



April 21, 1998

Florida Public Service Commission
Division of Communications
Bureau of Service Evaluation
2540 Shumard Oak Blvd.
Gunter Bldg.
Tallahassee, FL, 32399-0850

DEPOSIT

DATE

D761

APR 23 1998

90-0558-TI

Sir,

Enclosed herein, please the Applications for Authority to Provide Interexchange Telecommunications Service within the state of Florida.

The application fee of \$250 is also enclosed.

We look forward to a rapid review and approval of our application.

If there should be any questions, please do not hesitate to contact us at any time.

Thank you.



Mary Merritt
VP and Chief Financial Officer

cc file

APR 23 PM 12:01
MAIL ROOM

REC'D 18540
FLORIDA PUBLIC
SERVICE COMMISSION

980558



APPLICATION FORM
FOR AUTHORITY TO
PROVIDE
INTEREXCHANGE
TELECOMMUNICATION
SERVICE WITHIN THE
STATE OF FLORIDA

04581 APR 23 88
FPSC-RECORDS/REPORTING

**** FLORIDA PUBLIC SERVICE COMMISSION ****

DIVISION OF COMMUNICATIONS
BUREAU OF SERVICE EVALUATION

APPLICATION FORM
for
AUTHORITY TO PROVIDE
INTEREXCHANGE TELECOMMUNICATIONS SERVICE
WITHIN THE STATE OF FLORIDA

Instructions

A. This form is used for an original application for a certificate and for approval of sale, assignment or transfer of an existing certificate. In case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee (See Appendix A).

B. Respond to each item requested in the application and appendices. If an item is not applicable, please explain why.

C. Use a separate sheet for each answer which will not fit the allotted space.

D. If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Communications
Bureau of Service Evaluation
2540 Shumard Oak Blvd., Gerald Gunter Building
Tallahassee, Florida 32399-0850
(850) 413-6600

E. Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of \$250.00 to:

Florida Public Service Commission
Division of Administration
2540 Shumard Oak Blvd., Gerald Gunter Building
Tallahassee, Florida 32399-0850
(850) 413-6251

1. Select what type of business your company will be conducting (check all that apply):

- Facilities based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
- Operator Service Provider** - company provides or plans to provide 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 the 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.

2. This is an application for (check one):

Original Authority (New company).

Approval of Transfer (To another certificated company).

Approval of Assignment of existing certificate (To an uncertificated company).

Approval for transfer of control (To another certificated company).

3. Name of corporation, partnership, cooperative, joint venture or sole proprietorship:

Preferred Voice, Incorporated

4. Name under which the applicant will do business (fictitious name, etc.):

Preferred Voice, Inc.

5. National address (including street name & number, post office box, city, state and zip code).

Suite 570
6500 Greenville Ave
Dallas, TX, 75206

6. Florida address (including street name & number, post office box, city, state and zip code):

2111 N15th Street
Tampa, FL 33605

7. Structure of organization; check which applies.

- Individual Corporation
 Foreign Corporation Foreign Partnership
 General Partnership Limited Partnership
 Other, _____

8. If applicant is an individual or partnership, please give name, title and address of sole proprietor or partners.

(a) Provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

(b) Indicate if the individual or any of the partners have previously

been:

(1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.

No

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

No

9. If incorporated, please give:

- (a) Proof from the Florida Secretary of State that the applicant has authority to operate in Florida.

Corporate charter number: _____

APPLIED FOR

- (b) Name and address of the company's Florida registered agent.

- (c) Provide proof of compliance with the fictitious name statute (Chapter 865.09 FS), if applicable.

Fictitious name registration number: _____

- (d) Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.

No

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

No

10. Who will serve as liaison with the Commission in regard to (please give name, title, address and telephone number):

(a) The application;

Mary Merritt
VP Finance & CFO
Preferred Voice, Inc.
6500 Greenville Ave Ste 570
Dallas, TX 75206

(b) Official Point of Contact for the ongoing operations of the company;

Same

(c) Tariff;

Same

(d) Complaints/Inquiries from customers;

Same

11. List the states in which the applicant:

(a) Has operated as an interexchange carrier.

(b) Has applications pending to be certificated as an interexchange carrier.

(c) Is certificated to operate as an interexchange carrier.

Texas

- (d) Has been denied authority to operate as an interexchange carrier and the circumstances involved.

N/A

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

No

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

No

12. What services will the applicant offer to other certificated telephone companies: Check which applies.

- Facilities. Operators.
 Billing and Collection. Sales.
 Maintenance.
 Other: _____

13. Do you have a marketing program?

Yes

14. Will your marketing program:

- Pay commissions?
 Offer sales franchises?
 Offer multi-level sales incentives?
 Offer other sales incentives?

15. Explain any of the offers checked in question 14 (To whom, what amount, type of franchise, etc.). Will Sign agency agreements w/ existing resellers

16. Who will receive the bills for your service? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Residential customers. | <input type="checkbox"/> Business customers. |
| <input type="checkbox"/> PATS providers. | <input type="checkbox"/> PATS station end-users. |
| <input type="checkbox"/> Hotels & motels. | <input type="checkbox"/> Hotel & motel guests. |
| <input type="checkbox"/> Universities. | <input type="checkbox"/> Univ. dormitory residents. |
| <input checked="" type="checkbox"/> Other: (specify) <u>Cell Phone Users</u> | |

17. Please provide the following (if applicable):

(a) Will the name of your company appear on the bill for your services, and if not who will the billed party contact to ask questions about the bill (provide name and phone number) and how is this information provided?

Yes

(b) Name and address of the firm who will bill for your service.

Preferred Voice, Inc.
6500 Greenville Ave Ste 570
Dallas, TX 75206

18. Please provide all available documentation demonstrating that the applicant has the following capabilities to provide interexchange telecommunications service in Florida.

A. Financial capability.

Regarding the showing of financial capability, the following applies:
The application should contain the applicant's financial statements for the most recent 3 years, including:

1. the balance sheet
2. income statement
3. statement of retained earnings.

Further, a written explanation, which can include supporting documentation, regarding the following should be provided to show financial capability.

1. Please provide documentation that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. Please provide documentation that the applicant has sufficient financial capability to maintain the requested service.
3. Please provide documentation that the applicant has sufficient financial capability to meet its lease or ownership obligations.

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.

If available, the financial statements should be audited financial statements.

If the applicant does not have audited financial statements, it shall be so stated. The unaudited financial statements should then be signed by the applicant's chief executive officer and chief financial officer. The signatures should affirm that the financial statements are true and correct.

B. Managerial capability.

C. Technical capability.

19. Please submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

20. The applicant will provide the following interexchange carrier services (Check all that 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 FGB
 Method of access is FGD
 Method of access is 800

MTS with statewide flat rates per minute (i.e. not distance sensitive)
 Method of access is FGA
 Method of access is FGB
 Method of access is FGD
 Method of access is 800

MTS for pay telephone service providers

Block-of-time calling plan (Reach out Florida, Ring America, etc.).

800 Service (Toll free)

WATS type service (Bulk or volume discount)

Method of access is via dedicated facilities

Method of access is via switched facilities

Private Line services (Channel Services)

(For ex. 1.544 mbs., DS-3, etc.)

- Travel Service**
- Method of access is 950
- Method of access is 800

- 900 service**

- 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

Services included are:

- Station assistance
- Person to Person assistance
- Directory assistance
- Operator verify and interrupt
- Conference Calling

21. What does the end user dial for each of the interexchange carrier services that were checked in services included (above).

1-888-225-1672/ 1-813-386-0211

22. **Other:**

**** APPLICANT ACKNOWLEDGEMENT 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:** A non-refundable application fee of \$250.00 must be submitted with the application.
5. **RECEIPT AND UNDERSTANDING OF RULES:** I acknowledge receipt and understanding of the Florida Public Service Commission's Rules and Orders relating to my provision of interexchange telephone service in Florida. I also understand that it is my responsibility to comply with all current and future Commission requirements regarding interexchange service.
6. **ACCURACY OF APPLICATION:** By my signature below, I the undersigned owner or officer of the named utility in the application, attest to the accuracy of the information contained in this application and associated attachments. I have read the foregoing and declare that to the best of my knowledge and belief, the information is a true and correct statement. Further, I am aware that pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083".

UTILITY OFFICIAL:

Signature

Date

Title

Telephone No.

**** APPENDIX A ****

CERTIFICATE TRANSFER STATEMENT

I, (TYPE NAME) _____,
(TITLE) _____,
of (NAME OF COMPANY) _____
_____, and current holder of certificate number _____,
have reviewed this application and join in the petitioner's request for a transfer
of the above-mention certificate.

UTILITY OFFICIAL:

Signature

Date

Title

Telephone No.

**** APPENDIX B ****

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 responded to in one of the following ways (applicant please check one):

- (x) The applicant will not collect deposits nor will it collect payments for service more than one month in advance.
- () The applicant will file with the Commission and maintain a surety bond in an amount equal to the current balance of deposits and advance payments in excess of one month. (Bond must accompany application.)

UTILITY OFFICIAL:

_____	_____
Signature	Date

_____	_____
Title	Telephone No.

**** APPENDIX C ****

INTRASTATE NETWORK

1. **POP:** Addresses where located, and indicate if owned or leased.

- | | | | |
|----|----------------------|----|--|
| 1) | Ste 900 | 2) | |
| | 400 N Tampa St | | |
| | Tampa, FL 33602-4707 | | |
| 3) | | 4) | |

2. **SWITCHES:** Address where located, by type of switch, and indicate if owned or leased.

- | | | | |
|----|-----|----|--|
| 1) | | 2) | |
| | N/A | | |
| 3) | | 4) | |

3. **TRANSMISSION FACILITIES:** Pop-to-Pop facilities by type of facilities (microwave, fiber, copper, satellite, etc.) and indicate if owned or leased.

- | | <u>POP-to-POP</u> | <u>TYPE</u> | <u>OWNERSHIP</u> |
|----|-------------------|-------------|------------------|
| 1) | | | |
| | N/A | | |
| 2) | | | |

4. **ORIGINATING SERVICE:** Please provide the list of exchanges where you are proposing to provide originating service within thirty (30) days after the effective date of the certificate (Appendix D).

See Attached List A

5. **TRAFFIC RESTRICTIONS:** Please explain how the applicant will comply with the EAEA requirements contained in Commission Rule 25-24.471 (4) (a) (copy enclosed).

All access to RF system is speed dialed #
0+/0- will go direct to ILEC

6. **CURRENT FLORIDA INTRASTATE SERVICES:** Applicant has () or has not () previously provided intrastate telecommunications in Florida. If the answer is has, fully describe the following:

- a) What services have been provided and when did these services begin?

Inter and Intra long distance services.
800 Service

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

1-31-97

UTILITY OFFICIAL:

_____	_____
Signature	Date
_____	_____
_____	_____
Title	Telephone No.

Originated Exchanges List A

Tampa

202	230	257	289	516	633	702	870	903	968
204	231	258	292	529	634	743	871	906	969
205	232	259	301	554	636	744	872	907	971
207	233	260	303	558	641	760	873	909	972
208	234	261	304	570	643	772	874	914	973
209	235	262	306	601	645	790	875	915	974
210	236	263	307	612	651	805	876	920	975
212	237	264	308	613	652	806	877	926	977
213	238	265	309	615	653	814	878	929	978
214	239	266	310	618	654	818	879	930	979
216	240	268	330	620	661	828	880	931	980
218	241	269	338	621	662	829	881	932	982
219	242	271	339	622	663	830	882	933	985
220	243	272	340	623	664	831	883	935	986
221	244	273	346	624	671	832	884	936	987
222	245	274	354	625	672	833	885	941	988
223	246	275	390	626	673	835	886	948	989
224	247	276	396	627	677	837	887	949	990
225	248	281	405	628	681	839	888	960	991
226	249	282	429	629	684	840	889	961	995
227	251	286	483	630	685	852	890	962	996
228	253	287	508	631	689	854	891	963	
229	254	288	514	632	690	855	899		

Mulberry

425 428

Zephyrhills

713 715 775 779 780 782 783 788

Tarpon Springs

916 934 937 938 939 942 943 944 947

Tampa North (Land O'Lakes, Lufz, Wesley Chapel)

235 907 909 929 948 949 973 991 995 996

Tampa West (Oldsmar, Odessa)

814 818 852 854 855 891 920 926

New Port Richey

372	379	808	815	834	838	842	844	846	848
375	804	809	816	836	841	843	845	847	849
376	807	810	817						

St Petersburg

302	343	381	399	528	550	572	579	825	893
319	344	384	520	541	551	573	803	826	894
321	345	391	521	544	553	574	812	864	895
322	347	392	522	545	556	575	821	865	896
323	360	393	525	546	557	576	822	866	897
327	363	394	526	547	570	577	823	867	898
328	367	397	527	548	571	578	824	892	
341	368	398							

Clearwater

298	408	410	413	420	432				
403	409	412	415	430	437				
441	449	469	530	559	585	669	733	784	797
442	457	480	531	560	586	709	714	785	799
443	460	507	532	562	587	710	735	786	970
445	461	515	535	580	588	712	736	787	981
446	462	517	536	581	593	724	738	789	
447	464	523	538	582	595	725	771	791	
448	468	524	539	584	596	726	781	796	
419	444	462							

04/21/98

Preferred Voice, Inc.
Profit and Loss
 April 1997 through March 1998

Apr '97 - Mar '98

Ordinary Income/Expense	
Income	
4000 · Income	107,000.00
Total Income	<u>107,000.00</u>
Cost of Goods Sold	
5000 · Cost of Goods Sold	2,318.41
Total COGS	<u>2,318.41</u>
Gross Profit	104,681.59
Expense	
6036 · Amortization	49,203.54
6075 · Bad Debt	22,443.30
6086 · Bank Fees	262.95
6090 · Computer Supplies	149.00
6100 · Consulting Services	33,891.67
6200 · Corporate Filing Fees	3,163.39
6225 · Depreciation	24,602.61
6250 · Dues & Subscriptions	466.00
6300 · Insurance	4,803.92
6325 · Interest	162,700.72
6350 · Legal	31,406.62
6400 · Marketing	2,774.91
6425 · Meal & Entertainment	2,498.18
6450 · Miscellaneous	1,364.22
6475 · Office Supplies	-882.19
6500 · Penalties	-4,147.14
6625 · Postage & Delivery	1,080.40
6700 · Rent	69,066.83
6725 · Repairs/Maintenance	686.43
6730 · Salaries Expense	125,667.73
6750 · Sales Expense	462.87
6760 · Shareholder Related Expenses	1,373.40
6765 · Storage	257.00
6770 · Taxes	15,355.76
6775 · Telephone	12,665.18
6800 · Travel	4,747.16
6850 · G/A Reimbursement-Brite	-8,567.75
6999 · Uncategorized Expenses	0.00
Total Expense	<u>557,518.71</u>
Net Ordinary Income	-452,837.12
Other Income/Expense	
Other Income	
7000 · Other Income	218,609.92
Total Other Income	<u>218,609.92</u>
Other Expense	
8000 · Other Expense	10,891.50
Total Other Expense	<u>10,891.50</u>
Net Other Income	<u>207,718.42</u>
Net Income	<u><u>-245,118.70</u></u>

04/21/98

Preferred Voice, Inc.
Balance Sheet
 As of March 31, 1998

Mar 31, '98

ASSETS	
Current Assets	
Checking/Savings	
1000 - Cash Accounts	82,284.79
Total Checking/Savings	<u>82,284.79</u>
Accounts Receivable	
1050 - Accounts Receivable	0.00
Total Accounts Receivable	<u>0.00</u>
Other Current Assets	
1300 - Prepaid Expenses	800,000.00
Total Other Current Assets	<u>800,000.00</u>
Total Current Assets	882,284.79
Fixed Assets	
1400 - Fixed Assets	217,704.66
Total Fixed Assets	<u>217,704.66</u>
Other Assets	
1600 - Deferred Contract Costs	66,951.50
1600 - Deferred Stock Issuance Costs	68,241.00
1700 - Loan Costs	20,223.54
1750 - Loan Costs- Amortization	-17,254.50
1800 - Deposits	84,409.75
Total Other Assets	<u>222,571.29</u>
TOTAL ASSETS	<u>1,322,860.94</u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
2000 - Accounts Payable	339,280.33
Total Accounts Payable	<u>339,280.33</u>
Other Current Liabilities	
2100 - Payroll Liabilities	6,111.59
2300 - Accrued Expenses	437,804.63
2400 - Federal Excise Tax	7,024.95
2500 - State and Local Taxes	6,300.65
2600 - Notes Payable	2,310,112.33
Total Other Current Liabilities	<u>2,767,354.15</u>
Total Current Liabilities	<u>3,106,614.48</u>
Total Liabilities	3,106,614.48
Equity	
3200 - Common Stock	5,950.42
3300 - Additional Paid in Capital	3,173,469.38
3600 - Retained Earnings	-4,716,466.31
3700 - Treasury Stock	-1,868.33
Net Income	-245,118.70
Total Equity	<u>-1,784,053.54</u>
TOTAL LIABILITIES & EQUITY	<u>1,322,860.94</u>

Florida Telecommunications Tariff

Of and for

Preferred Voice, Inc.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Preferred Voice, Inc., with principal offices at 6500 Greenville Avenue, Suite 570, Dallas, Texas, 75206. 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 April 20, 1998

Effective

4/21/98

By:

M. Merritt, VP Finance & CFO
Preferred Voice, Inc.
6500 Greenville Ave, Ste 570 Dallas, TX., 75206

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.

<u>SHEET</u>	<u>REVISION</u>
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

Issued April 20, 1998

Effective 4/21/98

By:

M. Merritt, VP Finance & CFO
Preferred Voice, Inc.
6500 Greenville Ave, Ste 570 Dallas, TX., 75206

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Issued: April 20, 1998

Effective 4/21/98

By

M. Merritt, VP Finance & CFO
 Preferred Voice, Inc.
 6500 Greenville Ave, Ste 570 Dallas, TX., 75206

Symbols Sheet

The following are the only symbols used for the purpose 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

Issued: April 20, 1998

Effective: 4/21/98

By:

M. Merritt, VP Finance & CFO
Preferred Voice, Inc.
6500 Greenville Ave, Ste 570 Dallas, TX., 75206

Tariff Format Sheets

- A. **Sheet Numbering** – sheet numbering 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 between sheets 14 and 15 would be 14.1.
- B. **Sheet Revision Numbers** – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised sheet 14 cancels the 3rd revised sheet 14. Because of various suspension periods, deferrals, etc, the FPSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level.

2
2.1
2.1.1
2.1.1.A
2.1.1.A.1
2.1.1.A.1.(a)
2.1.1.A.1.(a).I
2.1.1.A.1.(a).I.(i)
2.1.1.A.1.(a).I.(i).(1)

- D. **Check Sheets** – When a tariff filing is made with the FPSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff use should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

Issued: April 20, 1998

Effective

4/21/98

By:

M. Merritt, VP Finance & CFO
Preferred Voice, Inc.

6500 Greenville Ave, Ste 570 Dallas, TX, 75206

Section 1 - Technical Terms and Abbreviations

Access Line - An arrangement which connects the customer's location to the Company's network switching center.

ANI - Automatic Number Identifier - Used by the Company to identify pre-subscribed, legitimate customers.

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Company - Preferred Voice, 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.

Evenings - 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, Martin Luther King, Jr. Day, Presidents Day, Ground Hog Day, St. Patrick's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day.

Night/ Weekend - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM on Sunday.

Issued: April 20, 1998

By:

Effective

4/21/98

J. Merritt, VP Finance & CFO
Preferred Voice, Inc.
6500 Greenville Ave, Ste 570 Dallas, TX, 75206

SECTION 2 – RULES AND REGULATIONS**2.1 Undertaking of the Company.**

The company's services and facilities are furnished for communications originated 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.

The Company's service 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 reserve 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.

2.2.3 All facilities provided under this tariff are directly controlled by the Company and the customer may not transfer or assign the use the service or facilities, except express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.3 Liabilities of the Company

2.3.1 The Company's liability for damages 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 agents, in no event shall exceed the amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.

2.3.2 The Company shall be indemnified and held harmless by the Customer against:

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- A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- (B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by the Company.

2.4. Interruption of Service.

2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence or the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, 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.

2.4.2 The customer shall be credited for an interruption of more than twenty-four hours as follows:

Credit Formula:

$$\text{Credit} = A/B \times C$$

"A" - outage time in hours

"B" - total days in month

"C" - total monthly charge for affected facility

SECTION 2 - RULES AND REGULATIONS continued

2.5 Disconnection of Service by Carrier.

The Company, 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:

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- 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.
- 2.5.3 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.

2.6 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) months estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

2.8 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in 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 customer's 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 the approved rates or that an adjustment may otherwise be appropriate.

2.10 Applications Fees

The Company will require and collect a one time \$20.00 for processing the customer's application.

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SECTION 3 – DESCRIPTION OF SERVICE**3.1 Timing of Calls****When Billing Charges Begin and End For Phone Calls - FGA and B Access**

The customer's long distance usage charge is based on the actual usage of the Company's network. Usage begins when the calling party is recognized by the Preferred Voice system as a valid customer and is connected with the called party. 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.

When Billing Charges Begin and End For Phone Calls – 1-800/888 Access

The customer's long distance usage charge is based on the actual usage of the Company's network. Usage begins when the calling party is recognized by the Preferred Voice system as a valid customer. 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 Uncompleted Call

There shall be no charges for uncompleted calls.

3.2 Calculations 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.

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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:

$$\begin{array}{l} \text{The square} \\ \text{Root of:} \end{array} \quad \frac{(V1 - V2)^2 + (H1 - H2)^2}{10}$$

3.3 Minimum Call Completion Rate

A customer can expect a call completion rate (EXPRESSED AS A PERCENTAGE) (number of calls completed / number of calls attempted) of not less than 90% during peak use periods for all FG D services ("1+" dialing).

3.4 Service Offerings

Preferred Voice Services

Preferred Voice Long Distance Service is offered to cellular, 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.

3.4.1 Preferred Voice 800/888 (Inbound) Long Distance Service

Preferred Voice 800/888 (Inbound) Long Distance Service is offered to cellular, 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 one (1) minute increments, with a one (1) minute minimum call duration. A \$1.00 per month recurring charge applies. All inbound Long Distance calls will be charged at a flat rate of \$.19 per minute.

3.4.2 Preferred Voice Calling Card Service

Preferred Voice Calling Card Service is a calling card service offered to residential and business customers who subscribe to the Bogus Long Distance Service calling plan. Customers using the Carrier's calling card service access the service by dialing a 1-800 number and the number being called. This service permits subscribers utilizing the Carrier's

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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. All outbound, calling card will be billed at the rate of \$.19 per minute.

3.4.1 Operator Services

NA

3.4.4.A Operator Dialed Surcharge

NA

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SECTION 4 - RATES**4.1 Preferred Voice Long Distance Service**

The following table of rates will apply.

	Minutes Included	Monthly Charge	Additional Minute Charge
Plan 1	20	\$ 9.95	\$.17 per minute
Plan 2	75	\$19.95	\$.15 per minute
Plan 3	150	\$29.95	\$.13 per minute
Plan 4	300	\$49.95	\$.11 per minute
Plan 5	575	\$69.95	\$.09 per minute

4.2 Preferred Voice 800/888 (Inbound) Long Distance Service

Rate per minute - \$0.19.

Plan is billed in one (1) minute increments with a one (1) minute minimum.

4.3 Preferred Voice Calling Card Service

Rate per minute - \$0.19

Plan is billed in full minute increments.

4.4 Operator Services (For presubscribed customers)**4.4.1 Usage Rates :**

NA

4.4.2 Operator Charges

NA

4.5 Determining Applicable Rate in Effect

For the initial minute, the rate applicable at the start of the 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

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the call continues during the rate period. If the call continues during into a different rate period, the appropriate rates from that period apply to any additional minutes occurring in that rate period. If an additional minute is split between two rate periods, the rate period applicable at the start of the minute applies to the entire minute.

4.6 Payment of Calls

All noted plans will be PRE-PAID. Additional charges that may accrue shall be billed directly to the users billing address.

4.6.1 Late Payment Charges

Interest charges 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; \$50.00 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 re-established for customers who had been disconnected for non-payment.

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.

4.9 Special Rates for the Handicapped

4.9.1 Directory Assistance

NA

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Florida Public Service Commission
Division of Communications
Bureau of Service Evaluation
2540 Shumard Oak Blvd.
Gunter Bldg.
Tallahassee, FL, 32399-0850

DEPOSIT DATE
D761 **APR 23 1998**

Sir,

Enclosed herein, please the Applications for Authority to Provide Interexchange Telecommunications Service within the state of Florida.

The application fee of \$250 is also enclosed.

We look forward to a rapid review and approval of our application.

If there should be any questions, please do not hesitate to contact us at any time.

Thank you.

Mary Merritt
VP and Chief Financial Officer

cc file

PREFERRED VOICE, INC.
3112 PURDUE
DALLAS, TX 75225
(972) 458-9950

BANK ONE, TEXAS, N.A.
DALLAS, TX 75240

5115

4/21/98

PAY TO THE ORDER OF Florida PSC

\$ 250.00

DOLLARS

Two Hundred Fifty and 00/100

Florida PSC

AUTHORIZED SIGNATURE

MEMO

Security Features Details on back