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# IXC REGISTRATION FORM

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Company Name	S. Telecon Group, Inc. U3 DEC 12 AM 9	3: 56				
Florida Secretary of State Registration No. P95000 89852 COMMISSION						
Fictitious Name(s) as filed	CLEDA	•				
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Company Mailing Name	U.S. Telecom Group, Inc.					
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my company must notify the Florida Statutes. My compissactive pursuant to Section	quired in Section 364.04, Florida Statutes, is enclosed with this form. I understand that he Commission of any changes to the above information pursuant to Section 364.02, pany will owe Regulatory Assessment Fees for each year or partial year my registration on 364.336, Florida Statutes. My company will comply with Section 364.603, Florida er setection requirements, and Section 364.604, Florida Statutes, concerning billing					
KW 9	Luis G. Coello					
	pany Representative Printed/Typed Name of Representative 99 8 W 21 330 80					
11/20/03						
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Effective: 07/15/2003 12914 DEC 12 8

#### TITLE SHEET

#### FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for

Telecommunications Services furnished by U.S. TELECOM GROUP, INC.. ("U.S. TELECOM GROUP, INC."), with principal offices at 444 Brickell Avenue, Suite 701, Miami, Florida 33131. This tariff applies for telecommunications 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.

#### CHECK SHEET

The sheets 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 on the bottom right-hand side of this sheet.

#### SHEET REVISION 1 Original 2 Original 3 Original 4 Original 5 Original 6 Original 7 Original 8 Original 9 Original 10 Original Original 11 12 Original 13 Original 14 Original 15 Original Original 16 17 Original Original 18 19 Original 20 Original 21 Original 22 Original 23 Original 24 Original 25 Original 26 Original 27 Original 28 Original

Original

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<sup>\*</sup> Original or Revised Sheet Included in the most recent tariff filing

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

D - Delete or Discontinue

I - Change Resulting In An

Increase to A Customer's Bill

M - Moved from Another Tariff Location

N - New

R - Change Resulting In A

Reduction to A Customer's Bill

T - Change in Text or Regulation

But No Change In Rate or Charge

ORI

#### TARIFF FORMAT

- A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1.
- B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets 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 Commission, 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 sheets 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 sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on Commission file.

#### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Company's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission - Used throughout this tariff to mean the Florida Public Service Commission.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company or purchases a Company Prepaid Calling Card and/or originates prepaid calls using such cards, and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Company or U.S. TELECOM GROUP, INC. - Used throughout this tariff to mean U.S. TELECOM GROUP, INC.., a Florida Corporation.

Dedicated Access - The Customer gains entry to the Company's services by a direct path from the Customer's location to the Company's point of presence.

Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Prepaid Account - An inventory of Telecom Units purchased in advance by the Customer, and associated with one and only one Authorization Code as contained in a specific Prepaid Calling Card.

Prepaid Calling Card - A card issued by the Company, containing an Authorization Code which identifies a specific Prepaid Account of Telecom Units, which enables calls to be processed, account activity to be logged, and balances to be maintained, on a prepayment basis.

Resp. Org - Responsible Organization or entity identified by an 800 service Customer that manages and administers records in the 800 database and management system.

Switched Access - The Customer gains entry to the Company's services by a transmission line that is switched through the local exchange carrier to reach the Company's point of presence.

Telecom Unit - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of Florida.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

Underlying Carrier - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

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## SECTION 2 - RULES AND REGULATIONS

## 2.1 Undertaking of the Company

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications services provided by the Company for telecommunications between points within the State of Florida. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. The Company 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 a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement.

# 2.1.1 The services provided by the Company are

not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.

- 2.1.2 The rates and regulations contained in this
  tariff apply only to the services furnished
  by the Company and do not apply, unless
  otherwise specified, to the lines,
  facilities, or services provided by a local
  exchange telephone company or other common
  carriers for use in accessing the services
  of the Company.
- -2.1.3 The Company reserves the right to limit the
  length of communications, to discontinue
  furnishing services, or limit the use of
  service necessitated by conditions beyond
  its control, including, without limitation:
  lack of satellite or other transmission
  medium capacity; the revision, alteration
  or repricing of the Underlying Carrier's
  tariffed offerings; or when the use of
  service becomes or is in violation of the
  law or the provisions of this tariff.
- 2.2 Use and Limitations of Services
  - 2.2.1 The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
  - 2.2.2 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of the Company's services without

  payment for service or attempting to avoid

  payment for service by fraudulent means or

  devices, schemes, false or invalid numbers,

  or false calling or credit cards is

  prohibited.

- 2.2.4 The Company's services are available for use twenty-four hours per day, seven days per week.
- 2.2.5 The Company does not transmit messages, but the services may be used for that purpose.
- 2.2.6 The Company's services may be denied for nonpayment of charges or for other violations of this tariff subject to Section 2.5.1 herein.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.
- 2.3 Liability of the Company
  - 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
  - 2.3.2 The Company shall not be liable for, and
    shall be fully indemnified and held
    harmless by the Customer against any claim,
    loss, expense, or damage for defamation,
    libel, slander, invasion, infringement of
    copyright or patent, unauthorized use of
    any trademark, trade name or service mark,
    proprietary or creative right, or any other
    injury to any person, property or entity
    arising out of the material, data or
    information transmitted.

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2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company. 2.3.4 The Company's liability, resulting in whole
or in part from or arising in connection
with the furnishing of service under this
tariff, including but not limited to
mistakes, omissions, interruptions, delays,
errors, or other defects shall not exceed
an amount equal to the charges provided for
under this tariff for the long distance
call for the period during which the call
was affected. No other liability in any
event shall attach to the Company, except
as ordered by the Commission.

2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity or any other property whether owned or controlled by the Customer

or others.

2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.

2.3.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies. whether express or implied.

WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Issued: November 30, 2003 Effective:

By:

Luis Coello, President

- 2.4 Responsibilities of the Customer
  - 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
  - 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
  - 2.4.3 If required for the provision of the

    Company's services, the Customer must

    provide any equipment space, supporting

    structure, conduit and electrical power

    without charge to the Company.
  - 2.4.4 The Customer is responsible for arranging
    access to its premises at times mutually
    agreeable to the Company and the Customer
    when required for Company personnel to
    install, repair, maintain, program, inspect
    or remove equipment associated with the
    provision of the Company's services.
  - 2.4.5 The Customer shall cause the temperature
    and relative humidity in the equipment
    space provided by Customer for the
    installation of the Company's equipment to
    be maintained within the range normally
    provided for the operation of
    microcomputers.
  - 2.4.6 The Customer shall ensure that the

    equipment and/or system is properly
    interfaced with the Company's facilities or
    services, that the signals emitted into the
    Company's network are of the proper mode,
    bandwidth, power and signal level for the

intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure

# Section 2.4.6 Continued

personnel, or degrade service to other.

Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with the telephone network, the Company will permit such equipment to be connected with its channels without the use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to Company equipment, personnel or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service.

## 2.4.7 The Customer must pay the Company for

replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.

- 2.4.8 The Customer must pay for the loss through theft of any Company equipment installed at Customer's premises.
- 2.4.9 If the Company installs equipment at Customer's premises, the Customer shall be responsible for payment of any applicable installation charge.
- 2.4.10 The Customer must use the services offered
  in this tariff in a manner consistent with
  the terms of this tariff and the policies
  and regulations of all state, federal and
  local authorities having jurisdiction over

the service.

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## 2.5 Cancellation or Interruption of Services

2.5.1 Without incurring liability, upon five (5)

working days' (defined as any day on which
the company's business office is open and
the U.S. Mail-is delivered) written notice
to the Customer, the Company may

immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:

2.5.1.A For nonpayment of any sum due the

Company for more than thirty (30) days after issuance of the bill for the amount due,

- 2.5.1.C For violation of any law, rule,
  regulation, policy of any
  governing authority having
  jurisdiction over the Company's
  services, or
- 2.5.1.D By reason of any order or

decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.

2.5.2 Without incurring liability, the Company

may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are

rectified.

2.5.3 Service may be discontinued by the Company

without notice to the Customer, by blocking traffic to certain counties, cities or NXX exchanges, or by blocking calls using certain Customer authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.

2.5.4 The Customer may terminate service upon

verbal or written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage and be responsible for payment until the Customer or its agent notifies its local exchange carrier and changes its long distance carrier.

- 2.6 Credit Allowance Interruption of Service
- 2.6.2 Credit shall not be issued for unavailability of long distance services.
- 2.6.3 The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of any monthly service charges for each hour or major fraction thereof that the interruption continues.

Credit Formula:

 $Credit = A \times B$  720

"A" - outage time in hours

"B" - monthly charge for affected activity

## 2.7 Deposit

The Company does not require deposits.

# 2.8 Advance Payments

The Company requires advance payments for recurring and non-recurring charges. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

## 2.9 Payment and Billing

2.9.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon receipt.

Issued: November 30, 2003 Effective:

2.9.2 The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge-or consent of the Customer. The security of the Customer's Authorization Codes, subscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, subscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and nonrecurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be

billed monthly in arrears.

## 2.10 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated services, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company, will be determined by the court.

#### 2.11 Taxes

All federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein.

#### 2.12 Late Charge

A late fee will be charged on any past due balances as set forth in Section 4.10 of this tariff.

## 2.13 Returned Check Charge

A fee, as set forth in Section 4.6 of this tariff,
will be charged whenever a check or draft presented
for payment for service is not accepted by the
institution on which it is written.

#### 2.14 Location of Service

The Company will provide service to Customers within the State of Florida.

2.15 Sale of Telecommunications Services to Uncertified IXCs Prohibited

Customers reselling or rebilling the Company's telecommunications services must have a Certificate of Public Convenience and Necessity as an interexchange carrier from the Commission.

## 2.16 Reconnection Charge

A reconnection fee per occurrence as set forth in

Section 4.12 of this tariff, will be charged when
service is reestablished for Customers which have
been disconnected due to non-payment. Payment of
the reconnection fee and any other outstanding
amounts will be due in full prior to reconnection of
service

# SECTION 3 - DESCRIPTION OF SERVICE

## 3.1 Computation of Charges

# 3.1.1 The total charge for each completed call

may be a variable measured charge dependent on the duration, distance and time of day of the call. The total charge for each completed call may also be dependent only on the duration of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls are measured in increments as set forth in the Rates Section of this tariff. All calls are rounded up to the next whole increment.

# 3.1.2 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:

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3.1.3 Timing begins when the called party answers
and two way communication is possible, as
determined by standard industry methods
generally in use for ascertaining answer,
including hardware answer supervision in
which the local telephone company sends a
signal to the switch or the software
utilizing audio tone detection. Timing for
each call ends when either party hangs up.

- 3.1.4 The Company will not bill for uncompleted calls.
- 3.2 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

444 Brickell Avenue, Suite 701 Miami, Florida 33131 (888) 345-3039

#### 3.2 Continued

Any objection to billed charges should be reported promptly to the Company or its billing agent.

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. A Customer who is unable to resolve a billing dispute with the Company may contact the Commission by telephone at 1-800-342-3552 to intervene in the billing dispute.

## 3.3 Level of Service

A Customer can expect end to end network availability of not less than 99% at all times for all services.

## 3.4 Billing Entity Conditions

When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. The Company's name and toll-free telephone number will appear on the Customer's bill.

## 3.5 Service Offerings

## 3.5.1 1+ Dialing

This service permits Customers to originate

calls via switched or dedicated access
lines, and to terminate intrastate calls.

The customer dials "1+" followed by "ten
digits" or dials "101XXXX" followed by "1+
ten digits".

## 3.5.2 Travel Cards

The Customer utilizes an 11 digit "toll-

free" access number established by the Company to access a terminal. Upon receiving a voice prompt, the Customer uses push button dialing to enter an identification code assigned by the Company, and the ten digit number of the called party.

#### 3.5.3 800 Service (Toll-Free)

This service is inbound calling only where

an 800, 888 or other toll-free prefix

number rings into a Customer's premise

routed to a specific telephone number or

terminated over a dedicated facility.

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## 3.5.4 Company Prepaid Calling Cards

This service permits use of Prepaid Calling

Cards for placing long distance calls. Customers may purchase Company Prepaid Calling Cards at a variety of retail outlets or through other distribution channels. Company Prepaid Calling Cards are available at a variety of face values. Company Prepaid Calling Card service is accessed using the Company toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. The Company's processor tracks the call duration on a real time basis to determine the number of Telecom Units consumed. total consumed Telecom Units and applicable taxes for each call are deducted from the remaining Telecom Unit balance on the Customer's Company Prepaid Calling Card.

All calls must be charged against Prepaid Calling Card that has a sufficient Telecom Unit balance. A Customer's call will be interrupted with an announcement when the

balance is about to be depleted.

When the balance is depleted, the Customer

can either call the toll-free number on the back of the Company Prepaid Calling Card and "recharge" the balance on the card using a nationally recognized credit card, or the Customer can throw the card away and purchase a new one. Calls in progress will be terminated by the Company if the balance on the Company Prepaid Calling Card is insufficient to continue the call.

#### Section 3.5.4 Continued

A card will expire on the date indicated on
the card, or if no date is specified, 12
months from the date of first usage, or the
date of last recharge, whichever is later.
The Company will not refund unused
balances.

A credit allowance for Company Prepaid

Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. To receive the proper credit, the Customer must notify the Company at the designated toll-free customer service number printed on the Company Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed.

When a call charged to a Company Prepaid

Calling Card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer will receive a credit equivalent of one Telecom Unit.

Credit allowances for calls pursuant to the

Company Prepaid Card Service do not apply

for interruptions not reported promptly to

for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.

Credit for failure of service shall be

allowed only when such failure is caused by or occurs due to causes within the control of the Company.

The Company will block all calls beginning with the NPA "900" and NXX "976" calls.

therefore such calls cannot be completed.

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## 3.5.5 Directory Assistance.

Access to long distance directory

assistance is obtained by dialing 1 + (area code) + 555-1212. When more than one number is requested in a single call, a charge will be applicable for each number requested, whether or not the number is listed or published.

## 3.5.6 Emergency Call Handling Procedures

Emergency "911" calls are not routed to company, but are completed through the local network at no charge.

## 3.5.7 Promotional Offerings

The Company may offer approved special

promotions of new or existing services or products for limited time periods as approved by the Commission. These promotions will include specific tariffed starting and ending dates. All such promotions will be offered on a completely non-discriminatory basis. All such tariffed promotions must be approved by the Commission and must state exactly what charges are being reduced or waived, who is eligible, and what Customers have to do to be eligible.

SECTION 4 - RATES

# 4.1 1+ & 101XXXX Dialing

\$0.15 per minute

A \$4.95 per month per number service charge applies. Billed in one minute increments

## 4.2 Travel Cards

\$.199 per minute

A \$.25 per call service charge applies. Billed in one minute increments

## 4.3 800 Service (Toll Free)

\$0.15 per minute

A \$10.00 per month per number service charge applies.

Billed in one minute increments

## 4.4 Prepaid Calling Cards

\$.499 Per Telecom Unit

\$1.00 per call charge

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4.5 Directory Assistance
```

\$.95 per each number requested

4.6 Returned Check Charge

\$25.00

4.7 Rate Periods and Billing Increments Monday - Friday Sat. Sun.

Daytime Rate Period

8 a.m.

to

5 p.m.\*

Evening Rate Period

5 p.m.

to

Rate

11p.m.\*

Night/Weekend Rate Period

11 p.m.

to

8 a.m.\*

\* To, but not including

When a message spans more than one rate period,

total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. If the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

4.5 Directory Assistance

\$.95 per each number requested

4.6 Returned Check Charge

\$25.00

4.7 Rate Periods and Billing Increments Monday - Friday Sat. Sun.

Daytime Rate Period

8 a.m.

to

5 p.m.\*

Evening Rate Period

5 p.m.

to

Rate

11p.m.\*

Night/Weekend Rate Period

11 p.m.

to

8 a.m.\*

\* To, but not including

When a message spans more than one rate period,

total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

4.8 Rates Applicable for Hearing/Speech Impaired Persons

For intrastate toll messages which are communicated using a telecommunications device for the deaf (TDD) by properly certified business establishments or individuals equipped with TDDs for communications with hearing or speech impaired persons, the rates shall be evening rates for daytime calls and night rates for evening and night calls.

Intrastate toll calls received from the relay service, each local exchange and interexchange telecommunications company billing relay call will be discounted by 50 percent of the applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call will be discounted 60 percent off the applicable rate for voice nonrelay calls.

Florida Public Service Commission Rules and
Regulations require the Company to provide the first
50 directory assistance calls initiated per billing
cycle by handicapped persons free of charge.

4.9 Employee Concessions

The Company does not offer employee concessions.

- 4.10 Late Charge
  - 1.5% monthly or the amount otherwise authorized by law, whichever is lower.
- 4.11 Payphone Dial Around Surcharge
- A dial around surcharge of \$.50 per call will be added to any completed INTRAstate toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.
- 4.12 Reconnection Charge

\$25.00