

# NOWALSKY, BRONSTON & GOTHARD

A Professional Limited Liability Company  
Attorneys at Law

Leon L. Nowalsky  
Benjamin W. Bronston  
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3500 N. Causeway Boulevard  
Suite 1442  
Metairie, Louisiana 70002  
Telephone: (504) 832-1984  
Facsimile: (504) 831-0892

Monica R. Borne  
EllenAnn G. Sands

September 24, 1999

**ORIGINAL**

*Via Overnight Delivery*

Florida Public Service Commission  
Division of Communications, Certification  
& Compliance Section  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0866

991465 -TX

RE: **Norcom, Inc.**

Dear Ms. Hawkins:

Enclosed please find an original and six (6) copies of Application Form for authority to provide alternative local exchange service within the State of Florida which is submitted on behalf of Norcom, Inc. Also enclosed is the requisite \$250.00 filing fee.

Please acknowledge receipt of this filing by returning a date stamped copy of this letter in the self-addressed envelope provided.

Thank you for your assistance. Please call with any questions.

Sincerely,



Monica R. Borne

Enclosure

cc: Eric Mostrom, Norcom

Check received with filing and  
forwarded to Fiscal for deposit.  
Please forward a copy of check  
to the fiscal for proof of deposit.

Initials of person who forwarded check:



DOCUMENT NUMBER-DATE

11668 SEP 27 89

FLORIDA PUBLIC SERVICE COMMISSION  
CAPITAL CIRCLE OFFICE CENTER - 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

APPLICATION FORM  
for  
AUTHORITY TO PROVIDE ALTERNATIVE LOCAL EXCHANGE SERVICE  
WITHIN THE STATE OF FLORIDA

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INSTRUCTIONS

1. This form is used for an original application for a certificate and for approval of sale, assignment or transfer of an existing alternative local exchange certificate. In case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee.
2. Respond to each item requested in the application and appendices. If an item is not applicable, please explain why.
3. Use a separate sheet for each answer which will not fit the allotted space.
4. If you have questions about completing the form, contact:

Florida Public Service Commission  
Division of Communications, Certification & Compliance Section  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0866  
(904) 413-6600

5. Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of \$250.00 made payable to the Florida Public Service Commission at the above address.
-

1. This is an application for (check one):
- (x) Original authority (new company)
  - ( ) Approval of Transfer (to another certificated company)  
Example, a certificated company purchases an existing company and desires to retain the original certificate authority.
  - ( ) Approval of assignment of existing certificate (to non-certificated company)  
Example, a non-certificated company purchases an existing company and desires to retain the certificate of authority rather than apply for a new certificate.
  - ( ) Approval for transfer of control (to another certificated company)  
Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

2. Name of applicant:

**Norcom, Inc.**

3. Name under which the applicant will do business (d/b/a): **None.**

4. If applicable, please provide proof of fictitious name (d/b/a) registration.

Fictitious name registration number: \_\_\_\_\_

5. A. National mailing address including street name, number, post office box, city, state, zip code, and phone number.

**40 SE 5<sup>th</sup> Street  
Suite 500  
Boca Raton, Florida 33432  
Ph. (561) 392-2550**

B. Florida mailing address including street name, number, post office box, city, state, zip code, and phone number.

**40 SE 5<sup>th</sup> Street  
Suite 500  
Boca Raton, Florida 33432  
Ph. (561) 392-2550**

6. Structure of organization:

- |                          |                     |                                     |                             |
|--------------------------|---------------------|-------------------------------------|-----------------------------|
| <input type="checkbox"/> | Individual          | <input checked="" type="checkbox"/> | Corporation                 |
| <input type="checkbox"/> | Foreign Corporation | <input type="checkbox"/>            | Foreign Partnership         |
| <input type="checkbox"/> | General Partnership | <input type="checkbox"/>            | Limited partnership         |
| <input type="checkbox"/> | Joint Venture       | <input type="checkbox"/>            | Other, Please explain _____ |

7. If applicant is an individual, partnership, or joint venture, please give name, title and address of each legal entity.

**Not applicable.**

8. State whether any of the officers, directors, or any of the ten largest stockholders have previously been adjudged bankrupt, mentally incompetent, or found guilty of any felony or any crime, or whether such actions may result from pending proceedings. If so, explain.

**No officers, directors, or any of the ten largest stockholders have previously been or are involved in proceedings during which they may be adjudged bankrupt, mentally incompetent, or found guilty of any felony or any crime.**

9. If incorporated, please provide proof from the Florida Secretary of State that the applicant has authority to operate in Florida.

**Articles of Incorporation attached as Exhibit A.**

Corporate charter number: H93000002624

10. Please provide the name, title, address, telephone number, internet address and facsimile number for the person serving as ongoing liaison with the Commission, and if different, the liaison responsible for this application.

Liaison for this application:

**Monica R. Borne, Attorney  
3500 N. Causeway Blvd.  
Suite 1442  
Metairie, LA 70002  
Ph. (504) 832-1984; Fx. (504) 831-0892**

Ongoing liaison:

**Eric Mostrom  
President  
40 SE 5<sup>th</sup> Street, Suite 500  
Boca Raton, FL 33432  
Ph. (561) 392-2550; Fx. (561) 392-0716**

11. Please list other states in which the applicant is currently providing or has applied to provide local exchange or alternative local exchange service. **The Company is currently pending certification to provide local exchange service in Vermont.**

12. Has the applicant been denied certification in any other state? If so, please list the state and the reason for denial. **No.**

13. Have penalties been imposed against the applicant in any other state? If so, please list the state and reason for the penalty. **No penalties have been imposed.**

14. Please indicate how a customer can file a service complaint with your company.

**Customer complaints can be made by dialing 1-888-866-7266 or by writing to the company at the address set forth herein.**

15. Please complete and file a price list in accordance with Commission Rule 25-24.825.

**Price List attached as Exhibit E.**

16. Please provide all available documentation demonstrating that the applicant has the following capabilities to provide alternative local exchange service in Florida.  
**All financial documentation attached as Exhibit B.**

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 attest that the financial statements are true and correct.

B. Managerial capability.

**Profiles of the applicant's management personnel are attached as Exhibit C.**

C. Technical capability.

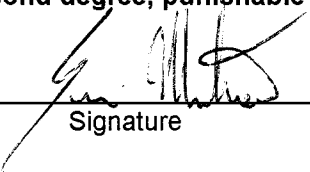
**Attached as Exhibit D.**

**AFFIDAVIT**

By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide alternative local exchange service in the State of Florida. I have read the foregoing and declare that to the best of my knowledge and belief, the information is true and correct. I attest that I have authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083".

**Official:**

  
Signature

8/24/99  
Date

**Name:**

**Eric Mostrom**

**(561) 392-2550**  
Telephone Number

**Title:**

**President**

**Address:**

**40 SE 5<sup>th</sup> Street, Suite 500**  
**Boca Raton, FL 33432**

# **EXHIBIT A**

ARTICLES OF INCORPORATION



1493000026

FILED  
 93 MAR 22 PM 1:23  
 TALLAHASSEE STATE  
 TALLAHASSEE, FLORIDA

**ARTICLES OF INCORPORATION  
 OF  
 MorCom, INC.**

I, the undersigned, being of legal age and a natural person, do hereby subscribe to, acknowledge and file the following Articles of Incorporation for the purpose of creating a corporation under the laws of the State of Florida.

**ARTICLE I**

The name and initial address of this Corporation shall be: MorCom, INC., 8820 Pacific Boulevard, #204, Boca Raton, FL 33433.

**ARTICLE II**

This Corporation may engage in any activity or business permitted under the laws of the State of Florida.

**ARTICLE III**

The capital stock authorized, the par value thereof, and the characteristics of such stock shall be as follows:

<u>NUMBER OF SHARES AUTHORIZED</u>	<u>PAR VALUE PER SHARE</u>	<u>CLASS OF STOCK</u>
100	\$1.00	Common

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The consideration for all of the said stock shall be payable in cash, property, real or personal, labor or services in lieu of cash, at a just valuation to be fixed by the Board of Directors of this Corporation.

**ARTICLE IV**

This Corporation shall commence its existence immediately upon the filing of these Articles of Incorporation and shall exist perpetually thereafter unless sooner dissolved according to law.

ADAM BANKIER, ESQ      FL. BAR # 564737  
 4800 N FEDERAL HWY. # 109-E  
 BOCA RATON, FL 33431      (409) 394-3733

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ARTICLE V

The initial registered office of this Corporation shall be 5520 Pacific Boulevard, #204, Boca Raton, Fl. 33433 with the privilege of having its offices and branch offices at other places within or without the State of Florida. The initial registered agent at that address shall be ERIC MOSTROM.

ARTICLE VI

This Corporation shall have at least one director, with the exact number to be specified by the stockholders from time to time unless the stockholders shall, by a majority vote thereafter, determine that the Corporation be managed by the stockholders.

ARTICLE VII

The name and address of the first director of the Corporation, who shall hold office for the first year or until his successor is duly elected and qualified, shall be:

ERIC MOSTROM  
5520 Pacific Boulevard, #204, Boca Raton, Fl. 33433

ARTICLE VIII

The name and address of the incorporator is: ERIC MOSTROM, 5520 Pacific Boulevard, #204, Boca Raton, Fl. 33433.

ARTICLE IX

No contract or other transaction between this Corporation and any other corporation, and no act of this Corporation, shall in any way be affected or invalidated by the fact that any of the directors of this Corporation are pecuniarily or otherwise interested in, or are directors or officers of, such other corporation. Any director individually, or any firm of which any director may be a member, may be a party to, or may be pecuniarily or otherwise interested in, any contract or transaction of this Corporation, provided that the fact that he or such firm is so interested shall be disclosed or shall have been known to the Board of Directors or a majority thereof, and any director of this Corporation who is also a director or an officer of such other corporation, or who is so interested, may be counted in determining the existence of a quorum at any meeting of the Board of Directors.

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HERECORPORATE

of this Corporation which shall authorize any such contract or transaction with like force and effect as if he were not such a director or officer of such other corporation, or not so interested.


ARTICLE X

The private property of the stockholders shall not be subject to payment of the corporate debts to any extent.

ARTICLE XI

This Corporation may indemnify and insure its officers and directors to the fullest extent permitted by law.

IN WITNESS WHEREOF, I, the undersigned, being the incorporator hereinbefore named, for the purpose of forming a Corporation to do business both within and without the State of Florida, under the laws of Florida, make and file these Articles of Incorporation hereby declaring and certifying that the facts herein stated are true, and hereunto set my hand and seal this 11<sup>th</sup> day of March, 1932.

  
ERIC KOSTROM, Incorporator

HERECORPORATE

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FILED

CERTIFICATE DESIGNATING PLACE OF BUSINESS OR DOMICILE FOR THE SERVICE OF PROCESS WITHIN THIS STATE, NAMING AGENT UPON WHOM PROCESS MAY BE SERVED.

MAR 12 PM 1:23  
STATE  
PALM BEACH, FLORIDA

In compliance with the laws of the State of Florida, the following is submitted:

First -- That NorCom, INC.

desiring to organize under the laws of the State of Florida, has named ERIC MOSTROM as its statutory registered agent.

Having been named the statutory agent of the above Corporation at the place designated in this certificate, I hereby accept the same and agree to act in this capacity, and agree to comply with the provisions of Florida law relative to keeping the registered office open.

*Eric Mostrom*  
ERIC MOSTROM,  
REGISTERED AGENT

Dated this 11<sup>th</sup> day of March, 1992.

STATE OF FLORIDA )  
SS:  
COUNTY OF PALM BEACH )

The foregoing instrument was acknowledged before me on this 11<sup>th</sup> day of March, 1992, by ERIC MOSTROM as Incorporator of NorCom, INC. on behalf of the Corporation, a Florida Corporation. He is personally known to me, OR has produced Personally Known as identification, AND did take an oath.

493000064



MANINA L. CAROTENUTO  
My Comm Exp. 1/04/97  
Bonded By Service Inc  
No. CC-48991  
Notary Public

*Manina L. Carotenuto*  
Notary Signature of Notary Public

Manina L. Carotenuto  
NAME of Notary printed

# **EXHIBIT B**

## FINANCIAL DOCUMENTATION

In support of its financial capability to provide the requested services, the Company has provided its unaudited financial statements. These financial documents have been verified by the President of the Company.

The Company is financially capable to provide the requested service in the geographic areas proposed and will be able to maintain such services and meet any and all lease or ownership obligations as evidenced by its financial documentation attached.


In addition to the Company's revenue generated from current operations, the company would have access to additional funding from outside investors if necessary to meet ongoing obligations.

VERIFICATION BY APPLICANT


STATE OF Louisiana )  
COUNTY OF Jefferson ) SS:

Eric Mostrom of Norcom, Inc. having been duly sworn and deposed, hereby states as follows:

That he is President of the Company; that the attached financial documents were prepared under his supervision and are true and correct to the best of his knowledge and belief, and he additionally submits that the Company is financially capable of providing the requested services while meeting all lease or ownership obligations.

  
\_\_\_\_\_  
Eric Mostrom, President  
**Norcom, Inc.**

This document was signed in my presence this 21<sup>st</sup> day of September, 1999.

  
\_\_\_\_\_  
Notary Public

My Commission expires:  
upon my death

## NORCOM, INC.

### Income Statement

	1 Month Ended Jul/99	1 Month Ended Jul/99 Budget	Variance Fav/<Unf>	% Var
Income				
Sales	\$527,677	\$630,000	(\$102,323)	-16.2%
<b>TOTAL Income</b>	<b>527,677</b>	<b>630,000</b>	<b>(102,323)</b>	<b>-16.2%</b>
Adjustments				
Sales Returns & Allowances	(5,322)	(5,000)	(322)	-6.4%
<b>TOTAL Adjustments</b>	<b>(5,322)</b>	<b>(5,000)</b>	<b>(322)</b>	<b>-6.4%</b>
<b>NET INCOME</b>	<b>522,355</b>	<b>625,000</b>	<b>(102,645)</b>	<b>-16.4%</b>
Cost of Goods Sold				
Cost of Goods Sold	277,904	397,000	119,096	30.0%
<b>TOTAL Cost of Goods Sold</b>	<b>277,904</b>	<b>397,000</b>	<b>119,096</b>	<b>30.0%</b>
<b>GROSS PROFIT</b>	<b>244,452</b>	<b>228,000</b>	<b>16,452</b>	<b>7.2%</b>
Expenses				
Payroll Expenses				
Payroll Expenses	108,621	40,280	(68,341)	-169.7%
Employee Benefits	511	2,250	1,739	77.3%
Payroll Services	190	200	10	5.1%
<b>TOTAL Payroll Expenses</b>	<b>109,323</b>	<b>42,730</b>	<b>(66,593)</b>	<b>-155.8%</b>
General Expenses	118,289	162,175	43,886	27.1%
<b>TOTAL Expenses</b>	<b>227,611</b>	<b>204,905</b>	<b>(22,706)</b>	<b>-11.1%</b>
<b>OPERATING PROFIT</b>	<b>16,840</b>	<b>23,095</b>	<b>(6,255)</b>	<b>-27.1%</b>
Other Income & Expenses				
Other Income & Expense	1,296	(450)	1,746	388.0%
<b>TOTAL Other Income &amp; Expenses</b>	<b>1,296</b>	<b>(450)</b>	<b>1,746</b>	<b>388.0%</b>
<b>PROFIT BEFORE TAXES</b>	<b>18,137</b>	<b>22,645</b>	<b>(4,508)</b>	<b>-19.9%</b>
Provisions for Taxes				
Federal Income Tax	3,000	5,000	2,000	40.0%

# NORCOM, INC.

## Income Statement

	1 Month Ended Jul/99	1 Month Ended Jul/99 Budget	Variance Fav/<Unf>	% Var
TOTAL Provisions for Taxes	3,000	5,000	2,000	40.0%
NET PROFIT	\$15,137	\$17,645	(\$2,508)	-14.2%



# NORCOM, INC.

## Income Statement

	7 Months Ended Jul/99	7 Months Ended Jul/99 Budget	Variance Fav/<Unf>	% Var
Income				
Sales	\$2,960,548	\$3,450,000	(\$489,452)	-14.2%
TOTAL Income	2,960,548	3,450,000	(489,452)	-14.2%
Adjustments				
Sales Returns & Allowances	(23,503)	(35,000)	11,497	32.8%
TOTAL Adjustments	(23,503)	(35,000)	11,497	32.8%
NET INCOME	2,937,045	3,415,000	(477,955)	-14.0%
Cost of Goods Sold				
Cost of Goods Sold	1,649,472	2,099,000	449,528	21.4%
TOTAL Cost of Goods Sold	1,649,472	2,099,000	449,528	21.4%
GROSS PROFIT	1,287,572	1,316,000	(28,428)	-2.2%
Expenses				
Payroll Expenses				
Payroll Expenses	323,207	277,620	(45,587)	-16.4%
Employee Benefits	1,927	7,000	5,073	72.5%
Payroll Services	1,167	1,400	233	16.6%
TOTAL Payroll Expenses	326,301	286,020	(40,281)	-14.1%
General Expenses	767,574	972,325	204,751	21.1%
TOTAL Expenses	1,093,875	1,258,345	164,470	13.1%
OPERATING PROFIT	193,697	57,655	136,042	236.0%
Other Income & Expenses				
Other Income & Expense	(304)	(11,150)	10,846	97.3%
TOTAL Other Income & Expenses	(304)	(11,150)	10,846	97.3%
PROFIT BEFORE TAXES	193,393	46,505	146,888	315.9%
Provisions for Taxes				
Federal Income Tax	48,000	5,000	(43,000)	-860.0%

# NORCOM, INC.

## Income Statement

	7 Months Ended Jul/99	7 Months Ended Jul/99 Budget	Variance Fav/<Unf>	% Var
TOTAL Provisions for Taxes	48,000	5,000	(43,000)	-860.0%
NET PROFIT	\$145,393	\$41,505	\$103,888	250.3%

# NORCOM, INC.

## Balance Sheet

	Jul/99	Dec/98	Inc/<Dec> Var	% Var
ASSETS				
Current Assets:				
Petty Cash	\$100	\$0	\$100	
Cash-Citibank Lock Box	39,527	26,599	12,928	48.6%
Cash-Citibank Checking	40,067	740	39,327	5315.3%
Cash-Nationsbank Checking	9,001	2,287	6,713	293.5%
Cash-Republic Checking	76,966	87,148	(10,181)	-11.7%
Accounts Receivable	588,141	465,403	122,738	26.4%
Certificates of Deposit	0	78,505	(78,505)	-100.0%
Investments	105,000	0	105,000	
Prepayments	37,090	18,715	18,375	98.2%
<b>TOTAL Current Assets</b>	<b>895,893</b>	<b>679,397</b>	<b>216,496</b>	<b>31.9%</b>
Fixed Assets:				
Property and Equipment (Net)	61,051	14,149	46,902	331.5%
<b>TOTAL Fixed Assets</b>	<b>61,051</b>	<b>14,149</b>	<b>46,902</b>	<b>331.5%</b>
<b>TOTAL ASSETS</b>	<b>\$956,944</b>	<b>\$693,546</b>	<b>\$263,398</b>	<b>38.0%</b>
LIABILITIES				
Current Liabilities:				
Accounts Payable	\$414,250	\$221,942	\$192,308	86.6%
Payroll Payable	3,295	0	3,295	
Commissions Payable	64,500	46,256	18,244	39.4%
Workers' Comp. Insurance	0	290	(290)	-100.0%
Payroll Taxes Payable	0	2,818	(2,818)	-100.0%
Federal Income Tax Payable	48,000	0	48,000	
<b>TOTAL Current Liabilities</b>	<b>530,045</b>	<b>271,306</b>	<b>258,740</b>	<b>95.4%</b>
Long-Term Liabilities:				
Notes Payable	78,208	180,230	(102,022)	-56.6%
Lines of Credit	0	38,712	(38,712)	-100.0%
Deffered Income Tax	41,000	41,000	0	0.0%
<b>TOTAL Long-Term Liabilities</b>	<b>119,208</b>	<b>259,942</b>	<b>(140,734)</b>	<b>-54.1%</b>
<b>TOTAL LIABILITIES</b>	<b>649,253</b>	<b>531,248</b>	<b>118,005</b>	<b>22.2%</b>
CAPITAL				

# NORCOM, INC.

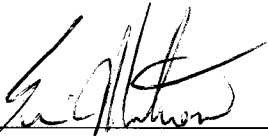
## Balance Sheet

	Jul/99	Dec/98	Inc/<Dec> Var	% Var
Equity	1,000	1,000	0	0.0%
Retained Earnings	161,298	111,773	49,525	44.3%
Year-to-Date Earnings	145,393	49,525	95,867	193.6%
<b>TOTAL CAPITAL</b>	<b>307,691</b>	<b>162,298</b>	<b>145,393</b>	<b>89.6%</b>
<b>TOTAL LIABILITIES &amp; CAPITAL</b>	<b>\$956,944</b>	<b>\$693,546</b>	<b>\$263,398</b>	<b>38.0%</b>

STATEMENT OF FINANCIAL CAPABILITY

I, **Eric Mostrom, President of Norcom, Inc.** do hereby attest that Norcom, Inc. has sufficient capital to fund continuous operations within the State of Florida while meeting any lease obligations. In addition, additional sources of funding would be available to the Company should such additional funding become necessary in the future. A list of the sources for additional funding are attached hereto.

All information provided in this Statement and information attached hereto is true and correct to the best of my knowledge and belief.

  
\_\_\_\_\_  
Eric Mostrom, President  
Norcom, Inc.  
40 SE 5<sup>th</sup> Street, Suite 500  
Boca Raton, FL 33432

Dated: 8/24/99

## Sources of Additional Funding

### Existing Line of Credit:

Amount: \$125,000.00  
Republic Security Bank  
Attn: Jim Shofner  
7601 N. federal Highway  
Boca Raton, FL 33487  
Ph. (561) 994-0217

### Additional Investments, if necessary:

Amount: \$200,000.00  
Eric Mostrom  
5540 NW 5<sup>th</sup> Avenue  
Boca Raton, FL 33487  
Ph. (561) 241-4349

# **EXHIBIT C**

MANAGEMENT PROFILES

5520 Pacific Blvd, Boca Raton, FL  
33433

(561) 392-0716

# Eric Mostrom

## Objective

To use my skills to build a phone company through high volumes of sales and excellence in customer service.

## Experience

1993-199-                      Norcom, Inc.                      Boca Raton, FL  
**President**

- Started as a consulting business and is now a national reseller of long distance.
- 1000% growth 1996 to Present.
- Increased sales from 0 to 5 million annually and growing.

1991-1993                      Network Solutions, Inc.                      Boca Raton, FL  
**Director of Sales**

- Expanded sales team from 0 to 40 representatives.
- Tripled division revenues for each sales associate.
- Increased sales from \$150,000 to \$ 3 million annually.

1989-1991                      Network Solutions, Inc.                      Boca Raton, FL  
**Sales Representative**

- Expanded territorial sales by 400%.
- Received company's highest sales every year.
- Developed Excellence In Sales training course.

## Education

1984-1989                      St. Thomas University                      St. Paul, MN

- B.A., Business Finance
- Minor- Marketing

## Interests

Fishing, golf, football, computers, camping.



## **EXHIBIT D**

### TECHNICAL CAPABILITY

The Company will provide Resold local exchange service using BellSouth as its underlying service provider. Therefore, the quality of service offered by the Company will, at a minimum, be equivalent to the services offered by BellSouth.

In addition, the Company's officers have technical experience in the telecommunications industry as evidenced by the profiles submitted as Exhibit C.

# **EXHIBIT E**

PROPOSED PRICE LIST

NORCOM, INC.

Florida Price List No. 1  
Original Sheet 1

**Alternative Local Exchange Service**

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**TITLE SHEET**

**ALTERNATIVE LOCAL EXCHANGE SERVICES PRICE LIST**

This price list contains the descriptions, regulations, service standards and rates applicable to alternative local exchange telecommunications services provided by Norcom, Inc. with principal offices at 40 SE 5<sup>th</sup> Street, Suite 500, Boca Raton, Florida 33432. This price list applies for services furnished within the state of Florida. This price list 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.

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ISSUED: September 24, 1999

EFFECTIVE:

BY:

Eric Mostrom, President  
40 SE 5<sup>th</sup> Street, Suite 500  
Boca Raton, Florida 33432

Alternative Local Exchange Service

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CHECK SHEET

The sheets listed below, which are inclusive of this price list, 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 price list and are currently in effect as of the date of the bottom of this page.

SHEET	REVISION	SHEET	REVISION
1	Original	26	Original
2	Original	27	Original
3	Original	28	Original
4	Original	29	Original
5	Original	30	Original
6	Original	31	Original
7	Original	32	Original
8	Original	33	Original
9	Original	34	Original
10	Original	35	Original
11	Original	36	Original
12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		
18	Original		
19	Original		
20	Original		
21	Original		
22	Original		
23	Original		
24	Original		
25	Original		

\* Reflects sheet amended or added with this filing.

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**Alternative Local Exchange Service**

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**TABLE OF CONTENTS**

Title Sheet..... 1

Check Sheet..... 2

Table of Contents..... 3

Symbols Sheet..... 4

Tariff Format Sheets..... 5

Exchange Service List..... 6

Section 1 - Technical Terms and Abbreviations..... 7

Section 2 - Rule, Regulations and Service  
Quality Criteria..... 8

Section 3 - Basic Service Descriptions ..... 16

Section 4 - Rates..... 25

---

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EFFECTIVE:

BY:

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**Alternative Local Exchange Service**

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SYMBOLS SHEET

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 Price List 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

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**Alternative Local Exchange Service**

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**PRICE LIST FORMAT SHEETS**

**A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

**B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc, the FPSC follows in their price list approval process, the most current sheet number on file with the Commission is not always the price list page in effect. Consult the Check Sheet for the sheet currently in effect.

**C. Paragraph Numbering Sequence** - There are various 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).

**D. Check Sheets** - When a price list filing is made with the FPSC, an updated check sheet accompanies the price list filing. The check sheet lists the sheets contained in the price list, 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 price list user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

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NORCOM, INC.

Florida Price List No. 1  
Original Sheet 6

**Alternative Local Exchange Service**

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**EXCHANGE SERVICE LIST**

The Company will provide local exchange service throughout the State of Florida. Local calling areas will coincide with those of the Incumbent Local Exchange Carrier (ILEC), unless otherwise specified.

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**Alternative Local Exchange Service**

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

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

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

Company or Carrier - Norcom, 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 price list regulations.

Day - From 8:00 AM up to, but not including 5:00 PM local time Monday through Friday.

Evening - From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

Holidays - The Company's recognized holidays are New Year's Day, Martin Luther King, Jr. Day, Presidents 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 Sunday.

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**Alternative Local Exchange Service**

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**SECTION 2 - RULES, REGULATIONS AND SERVICE QUALITY CRITERIA**

**2.1 Undertaking of the Company.**

The Company's services and facilities are furnished for communications originating at specified points within the state of Florida under terms of this price list.

The Company's installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this price list. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

**2.2 Limitations.**

2.2.1 Service is offered subject to the availability of facilities and provisions of this price list.

2.2.2 The Company's reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control: or when the customer is using service in violation of the law or the provisions of this price list.

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**Alternative Local Exchange Service**

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**SECTION 2 - RULES AND REGULATIONS continued**

**2.2 Limitations (Cont.)**

- 2.2.3 All facilities provided under this price list are directly controlled by the Company and the customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this price list shall apply to all such permitted assignees or transferees, as well as all conditions for service.
- 2.2.5 Customers reselling or rebilling services must have a Certificate of Public Convenience and Necessity as an ALEC carrier from the Florida Public Service Commission.

**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 its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.
- 2.3.2 The Company shall be indemnified and held harmless by the customer against claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.

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**Alternative Local Exchange Service**

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**SECTION 2 - RULES AND REGULATIONS continued**

**2.4 Interruption of Service.**

2.4.1 Credit allowance for the interruption of service which is not due to The Company's testing or adjusting, negligence 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.

2.4.3 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 hours in month (720)

"C" - total monthly charge for affected facility

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**SECTION 2 - RULES AND REGULATIONS continued**

**2.5 Disconnection of Service by Carrier.**

The Company, upon five (5) working days written notice to the customer, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

- 2.5.1 Non-payment of any sum due to carrier for regulated service for more than thirty days beyond the date of rendition of the bill for such service.
- 2.5.2 A violation of any regulation governing the service under this price list.
- 2.5.3 A violation of any law, rule, or regulation of any government authority having jurisdiction over such service.
- 2.5.4 The company has given the customer notice and has allowed a reasonable time to comply with any rule, or remedy, and deficiency as stated in Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company.

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**SECTION 2 - RULES AND REGULATIONS continued**

**2.6 Deposits**

The Company does not require a deposit from the customer.

**2.7 Advance Payments**

For customers whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

**2.8 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.9 Billing of Calls**

All charges due by the subscriber are payable at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

**2.10 Equipment**

2.10.1 The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible to ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.

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**Alternative Local Exchange Service**

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**SECTION 2 - RULES AND REGULATIONS continued**

2.10 **Equipment** (contd.)

- 2.10.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.10.3 Equipment the Company provides or installs at the Customer premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- 2.10.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- 2.10.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this price list, the responsibility of the Company shall be limited to the furnishing of facilities offered under this price list and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by customer-provided equipment.

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**Alternative Local Exchange Service**

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**SECTION 2 - RULES AND REGULATIONS continued**

2.10 **Equipment** (contd.)

2.10.6 Upon reasonable notification to the Customer and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.

2.10.7 Title to all facilities provided by the Company under this price list shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

2.11 **Installation**

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this price list.

2.12 **Service Implementation**

Absent a promotional offering, service implementation charges will apply to new service orders or to orders to change existing service. Implementation charges for business services are listed in Section 3.

2.13 **Reconnection Charge**

A reconnection fee may be charged when service is re-established for customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged.

2.14 **Operator Service Rules**

The Company will enforce the operator service rules specified by the Commission and by the FCC.

2.15 **Access to Telephone Relay Services**

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

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**Alternative Local Exchange Service****SECTION 2 - RULES AND REGULATIONS continued****2.16 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communication Research in their NPA-NXX V&H Coordinate Tape and AT&T Tariff.

Formula: 
$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

**2.17 Cancellation of Service by Customer**

Customers can cancel basic local exchange service by providing written or oral notification to the Company.

For cancellation of Private Branch Exchange (PBX) service, the customer must provide five (5) working days written notice of cancellation to the Company.

**2.18 Minimum Call Completion Rate**

Customers can expect a call completion rate (number of calls completed divided by the number of calls attempted) of 90% during peak use periods for all FG D services (1+ dialing).

**2.19 Access to 911 Emergency Services**

The Company will provide, at no cost to the customer, 911 emergency services access at levels equal to the service provided by the ILEC.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES**

**3.1 Timing of Calls**

**3.1.1 When Billing Charges Begin and End For Phone Calls**

The customer's usage charge is based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver, (i.e. when 2 way communication, often referred to as "conversation time" is possible.). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when the calling or called party hangs up.

**3.1.2 Billing Increments**

The billing increments for each service is set forth in the individual product rate section.

**3.1.3 Per Call Billing Charges**

Billing will be rounded up to the nearest penny for each call.

**3.1.4 Uncompleted Calls**

There shall be no charges for uncompleted calls.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.2 Determining Applicable Rate in Effect.**

For the initial minute, the rate applicable at the start of chargeable time at the calling station applies. For additional minutes, the rate applicable is that rate which is in effect at the calling station when the additional minute(s) begin. That is, if chargeable time begins during the Day Period, the Day Rate applies to the initial minute and to any additional minutes that the call continues during the rate period. If the call continues into a different rate period, the appropriate rates from that period apply to any additional minutes occurring in that rate period. If an additional minute is split between two rate periods, the rate period applicable at the start of the minute applies to the entire minute.

**3.3 Payment of Calls****3.3.1 Late Payment Charges**

Interest charges of 1.5% per month will be assessed on all unpaid balances more than thirty days old.

**3.3.2 Return Check Charges**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds if the face value does not exceed \$50.00, \$30.00 if the face value does exceed \$50.00 but does not exceed \$300.00, \$40.00 if the face value exceeds \$300.00 or 5% of the value of the check, which ever is greater.

**3.4 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.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.5 Local Service Areas**

The Company will provide Local Exchange Service in the entire State of Florida. Local calling service areas will coincide with those of the ILEC, unless otherwise specified.

Installation, monthly recurring and per minute usage charges will apply to the Company's local exchange services. An addition per-call operator service charge will apply for operator-assisted calling.

**3.6 Product Descriptions****3.6.1 Local Line - Residence:**

Local Line - Residence provides the Customer with a single, voice-grade, DTMF communications channel. Each Local Line will include a telephone number, as well as access to the service.

Residence Service is that service furnished in private homes or apartments, including all parts of the subscriber's domestic establishment, for domestic use and not for substantial occupational use; in the study of a clergyman located in a church, in a college fraternity or sorority house, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

**3.6.2 Business Services**

Business Services are offered for local calling using the facilities of the Company and/or those of other authorized Local Exchange Carriers. Business Services are offered primarily to the following:

1. Offices, stores, factories, mines and all other places of a strictly business nature;
2. Offices of hotels, boarding houses, apartment houses, colleges, quarters occupied by clubs and fraternal societies, public, private or parochial schools, hospitals, nursing homes, libraries, churches, and other institutions; and
3. Services terminating solely on the secretarial facilities of a telephone answering bureau.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.6 Product Descriptions, cont.****3.6.2 Business Services, cont.****3.6.2.A Business Exchange Line Service**

Business Exchange Line Service provides a facility from a Customer's location to the Company's Central Office and gives the Customer the ability to complete local and long distance calls. This service provides Customer with unlimited local calling, including rotary/hunting service, at a flat monthly rate. Special rates are offered to customers who purchase this service in conjunction with the Company's Business long distance products. Options available with Business Exchange Line Service include Call Waiting, Call Forwarding, Three-way Calling and Speed Dialing, as well as Class Features. Installation charges apply.

**3.6.2.B Private Branch Exchange (PBX) Service**

The Company's PBX Service uses PBX Trunks to connect a customer PBX system or other similar equipment to the Company's Central Office. Standard configurations include Local CO Trunks, Direct Inward Dialing (DID), Direct Outward Dialing (DOD) and Combination Trunks. This service provides Customers with unlimited local calling, rotary/hunting service and Carrier Access. The Company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks. Service is billed based on monthly usage, together with monthly recurring charges. Special rates are offered to customers who purchase this service in conjunction with the Company's long distance products. Installation charges also apply.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.6 Product Descriptions, cont.****3.6.2 Business Services, cont.****3.6.2.C Optional Business Features****3.6.2.C.1 Direct Inward Dial (DID) Service**

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX Trunks. One additive charge applies for each DIDH equipped PBX Trunk or channel. Customer is required to purchase at least one DID number block for each DID equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

The Customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both; assigned to the Customer, whenever the company deems it necessary to do so in the conduct of its business.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.6 Product Descriptions, cont.****3.6.3 Directory Listings**

For each Customer of Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings at an additional charge.

**3.6.4 Operator-Assisted Services**

Operator-assisted services are provided to Customers on a presubscribed basis. Services are also provided to Customers and Users of exchange access lines which are presubscribed to the Company's interexchange outbound calling services. Various billing arrangements are available with the Company's operator-assisted service including Calling Card, Commercial Credit Card, Collect, Person-to-Person and Third Party. Monthly and/or usage-sensitive charges apply as stated in Section 3.9, as well as per call operator charges.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.6 Product Descriptions, cont.****3.6.4 Operator-Assisted Services, cont.****3.6.4.A Operator Dialed Surcharge**

This surcharge applies to Operator, Station and Person-to-Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

- 1) Calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the network; and
- 2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

**3.6.4.B Busy Line Verify and Line Interrupt Service**

Upon request of a calling party, the Company will verify a busy condition on a called line. The operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

A charge will apply when:

1. The operator verifies that the line is busy with a call in progress;
2. The operator verifies that the line is unavailable for incoming calls; or

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EFFECTIVE:

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**Alternative Local Exchange Service**

---

**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.6 Product Descriptions, cont.****3.6.4 Operator-Assisted Services, cont.****3.6.4.B Busy Line Verify and Line Interrupt service, cont.**

3. The operator verifies that the called number is busy with a call in progress and customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. A per minute charge will apply for both verification and interruption.

No charge will apply when:

1. The calling party advises that the call is to or from an official public emergency agency; or
2. Under conditions other than the three stated above. Busy Verification and Interrupt service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

**3.6.5 Directory Assistance**

Customers and users of the Company's services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator.

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**Alternative Local Exchange Service**

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**SECTION 3 - BASIC SERVICE DESCRIPTIONS AND RATES continued****3.6 Product Descriptions, cont.****3.6.5 Directory Assistance, cont.**

A credit will be given for calls to Directory Assistance when;

1. The Customer experiences poor transmission or is cut-off during the call,
2. The Customer is given an incorrect telephone number, or
3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

**Exemptions**

1. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol.35 #126, which has been registered with the Company will be exempt from Directory' Assistance charges for the first 50 calls within a billing cycle as set forth in Section 3.10.1.
2. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from the rate.

**3.6.6 Extended and Expanded Area Calling Services**

Extended and Expanded Area Calling Service allows the Customer to make calls to specific NXX codes within designated exchanges outside the Customer's Local Calling area without paying intraLATA toll rates. The Customer is billed per call according to the duration of the call. The Company will mirror all existing extended and expanded calling areas the ILEC currently has in place for facilities-based or resold services.

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Alternative Local Exchange Service

SECTION 4 - RATES

4.1 Residence Service Rates

4.1.1 Residence Monthly Flat Rate Main Station Line

<u>Group Number *</u>	<u>Rate Per Month</u>	<u>Group Number</u>	<u>Rate Per Month</u>
1	\$6.94	7	\$9.03
2	\$7.32	8	\$9.31
3	\$7.70	9	\$9.55
4	\$7.98	10	\$9.79
5	\$8.36	11	\$9.93
6	\$8.69	12	\$10.12

4.1.2 Residence Extended Area Service

Unlimited Calling to EAS and ECS areas	
Per line without Complete Calling	\$26.60
Per line with Complete Calling	\$41.80

4.1.3 Residence Complete Calling

Individual Line	\$24.70
(Unlimited use of custom calling services Touch service, RingSelect, etc., includes the flat rate line charge)	

4.1.4 Outgoing Only

Outgoing only access to the network.

<u>Group Number *</u>	<u>Rate Per Month</u>	<u>Group Number</u>	<u>Rate Per Month</u>
1	\$6.94	7	\$9.03
2	\$7.32	8	\$9.31
3	\$7.70	9	\$9.55
4	\$7.98	10	\$9.79
5	\$8.36	11	\$9.93
6	\$8.69	12	\$10.12

\* Groups are defined in section 3.14

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**Alternative Local Exchange Service**

**SECTION 4 - RATES continued**

**4.1.5 Residence Custom Calling Features**

	<u>Monthly Charge</u>	<u>Per Use Charge</u>
Call Forwarding Variable	\$2.85 per line	
Three-Way Calling	\$3.56 per line	\$0.71 per use
Call Waiting	\$3.80 per line	
Speed Calling (8-Code)	\$1.90 per line	
Speed Calling (30-Code)	\$2.85 per line	
Call Forwarding - Busy Line	\$0.95 per line	
Call Forwarding - Don't Answer	\$0.95 per line	
Customer Controlled Call Forwarding Busy Line	\$2.85 per line	
Customer Controlled Call Forwarding Don't Answer	\$2.85 per line	
Call Forwarding Busy Line Multipath or Customer Control of Forwarding Busy Line Multipath	\$1.90 per line	
Call Forwarding Don't Answer Multipath or Customer Control of Forwarding Don't Answer Multipath	\$1.90 per line	
Call Forwarding Variable Multipath	\$2.85 per line	
Remote Access - Call Forwarding Variable	\$4.94 per line	

**4.1.6 Residence Flexible Call Forwarding**

	<u>Monthly Charge</u>	<u>Per Use Charge</u>
Flexible Call Forwarding	\$4.75 per line	
Flexible Call Forwarding with Audio Calling name	\$6.65 per line	
Flexible Call Forwarding Plus	\$6.65 per line	
Flexible Call Forwarding Plus with Audio calling name	\$8.55 per line	

**4.1.7 Residence Remote Call Forwarding**

	<u>Monthly Charge</u>
Per feature arranged for one access path	\$11.40
Additional access path	\$11.40

**4.1.8 Residence Selective Call Screening**

	<u>Monthly Charge</u>
Blocking of 1+, 10XXX, 976, 101XXXX and prevent 0+ call billed to line	\$1.43

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SECTION 4 - RATES continued

**4.1.9 Residence Touch Service**

	<u>Monthly Charge</u>	<u>Per Use Charge</u>
Call Return	\$3.80 per line	\$0.71 per activation
Repeat Dialing	\$3.80 per line	\$0.71 per activation
Busy Connect		\$0.71 per activation
Call Selector	\$3.80 per line	
Preferred Call Forwarding	\$3.80 per line	
Call Block	\$3.80 per line	
Call Tracing	\$3.80 per line	
Caller ID - Basic	\$5.70 per line	
Caller ID Deluxe	\$7.13 per line	
Anonymous Call Rejection	\$2.85 per line	

**4.1.10 Residence Call Screening**

Optional restriction of 1+, 0+, 0-, 00-, 411, 976, 900, IDDD, available in various packages	\$2.38
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**4.1.11 Residence RingSelect**

Ring Select I	\$3.80
Ring Select II	\$5.70

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SECTION 4 - RATES continued

**4.1.12 Residence Multi Feature Discounts**

<u>Number of Features</u>	<u>Discount Amount</u>
2	\$0.50
3	\$1.50
4	\$3.00
5	\$4.50
6	\$6.00
7	\$7.50
8	\$9.00
9	\$10.50
10	\$12.00
11	\$13.50
12	\$15.00
13	\$16.50
14	\$18.00
15	\$19.50
16	\$21.00
17	\$22.50
18	\$24.00
19	\$25.50
20	\$27.00

**4.1.13 Residence Service Non-Recurring Charges**

<b>4.1.13.A</b>	<b>Line Connection</b>	
	First Line	\$38.00
	Additional Line	\$11.40
<b>4.1.13.B</b>	<b>Line Change</b>	
	First Line	\$21.85
	Additional Line	\$10.45
<b>4.1.13.C</b>	<b>Secondary Service</b>	
	Per Customer Request	\$9.50
<b>4.1.13.D</b>	<b>Reconnection Charge</b>	
	Per Occurrence	\$25.00

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SECTION 4 - RATES continued

4.2 Business Services Rates

4.2.1 Business Line Monthly Charges

<u>Group Number *</u>	<u>Rate Per Month</u>	<u>Group Number</u>	<u>Rate Per Month</u>
1	\$18.88	7	\$24.46
2	\$19.76	8	\$25.46
3	\$20.81	9	\$26.03
4	\$21.76	10	\$26.60
5	\$22.66	11	\$27.17
6	\$23.66	12	\$26.70

4.2.2 PBX and DID Line Monthly Charges

<u>Type of Service</u>	<u>Group #1</u>	<u>Group #2</u>	<u>Group #3</u>	<u>Group #4</u>	<u>Group #5</u>	<u>Group #6</u>
Combination	\$31.98	\$33.59	\$35.37	\$36.98	\$38.52	\$40.21
Outdial	\$31.98	\$33.59	\$35.37	\$36.98	\$38.52	\$40.21
Inward Only	\$31.98	\$33.59	\$35.37	\$36.98	\$38.52	\$40.21
DID	\$31.98	\$33.59	\$35.37	\$36.98	\$38.52	\$40.21
DID Combination	\$63.95	\$67.18	\$70.74	\$73.98	\$77.05	\$80.43

<u>Type of Service</u>	<u>Group #7</u>	<u>Group #8</u>	<u>Group #9</u>	<u>Group #10</u>	<u>Group #11</u>	<u>Group #12</u>
Combination	\$41.59	\$42.96	\$44.25	\$45.22	\$46.19	\$46.99
Outdial	\$41.59	\$42.96	\$44.25	\$45.22	\$46.19	\$46.99
Inward Only	\$41.59	\$42.96	\$44.25	\$45.22	\$46.19	\$46.99
DID	\$41.59	\$42.96	\$44.25	\$45.22	\$46.19	\$46.99
DID Combination	\$83.18	\$85.92	\$88.50	\$90.44	\$92.38	\$93.99

\* Groups are defined in section 3.14

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Alternative Local Exchange Service

SECTION 4 - RATES continued

4.2.3 Business Optional Features

	<u>Monthly Charge</u>	<u>Per Use Charge</u>
Call Forwarding Variable	\$3.60 per line	
Call Forwarding	\$6.60 per line	
Three-Way Calling	\$3.75 per line	\$0.75 per use
Call Waiting	\$5.80 per line	
Speed Calling (8-Code)	\$2.50 per line	
Speed Calling (8-Code)	\$3.00 per line	
Speed Calling (8-Code)	\$3.00 per line	
Speed Calling (30-Code)	\$5.00 per line	
Speed Calling (30-Code)	\$5.00 per line	
Call Forwarding - Busy Line	\$3.25 per line	
Call Forwarding - Don't Answer	\$3.25 per line	
Customer Controlled Call Forwarding Busy Line	\$6.25 per line	
Customer Controlled Call Forwarding Don't Answer	\$6.25 per line	
Call Forwarding Busy Line Multipath or Customer Control of Forwarding Busy Line Multipath	\$3.00 per line	
Call Forwarding Don't Answer Multipath or Customer Control of Forwarding Don't Answer Multipath	\$3.00 per line	
Call Forwarding Variable Multipath or Remote Access - Call Forwarding Variable Multipath	\$3.00 per line	
Remote Access - Call Forwarding Variable	\$7.25 per line	
Call Forwarding Don't Answer Ring Control	\$3.25 per line	
Call Return	\$4.50 per line	\$0.75 per use
Repeat Dialing	\$4.50 per line	\$0.75 per use
Call Selector	\$4.50 per line	
Preferred Call Forwarding	\$4.50 per line	
Call Block	\$4.50 per line	
Call Tracing	\$5.00 per line	\$3.50 per use
Caller ID - Basic	\$7.50 per line	
Caller ID Delux (with ACR)	\$9.99 per line	
Caller ID Delux (without ACR)	\$9.99 per line	
Calling Number Delivery Blocking - Permanent	\$0.00 per line	
Anonymous Call Rejection	\$3.75 per line	
Enhanced Caller ID (with ACR)	\$15.99 per line	
Enhanced Caller ID (without ACR)	\$15.99 per line	
Memory Call Answering Service	\$5.95 per line	

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SECTION 4 - RATES continued

4.2.4. Business Multi Feature Discounts

<u>Number of Features</u>	<u>Discount Amount</u>
2	\$0.50
3	\$1.50
4	\$3.00
5	\$4.50
6	\$6.00
7	\$7.50
8	\$9.00
9	\$10.50
10	\$12.00
11	\$13.50
12	\$15.00
13	\$16.50
14	\$18.00
15	\$19.50
16	\$21.00
17	\$22.50
18	\$24.00
19	\$25.50
20	\$27.00

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SECTION 4 - RATES continued

**4.2.5 Business Non-Recurring Charges**

**4.2.5.A Line Connection**

First Line	\$56.00
Additional Line	\$12.00

**4.2.5.B Line Change**

First Line	\$38.00
Additional Line	\$11.00

**4.2.5.C Secondary Service**

Per Request	\$19.00
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**4.2.5.D Premise Work**

First 15 Minutes	\$28.00
Additional 15 Minutes	\$ 9.00

**4.2.5.E Trouble Location**                      \$45.00

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SECTION 4 - RATES continued

**4.3 Business and Residence Local Operator Services**

	<u>Per Call</u>
Customer Dialed Calling Card	\$0.71
Station, Collect, 3 <sup>rd</sup> Number	\$1.05
Person to Person Calls	\$2.83
Operator Dialed Surcharge	\$0.57
Verification Charge	\$0.33
Verification and Interrupt	\$0.38
Directory Assistance	\$0.24

**4.4 Additional Directory Listings**

Non-recurring	\$5.00 per listing
Recurring	\$1.25 per month

**4.5 PIC Charges**

Interstate	\$4.00
IntraLATA	\$4.00

**4.6 Returned Check Charge**

\$15.00 per check

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**SECTION 4 - RATES continued**

**4.7 Special Rates for the Handicapped**

**4.7.1 Directory Assistance**

There shall be no charge for up to fifty (50) calls per billing cycle from lines or trunks service individuals with disabilities. The Company shall charge the prevailing tariff rates for every directory assistance call in excess of 50 within a billing cycle.

**4.7.2 Hearing and Speech Impaired Persons**

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

**4.7.3 Telecommunications Relay Service**

For intrastate toll calls received from the relay service, the Company will, when billing relay calls, discount relay service calls by 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 above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

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SECTION 4 - RATES continued

4.8 City/Group Numbers

CITY	GROUP NUMBER	CITY	GROUP NUMBER	CITY	GROUP NUMBER
Archer	5	Green Cove Springs	3	Orlando	11
Baldwin	9	Gulf Breeze	6	Oviedo	11
Belle Glade	3	Havana	6	Pace	6
Big Pine Key	*	Hawthorne	5	Pahokee	3
Boca Raton	10	Hobe Sound	6	Palatka	4
Boynton Beach	10	Holley Navarre	6	Palm Coast	3
Bronson	*	Hollywood	12	Panama City	5
Brooksville	5	Homestead	12	Panama City Beach	5
Bunnell	3	Islamorada	4	Pensacola	7
Cantonment	6	Jacksonville	10	Perrine	12
Cedar Keys	1	Jacksonville Beach	9	Pierson	4
Century	6	Jay	*	Pomona Park	4
Chiefland	3	Jensen Beach	5	Pompano Beach	12
Chipley	3	Julington	9	Ponte Vedra Beach	9
Cocoa (Main & Merritt)	7	Jupiter	9	Port St. Lucie	6
Cocoa Beach	6	Key Largo	4	St. Augustine	4
Coral Springs	12	Keystone Heights	3	St. Johns	11
Cross City	2	Key West	4	Sanford	8
Daytona Beach	6	Lake City	4	Sebastian	6
DeBary	5	Lynn Haven	5	Stuart	6
Deerfield Beach	12	Marathon	3	Sugarloaf Key	4

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CITY	GROUP NUMBER	CITY	GROUP NUMBER	CITY	GROUP NUMBER
Deland	5	Maxville	9	Sunny Hills	3
DeLeon Springs	4	Melbourne	7	Titusville	5
Delray Beach	8	Miami	12	Trenton	*
Dunnellon	6	Micanopy	5	Vernon	3
East Orange	11	Middleburg	9	Vero Beach	5
Eau Gallie Beach	7	Milton	6	Weekiwachee Springs	5
Fernandina Beach	3	Munson	6	Welaka	4
Flagler Beach	3	Newsberry	5	West Palm Beach	9
Fort Grange	9	New Smyrna Beach	4	Yankeetown	4
Fort Lauderdale	12	North Dade	12	Youngstown-Fountain	5
Fort Pierce	5	North Key Largo	3	Yulee	9
Gainesville	6	Oak Hill	4		
Geneva	7	Old Town	2		
Graceville	3	Orange Park	9		

\* *Exceptions:* Big Pine Key - \$25.77    Bronson - \$26.83    Jay - \$28.02    Trenton - \$26.83

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