first payment for new service, in some states, an additional installation charge of up to \$20 may be applied to your first bill or prorated over your first and second bill.

** The Federal Subscriber Line charge varies from state to state. Where this charge is less than or more than \$6.00, you will receive either a credit or charge on your next month's telephone bill for the difference.

Phone jack installation and/or inside wiring or repair required for service connection are the complete financial responsibility of the customer. Terms apply to new customers only. Call to make sure service is available in your area.

Call Customer Service 1-888-989-2900