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September 24, 1996

Via Hand Delivery

Florida Public Service Commission

Division of Administration

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

Re: North American InTeleCom, Inc.  
Docket No. 960631

Dear Commission:

Pursuant to Staff request, enclosed for filing are the original and six (6) copies of North American InTeleCom, Inc.'s revised tariff pages. The revisions are as follows:

- Sheet 15: Adds language to Section 2.18 Tests, Pilots, Promotional Campaigns and Contest; Adds Section 2.19 Employee Concessions;
- Sheet 16: Adds Section 2.20 Notice Requirements;
- Sheet 17: Amends language at Section 3.1.1 Timing of Calls.
- Sheet 19: Adds Section 3.4 Routing of 0- and 0+ IntraLATA Calls; and
- Sheet 24: Adds Section 4.6.3 Operations of Telecommunications Relay Service.

Thank you for your assistance in this matter.

Sincerely,

Susan Davis Morley

- ACK
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU Wiggins
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG 1
- LIN \_\_\_\_\_
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC 1
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

SDM:kfj  
Enclosures

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

10194 SEP 24 96

FPSC-RECORDS/REPORTING

NORTH AMERICAN INTELECOM, INC.

Florida Tariff No. 1  
Original Sheet 15

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**SECTION 2 - RULES AND REGULATIONS, CONT.****2.16 Inspection, Testing, and Adjustment**

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.17 Cost of Collection and Repair**

The Customer or Subscriber is responsible for any and all costs incurred in the collection of monies due the Carrier including legal and accounting expenses. Customer or Subscriber is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

**2.18 Tests, Pilots, Promotional Campaigns and Contests**

The Carrier may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Carrier may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Carrier. From time to time, the Company may waive all processing fees for a Customer or Subscriber. Promotions must be approved by the FPSC. Individual customers may be receive such reduced rates for more than 90 days per 12 month period.

**2.19 Employee Concessions**

[Reserved for future use]

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**Issued: May 20, 1996****Effective:**

by: Edward J. Taylor, VP, Operations  
14100 San Pedro Avenue, Suite 400  
San Antonio, Texas 78232

DOCUMENT NUMBER-DATE

10194 SEP 24 88

FPSC-RECORDS/REPORTING

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**SECTION 2 - RULES AND REGULATIONS, CONT.****2.20 Notice Requirements**

As long as required by the FPSC, subscribers to NAI's Operator Services must disclose the following information to transient end users by displaying the information on stickers or tent cards provided by the company:

- \* Operator assisted service is provided by North American InTeleCom Inc.

(NAI will brand at the beginning and end of each call)

- \* Operator Service Charges:

Operator - Station	\$1.00
Customer Dialed Calling Card	1.00
Person-to-Person	3.25
Operator Dialed Surcharge	1.15
Set Use Fee (PATS Service)	0.25

- \* Calls may be charged to most telephone company calling cards or to major credit cards such as American Express, MasterCard, or VISA.
- \* For dialing instructions and rates for intraLATA calling, please consult your local telephone directory or local telephone company operator.
- \* To make interLATA calls: Dial 0 + area code + telephone number.
- \* InterLATA rates may be obtained through a NAI operator by dialing 211.

Any applicable surcharges billed by the hotel/motel for local or long distance calls must also be stated on the tent card. When a local PBX functions differently than as stated above, i.e. does not use "0" for interLATA calls, the tent card will be changed to reflect that interLATA calls are made by dialing 10xxx + area code + telephone number, and interLATA rates may be obtained by dialing 211.

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**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 Timing of Calls**

- 3.1.1 Long distance usage charges are based on the actual usage of NAI's network. Timing begins when the called party answers (i.e., when two-way communication is established). The Company will determine that a call has been established through industry standard answer detection methods, including hardware and software answer detection.
- 3.1.2 Chargeable time for a call ends upon disconnection by either party.
- 3.1.3 The minimum call duration, initial period, and each additional timing period for billing purposes is stated on a per-product basis.
- 3.1.4 No charges apply for incomplete calls.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT.****3.3 Minimum Call Completion Rate**

NAI relies upon its underlying carrier to provide a call completion rate (number of calls completed/number of calls attempted) of not less than 90% during peak use periods for all FGD services ("1+" dialing).

**3.4 Routing of 0- and 0+ IntraLATA Calls**

Unless otherwise permitted by the FPSC, all 0- and 0+ intraLATA calls will be routed to the local exchange company.

**3.5 NAI Intrastate Long Distance****3.5.1 General**

Long distance usage charges are based on the actual usage of NAI's network. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "hangs up" thereby releasing the network connection. Incomplete calls are not billed.

**3.5.2 NAI Prepaid Calling Card**

NAI offers its prepaid calling cards for placing long distance calls. Users may purchase prepaid calling cards through agents of NAI. Usage is billed in full minute increments, with a one minute minimum.

**3.5.3 NAI Operator-Assisted Long Distance**

NAI Operator-Assisted Long Distance Service is offered to customers for calling within the State of Florida. Customers access NAI's network via local exchange company provided feature group access. Calls are routed over the Company's transmission and switching facilities to any valid NPA-NXX in the State of Florida.

NAI Operator-Assisted Long Distance Service is provided for use by transient end users at host locations. This service anticipates the provision of Operator Services or billing options. Calls are measured as described in Sections 3.1 and 3.2 of this tariff and rated based on time of day, call duration, and mileage.

Per minute usage sensitive charges, as well as per-call operator surcharges apply.

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#### 4.6 Exemptions and Special Rates

##### 4.6.1 Discounts for Hearing Impaired Customers

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive credit on charges for certain intrastate toll calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period. Discounts do not apply to surcharges or per call add on charges for operator service when the call is placed by a method that would normally incur the surcharge.

##### 4.6.2 Directory Assistance for Handicapped Persons

There is no charge for Directory Assistance for calls from handicapped persons, with a maximum of 50 inquiries per monthly billing cycle. Such persons must contact the Company for credit on their directory assistance calls.

##### 4.6.3 Operations of Telecommunications Relay Service

Intrastate toll calls received from the relay services will be discounted fifty percent (50%) off of the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted sixty percent (60%) off of the otherwise applicable rate for a voice nonrelay call. The discount applies to the time sensitive element of a charge for the call and does not apply to per call charges such as a credit card surcharge.

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