

Telecommunications
E Commerce
Technology
Corporate & Finance
Trademarks
Proprietary Rights
Complex Litigation
General Business Law

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June 29, 2000

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Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

000792-TL

Re: ServiSense.com, Inc.'s Application for Authority to Provide Resold
Alternative Local Exchange Telecommunications within the State of
Florida

Ladies and Gentlemen:

ServiSense.com, Inc. herewith submits the enclosed original and five (5) copies of its Application for Authority to Provide Resold Alternative Local Exchange Telecommunications within the State of Florida. An additional copy is enclosed; please date-stamp the extra copy and return it to the undersigned in the enclosed self-addressed postage-paid envelope. Also enclosed is the filing fee of \$250.00 made payable to the Florida Public Service Commission.

ServiSense.com, Inc. requests that the financial information filed as part of this Application in Appendix F be treated as confidential information. These exhibits are included in the sealed envelope marked "Proprietary and Confidential."

Should there be any questions or should additional information be required, please contact the undersigned.

Respectfully Submitted,



Paul A. Dean

Enclosures

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 08000-00. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must obtain written EXD/Tech permission before you can access it.

DOCUMENT NUMBER-DATE

07999 JUN 30 8

FPSC-RECORDS/REPORTING

APPLICATION

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

Original certificate (new company).

Approval of transfer of existing certificate: Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.

Approval of assignment of existing certificate: Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.

Approval of transfer of control: Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

2. Name of company:

ServiSense.com, Inc.

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

N/A

4. Official mailing address (including street name & number, post office box, city, state, zip code):

180 Wells Avenue, Suite 450 Newton, MA 02459-3302

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

Corporation Service Company
1201 Hays Street Tallahassee, FL 32301

6. Structure of organization:

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

7. **If individual**, provide:

Name: N/A

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

8. **If incorporated in Florida**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State corporate registration number:**

9. **If foreign corporation**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State corporate registration number:**

F00000000860

10. **If using fictitious name-d/b/a**, provide proof of compliance with fictitious name statute (Chapter 865.09 FS) to operate in Florida:

(a) **The Florida Secretary of State corporate registration number:**

N/A

11. **If a limited liability partnership**, provide proof of registration to operate in Florida:

(a) **The Florida Secretary of State registration number:**

N/A

12. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.

Name: N/A

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

13. **If a foreign limited partnership**, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable

(a) **The Florida registration number:** N/A

14. Provide **F.E.I. Number** (if applicable): 04-3357059

15. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

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

No.

(b) an 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 the company, give reason why not.

No.

16. Who will serve as liaison to the Commission with regard to the following?

(a) The application:

Name:Paul Dean

Title:Regulatory Counsel

Address:8180 Greensboro Dr. Ste 700

City/State/Zip:Mclean, VA 22102

Telephone No.:703-714-1300 **Fax No.**703-714-1330

Internet E-Mail Address:pdean@helein.com

Internet Website Address:

(b) Official point of contact for the ongoing operations of the company:

Name:Richard Wheeler

Title:Regulatory Coordinator

Address:180 Wells Ave, Ste 450

City/State/Zip:Newton, MA 02459-3302

Telephone No.:617-848-8000 **Fax No.:**617-848-8100

Internet E-Mail Address:rwheeler@servisense.com

Internet Website Address:www.ServiSense.com

(c) Complaints/Inquiries from customers:

Name: Customer Care Center

Title: Vice- President Customer Care and Operation

Address: 180 Wells Avenue, Ste 450

City/State/Zip: Newton, MA 02459-3302

Telephone No.: 888-483-3600 **Fax No.** 617-848-8100

Internet E-Mail Address: Customercare@ServiSense.com

Internet Website Address: www.ServiSense.com

17. List the states in which the applicant:

(a) has operated as an alternative local exchange company.

Massachusetts

(b) has applications pending to be certificated as an alternative local exchange company.

Every state in the continental United States except Massachusetts, Pennsylvania, New Jersey, Rhode Island, New Hampshire, Montana, New Mexico, Ohio and Michigan.

(c) is certificated to operate as an alternative local exchange company.

Massachusetts, Pennsylvania, New Jersey, Rhode Island, New Hampshire and Montana.

(d) has been denied authority to operate as an alternative local exchange company and the circumstances involved.

N/A

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

N/A

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

N/A

18. Submit the following:

A. Financial capability.

The application **should contain** the applicant's audited financial statements for the most recent 3 years. If the applicant does not have audited financial statements, it shall so be stated.

The unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer affirming that the financial statements are true and correct and should include:

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

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.*

NOTE: *See Appendix F*

Further, the following (which includes supporting documentation) should be provided:

1. **written explanation** that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.

See Appendix D

2. **written explanation** that the applicant has sufficient financial capability to maintain the requested service.

See Appendix D

3. **written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.

N/A

- B. Managerial capability: give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

See Appendix E

- C. Technical capability: give resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance.

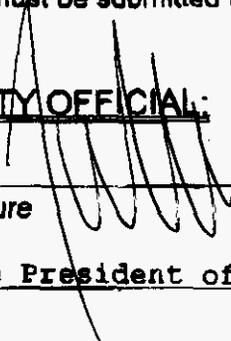
See Appendix E

**** APPLICANT ACKNOWLEDGMENT 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 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:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

UTILITY OFFICIAL:

Signature



Date

6/28/00

Vice President of Finance
Title

(617) 848-8000
Telephone No.

Address: 180 Wells Avenue
Suite 450

(617) 848-8100
Fax No.

Newton, MA 02459-3302

ATTACHMENTS:

- A - CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT
- B - INTRASTATE NETWORK
- C - AFFIDAVIT

INTRASTATE NETWORK (if available)

Chapter 25-24.825 (5), Florida Administrative Code, requires the company to make available to staff the alternative local exchange service areas only upon request.

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

1) _____	2) _____
_____	_____
3) _____	4) _____
_____	_____

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

1) _____	2) _____
_____	_____
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>OWNERSHIP</u>
1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____

**** APPENDIX C ****

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 company 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 the 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."

UTILITY OFFICIAL:

Signature



Date

6/28/00

Vice President of Finance

(617) 848-8000

Title

Telephone No.

Address: 180 Wells Avenue

(617) 848-8100

Suite 450

Fax No.

Newton, MA 02459-3302

STATEMENT OF FINANCIAL CAPABILITIES

ServiSense.com, Inc. has the financial capability to provide intrastate resale services in Florida for the following reasons. ServiSense.com, Inc. being a reseller, does not have a need for a large amount of capital to offer its services. ServiSense.com, Inc. does not anticipate a need for taking on any debt to service. ServiSense.com, Inc. does have good banking relationships should an unexpected need for financing ever arise. ServiSense.com, Inc. has very experienced management to direct operations and fully expects its Florida operations to be profitable within three months.

ServiSense revenues will be derived from recurring payments for telecommunications services. ServiSense is dedicated to superb customer service that will retain a dedicated customer base. Additionally, ServiSense plans to pursue a large-scale customer acquisition strategy to include: 1) partnering with a national consumer services firm; 2) expanding web-based interactive advertising programs, banner ads, and strategic marketing relationships with online partners; 3) acquiring other consumer services firms (e.g., small ISPs and telecom resellers); 4) initiating a nationwide marketing campaign; and 5) providing a consumer/small business solution to commercial/industrial focused ESPs and CLECs.

SERVISENSE.COM, INC.
TECHNICAL QUALIFICATIONS

Management profiles of the following principals are attached:

- Chritopher McKeown - President
- John Vancura - Vice President , Finance
- David Dane - Vice President, Customer Service and Operations
- Beth Greenblatt - Vice President, Marketing and Public Relations
- Lori Espino - Vice President, Information Technology

Christopher J. McKeown

82 Church Street
Watertown, MA 02172
(617) 926-9178
(617) 926-3905 (fax)
McKeownC@ix.netcom.com (e-mail)

Professional Experience

Mar 1989 to Jan 1996

Pan-Massachusetts Challenge Newton, Massachusetts

Director of Operations - 1991 to 1996

Oversaw all aspects of a multi-million dollar event-based fundraising organization. Managed two full time employees, several temporary employees and contractors, and an eight person volunteer staff. Coordinated and managed rider recruitment, volunteer recruitment, all mass-mailings, public relations, advertising and administration. Interfaced with State and Federal Government as well as the 31 cities and towns impacted by the event. Directly responsible for increasing annual donation from \$1.2 million in 1989 to \$3.5 million in 1995.

Tasked with ensuring organization returns over 90% of each dollar raised directly to the charity - Dana-Farber Cancer Institute.

Assistant Director - 1990 to 1991

Organization's first full-time employee. Computerized operations, expanded rider and volunteer databases, consolidated project management into a single office facility.

Volunteer Head Staff Coordinator - 1989 to 1990

Organization's first full-time employee. Computerized operations, expanded rider and volunteer databases, consolidated project management into a single office facility.

Aug 1989 to Nov 1991

HMM Associates Concord, Massachusetts

Nuclear Power Operations Consultant

Worked with commercial nuclear power utilities to ensure emergency readiness and conformity with Nuclear Regulatory Commission standards. Developed policies and procedures for emergency response and presented them to utility management. Implemented new procedures and trained employees.

Assisted utilities with remedial programs when utility found to be non-compliant. Developed or revised procedures to return utility to compliance.

Jan 1980 to Dec 1988

United States Navy Submarine Service

Nuclear Electronics Technician

Submarine Nuclear Power Plant Supervisor - May 1984 to Dec 1988

Served aboard Nuclear Powered Submarine USS Dallas SSN 700 as Reactor Operator and Engineering Watch Supervisor. In addition to primary duties, served as Shipyard Coordinator, Ships Diving Division (SCUBA) Lead Petty Officer, In-port Maintenance Coordinator, Ship Alteration/Field Change Coordinator, Upkeep Coordinator and Recreation Committee President

Staff Instructor

Nuclear Power Training Unit - May 1981 to May 1984

Instructed submarine trainees in electronics, nuclear power theory, physics and reactor operations in a classroom environment. Worked with students in land based nuclear prototype for on-the-job training of reactor operations.

Education

- June 1979 **Norwood High School Graduate**
Norwood, MA
- May 1980 to May 1982 **United States Navy Nuclear Power Training Program**
San Diego, CA, Great Lakes, IL, Orlando, FL, Idaho Falls, ID
- 1992 to Present **Northeastern University - University College**
Boston, MA
Pursuing Bachelor's degree in Management.
Member - Golden Key National Honor Society

Community and Social Activities

Founded Boston Ski Group

Founded in 1989 as an informal ski club. Includes custom ski tour to western USA and Canada for 80-100 people annually. Work includes development of package, promoting and selling to return customers and recruitment of new participants. Group has branched out to annual western mountain biking tours in Utah and Colorado

Snowball Ambassador

Key organizer in 3000 person Black Tie Fund-raiser for Non-federally funded inner city youth programs. Organization raises over \$150,000 annually.

Dana-Farber Cancer Institute

Regular (every other week) platelet-pheresis donor. Active volunteer on behalf of the institute including speaking at small engagements, representing Institute at various activities and recruiting volunteers for platelet-pheresis program.

References

Available upon request

JOHN WILLIAM VANCURA, CPA

180 Seekonk Street
Norfolk, Massachusetts 02056
(508)520-1341

Experience:

April 1996-

Present

Uno Restaurant Corporation, West Roxbury, Massachusetts

Director of Financial Operations

- Direct daily operations of finance department including, general ledger, accounts payable, accounts receivable, tax, in-house payroll and cash management for this \$200 million casual-dining restaurant chain.
- Responsible for year-end and 401(k) audit process.
- Assist in quarterly and annual SEC reporting compliance.
- Responsible for creating policy and procedures to improve internal processes and control.
- Responsible for set-up of new store operations.
- Member of Oracle financial software conversion team.

February 1992-

March 1996

Trans National Communications, Inc., Boston, Massachusetts

Assistant Vice-President, Controller

- Directed daily operations of accounting department including general ledger, regulatory, tax, budgeting, cash management, accounts payable and credit/collections for this \$65 million nationwide switchless reseller of long distance telephone service.
- Liaison with local exchange companies, responsible for managing billing and revenue cycle, including reporting and cash flow.
- Created tax and regulatory department.
- Responsible for Federal Communications Commission and State Public Utility Commission telecommunications and tariff compliance.
- Represented company at State Public Utilities Commission hearings and supervised completion of all required regulatory agency registrations.
- Liaison with corporate financing partner responsible for credit agreement and reporting compliance.
- Interfaced with operational and marketing teams on strategic matters and special projects.
- Reviewed company contracts and advised senior management regarding legal and operational issues.
- Responsible for year-end audit process.

October 1991-

January 1992

The Ground Round, Inc., Braintree, Massachusetts

Tax Consultant

August 1990-

August 1991

Vitale, Caturano and Company, P.C., Boston, Massachusetts

Senior Tax Accountant

*July 1987-
July 1990*

Arthur Andersen & Co., Boston, Massachusetts
Senior Tax Accountant

Education:

*January 1993-
December 1996*

Babson College, Wellesley, Massachusetts
F.W. Olin Graduate School of Business
Master of Business Administration
Major Concentration: Entrepreneurship

*September 1983-
May 1987*

Bryant College, Smithfield, Rhode Island
Bachelor of Science in Business Administration
Major Concentration: Accounting

***Professional
Certification:***

- Certified Public Accountant - State of Massachusetts
- Member American Institute of Certified Public Accountants
- Member Massachusetts Society of Certified Public Accountants

References:

Available upon request

DAVID A. DANE
6 Mohegan Road
Acton, MA 01720
(508)263-7808

SUMMARY: Customer focused, highly motivated, General Manager with eighteen years telecommunications experience in areas of budgeting and financial planning, marketing, employee issues, and government and public relations. Expertise in operations and customer service. Excellent oral and written communication skills, ability to analyze and evaluate ideas and data, and demonstrated leadership capabilities.

EXPERIENCE:

1997-Present Cablevision of Massachusetts, Inc.

REGIONAL DIRECTOR OF OPERATIONS, Massachusetts

Responsible for call center, field service, collections, support, and MIS operations for this 360,000 customer regional cable system. Oversee and direct the daily activities of 438 customer contact employees in a 24 x 7, 365 days a year, urban environment.

- Created and put in place a regional operations organizational structure
- Developed and executed on the plan to regionalize all operations
- Introduced customer service enhancements such as Instant installs, shorter appointment windows, after calls, Sunday service
- Improved employee morale with introduction of 4 day work week, flexible work shifts, and employee recognition programs.
- Assisted Regional Vice President in the development of rebuild strategy

1995-1997 Comcast Cable of Connecticut, Inc.

AREA GENERAL MANAGER, Eastern Area

Responsible for the day to day operation (customer service, marketing, technical, financial, and government relations) of this regional cable system serving 80,000 customers in 15 cities and towns in Southeastern Connecticut.

- Successfully regionalized call center operations and reorganized C.S. staff
- Delivered double digit cash flow growth 2 consecutive years
- Set the stage for a successful decertification vote of technical union
- Developed rate and tier strategy for maximizing revenue and sales growth

1989-1995 Continental Cablevision of N.E., Inc.

AREA GENERAL MANAGER, Northwest Area (1995)

Responsible for all marketing, customer service, financial, government, and personnel issues for a regional cable system serving 88,000 customers in 10 cities and towns in an area Northwest of Boston.

- Managed budgeting process and P&L analysis
- Acted as Company spokesperson
- Motivated and developed a staff of 150 employees
- Conceived and developed sales and telemarketing campaigns

AREA GENERAL MANAGER, Northern Area (1989-1995)

Overall responsibility for the operation of a cable system serving 62,000 customers in 14 cities and towns on the North Shore of Boston.

- Met or exceeded operating income goals of up to \$25 million
- Successfully renegotiated 10 year Franchise Renewal Licenses in Beverly (1990) and in Saugus (1995)
- Won 5 year License extension in Marblehead (1994)
- Managed the construction of 120 mile, state-of-the-art system in Boxford (1991) exceeding construction schedule
- Coordinated the efforts of the technical and customer service departments in the successful merges of the Revere system (1993) and the Newburyport system (1994)

1985-1989 American Cablesystems Northeast, Lt.

General Manager, Marlborough Cable System (1986-1989)

Involved with the due diligence and the asset evaluation, of a 17,00 subscriber cable system in 1986.

- Managed construction of 150 miles of new build and added 3,500 new passings to the system
- Rebuilt headends and added 6 new premium and ppv services
- Increased basic revenue and operating income 25% in two years

SYSTEM ENGINEER, Newburyport Cable System (1985-1986)

Chief technical person for a regional cable system serving 10,000 customers in five cities and towns.

- Supervised all technical operations including installations, service calls, warehouse functions, and headend
- Served as General Instruments first beta test site for impulse pay-per-view

1982-1985 New England Cablevision, Inc.

CHIEF TECHNICIAN, Cape Ann System (1983-1985)

Supervised the technical operations for the Cape Ann system

- Supervised 6 system technicians
- Managed activity of contract installers and construction crews
- Activated and successfully completed proof of performance tests on all recently constructed cable plant

CONSTRUCTION SUPERVISOR, Rochester, NH (1982-1983)

Supervised the construction of aerial and underground line extensions in Southern New Hampshire, Maine, and Massachusetts.

- Successfully completed projects on time and on budget

David A. Dane
page 3.

ACHIEVEMENTS:

President CTAM New England 1998-1999
Treasurer CTAM New England 1994, 1995, 1996
Board of Directors, United Way C.N.S. 1993
CTAM Presenter 1992
Lecturer, Salem State College School of Communications 1990
Cable Tech Expo Speaker 1986

EDUCATION:

1979 Master of Arts in English,
University of New Hampshire, Durham, NH

1976 Bachelor of Arts,
Colby College, Waterville, ME

INTERESTS: Coaching, skiing, cycling, running, soccer, hockey

PERSONAL: Married, 3 children ages 14, 10, 8

References supplied upon request

BETH SHIRA GREENBLATT

11 Barclay Road
West Roxbury, Massachusetts 02132
617.469.2172 bsg1515@aol.com

EMPLOYMENT HISTORY

- ServEdge Partners, Inc., Eastern Enterprises, Vice President of Marketing, 1997 to 1999.
- Gas Research Institute, New England Regional Account Manager, 1995 to 1997.
- Boston Gas Company, Eastern Enterprises, Director of Customer Research and Market Planning, and Director of Energy Management, 1989 to 1995.
- Mass-Save, Inc., Director of Marketing and Business Development, 1986 to 1989.
- Xenergy, Inc., Northeastern Massachusetts Regional Marketing Representative, 1984 to 1986.
- Other Employment: Brandeis University, Assistant Director of Financial Aid; Volt Energy/Technical Services, Residential Energy Consultant; Massachusetts State House, Energy Development Caucus, Research Assistant; and U.S. Senator Paul E. Tsongas, Energy Staff Intern.

PROFESSIONAL EXPERIENCE

➤ **Leadership**

- Spearheaded the development and management of an integrated strategic retail marketing effort in a new business enterprise by leveraging the brand position of the parent and subsidiary companies, and transferring the established brand equity to the new business.
- Led the gas utility industry in New England in developing, implementing and evaluating the integration of demand-side energy resources into traditional supply-side planning. Facilitated consortium relationships with New England natural gas, electric and water utilities and non-utility parties.
- Represented Boston Gas Company as its expert witness before the Massachusetts Department of Telecommunications and Energy in nine regulatory proceedings.
- Managed the integration of nationally offered natural gas R&D activities, technologies and resources into the business strategies of New England gas utilities.

➤ **Marketing, Communications and Publicity**

- Managed all aspects of multi-million dollar marketing/communications programs for entrepreneurial and non-profit businesses including brand development, advertising, direct marketing, collateral development, interactive development and publicity. Developed strategies and tactics to achieve market dominance in product categories, including building customer base of 50,000 within first 7 months of operations.
- Developed cooperative marketing and advertising opportunities leveraging market power and reach of partners.
- Developed channel and relationship marketing strategies and programs to attract market influencers and consumer and business end-users.
- Managed customer-care operations including developing customer acquisition and satisfaction strategies for inbound and outbound efforts, and field operations support. Developed business protocols to ensure high-quality customer relations at competitive customer acquisition cost.
- Created a cross-market public relations campaign establishing the value proposition of the new business enterprise and a local, consumer-oriented business presence.
- Directed the design, creative and content of various Websites targeted at consumers and businesses. Enabled information dissemination, interactive response and e-Commerce service fulfillment.

➤ ***Business Development***

- Developed and responded to comprehensive Requests for Proposals and Qualifications, conducted public solicitations and evaluations for diverse business services, and designed strategic partnership proposals.
- Designed comprehensive consumer and business retail programs generating mass participation and revenue opportunities.
- Created processes and protocols to ensure successful implementation of business services, including retail delivery, customer information requirements and tracking using relational databases.
- Developed technology business plan offering technology strategies and tactics to regional gas utilities, and implemented field demonstration trials and programs leading to technology adoption, cost savings and revenue gains.

➤ ***Market Research and Evaluation***

- Developed and managed a unique, nationally recognized natural gas end-use load research study utilizing statistical methods and econometrics, including multivariate and discrete-choice modeling.
- Developed and managed extensive quantitative and qualitative customer research projects including market segmentation studies and consumer product preference research. The research utilized traditional market research techniques such as telephone and mail surveys, focus groups and in-depth personal interviews.

➤ ***Business and Finance***

- Full profit and loss responsibility for \$15 million annual retail product.
- Managed business analysis including NPV and IRR modeling, cost/benefit analysis, simple payback and lifecycle cost analysis, quantitative econometrics and qualitative research.
- Awarded government and private funds to students based on financial needs analysis, counseled prospective and active students on financial aid matters, authorized federal and state student loans and completed lending institution disclosure forms and transcripts.
- Developed technical and analytical requirements for a business-choice modeling algorithm.

➤ ***Personnel Management***

- Successfully hired, trained, managed and developed staff for various corporate and field positions, including: consumer and business-to-business marketing services, product development and implementation services, technical support and engineering services, inbound and outbound teleservices and market research services.
- Managed outsourced vendors delivering diverse services including: advertising and mass communication services, direct marketing services, management consulting and delivery services, teleservices, H.V.A.C. equipment installation services, and engineering services.

➤ ***Retail Operations and Support***

- Managed overall retail operations for diverse product offerings to consumers and businesses.
- Implemented business controls and reporting to monitor achievements, business improvement requirements and customer acceptance and satisfaction.
- Assisted in the operations of three family-owned business enterprises.

EDUCATION AND TECHNICAL TRAINING

- Boston University, Boston, MA. BA in Political Science and Mathematics, Dean's List. Self-financed.
- Commonwealth of Massachusetts, Certified Energy Consultant.
- New England Fuel Institute, Equipment and Combustion Efficiency Certificate.

LORI A. ESPINO
24 Hartford Street
Natick, MA 01760
781-487-0413(W) 617-731-8515(H)
ldgespino@cs.com

EXPERIENCE

September 1997-August 1999

EnergyUSA, 2000 West Park Drive, Suite 300, Westborough, MA 01581
VICE PRESIDENT, INFORMATION SERVICES

Accomplishments:

- *Participate in NISource Inc. IT leadership council to establish hardware, software and security standards across all divisions and works towards leveraging common systems company wide.
- *Participate in Strategic Business Unit Leadership Team to maintain strong link between business strategy and information systems planning. Create annual Strategic Information Systems Plan.
- *Participate in NISource Inc. Shared Services Project Team whose goal is to enhance quality of administrative services and reduce costs by standardizing and leveraging common technologies.
- *Co-chair committee for development of ECommerce strategy and implementation of that strategy.
- *Prepare annual budgets(\$5.6 million-1998) and manage staffing requirements.
- *Perform all system due diligence work and system integration planning for acquisitions.
- *Create RFPs, conduct financial negotiations, and manage all aspects of implementation on Hardware/Software purchases company wide.
- *Develop Year 2000 strategy and implement.
- *Managed budget and installation of \$3.2 million CIS system. Managed project from creation of requirements document through user acceptance testing. Project included conversion of 100K customer database, system interfaces and billing outsource.
- *Successfully implemented Sales Force Automation system for 75 user sales force. Aligned sales process across all divisions and achieved cross-selling business objectives.
- *Integrated 5 location, 140 user acquisition which had minimal systems installed. Implemented NT across all locations, new desktops and laptops with MS Office. Implemented MS Project for construction division and sales force automation system company wide.
- *Installed Check Point FireWall-1 centralizing Internet, email, security and anti-virus scanning.

November 1995-September 1997

Sight Resource Corporation, 100 Jeffrey Ave, Holliston, MA 01746
MIS DIRECTOR

Accomplishments:

- *Prepare annual budgets (\$3.4 million-1996/1.3 million-1997) and manage staffing requirements.
- *Maintain strong link between business strategy and information systems planning. Create annual Strategic Information Systems Plan.
- *Maintain and support Optical Manufacturing/Inventory Control/Distribution System supporting 89 retail stores. Running on HP9000, UNIX OS, with Unify database.
- *Maintain and support POS system for 22 Cambridge Eye Doctors locations. System running on IBM RT with UNIX OS in an Informix database environment. POS system interfaces with Optical Manufacturing/Inventory Control/Distribution System.
- *Performed all system due diligence work and integration planning on 42 store chain acquisition in OH and 17 store chain acquisition located in LA.
- *Upgraded existing Novell network and cabling infrastructure. Established hardware and software standards. Replaced all existing PC's. Instituted training program for Windows and MS office.
- *Created Doctor Scheduling and Lease Administration applications in ACCESS.
- *Created and maintained WEB site-www.sightresource.com.
- *Created RFP, selected vendor and negotiated contract for a \$2.2 million integrated POS, Inventory, Medical Billing, Time Clock and Patient Scheduling system with interface to Manufacturing/Inventory system. Managed project through completion of pilot.
- *Created RFP, selected vendor and negotiated contracts for OMICS(optical manufacturing system) and Solomon IV(accounting).

Harvard Cooperative Society, 1400 Massachusetts Avenue, Cambridge, MA 02138

MIS DIRECTOR

April 1994-November 1995

Accomplishments:

- *Prepare annual budgets and manage staffing requirements.
- *Create RFPs, conduct financial negotiations, and manage all aspects of implementation on Hardware/Software purchases company wide.
- *Maintain strong link between business strategy and information systems planning.
- *Managed 24 X 7 operations center that supported systems and billing for 400K customers.
- *Installed Novell 4.1 network across all locations utilizing Novell's NFS.
- *Created in-house Executive Information System client server application.
- *Instituted in-house training program for Windows, WordPerfect and EIS.
- *WEB site-www.thecoop.com.
- *Outsourced billing function.

April 1992-April 1994

PROJECT LEADER

Accomplishments:

- *Fully responsible for all software aspects of a \$2.6 million conversion from NCR 9800 mainframe with 150 POS terminals across 6 retail locations to a DG Aviiion 6225 with Fujitsu Atrium POS terminals. Following software modules were installed:Accounts Payable, Accounts Receivable, General Ledger, Sales Audit, Purchasing, Receiving, Inventory, Warehouse/Distribution, Payroll, EDI and POS. Installation of each module required custom programming, file conversion, parallel testing, documentation, policies, procedures and training.
- *Planned location of network nodes and POS terminals in all locations.
- *Redesigned existing dial out credit functionality to support a lease line environment and redesigned existing credit card settlement file creation to correctly integrate with sales file.
- *Created new interface at POS with check fraud file.
- *Completely redesigned Accounts Receivable package. Major areas of focus were cycle billing, data structures, aging and unfriendly user screens. Reviewed and assisted programmers at a very detailed level.
- *Designed the integration of annual rebate program with Accounts Receivable.
- *Completely redesigned textbook module to include EDI.

December 1989-April 1992

SYSTEM ANALYST

Accomplishments:

- *Provided POS support and trouble shooting across all locations.
- *Worked with users and programming staff on problem solving and change requests for POS, Sales, Accounts Receivable, Inventory Control and Custom Reports.
- *Designed, tested and implemented hardware/software changes for capturing Tract II data on POS Magnetic Strip readers and sending this information to Nabanco.
- *Solved POS download problem at 2 branch locations that had existed for 6 years.
- *Designed and wrote program to capture SKU data at POS for all ready to wear departments.

July 1988-December 1989

TEXT AND REFERENCE BOOK BUYER

Accomplishments:

- *Purchased all textbooks for Harvard Business School and professional business books for retail sales.
- *Supervision of store employees at Business School location.
- *Planned and managed annual purchasing budget (800K).
- *Achieved 4% annual sales increase (annual sales \$1.2 million).
- *Created a database in Dbase II for maintaining historical information on titles carried.

LANGUAGES:

BASIC, COBOL, FORTRAN, PASCAL, INFORMIX-SQL, UNIFY-SQL, UNIX Shell Scripting

EDUCATION:

MS Mathematics, Northeastern University, Boston, MA June 1989

BS Mathematics, Emmanuel College, Boston, MA June 1987

Professional Courses:

Data General UNIX, SCO UNIX, NCR TCOS/Stores system support

Novell Netware 4.X Administration and Advanced Administrations, NT Administration.

REFERENCES:

References available upon request.

FINANCIAL STATEMENTS FOR MOST RECENT TWELVE-MONTH PERIOD

Attached are Applicant's Balance Sheet and Income Statement (unaudited). Applicant does not have an auditors' report and in lieu of audited statements submits the certification of the applicant's Vice President, Finance, as to the accuracy of the financial statements of the applicant. These financial statements are proprietary and confidential.

TITLE SHEET

FLORIDA TELECOMMUNICATIONS PRICE LIST

This price list contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for alternative local exchange telecommunications services provided by ServiSense.com, Inc., with principal offices at 180 Wells Avenue, Suite 450, Newton, MA 02459-3302. 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.

Issued:

Effective:

Issued by:

Richard Wheeler, Esq.
Regulatory Coordinator
ServiSense.com, Inc.
180 Wells Avenue, Suite 450
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CHECK SHEET

The sheets 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 tariff and are currently in effect as of the date on the bottom of this page.

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20	Original	41	Original

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CHECK SHEET

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SYMBOLS

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

(C) - Signifies a **changed** condition or regulation.

(D) - Signifies a **deleted** or **discontinued rate**, regulation or condition.

(I) - Signifies a change resulting in an **increase** to a Customer's bill.

(M) - Signifies material **moved** from another Tariff location.

(N) - Signifies a **new** rate, regulation or condition.

(R) - Signifies a change resulting in a **reduction** to a Customer's bill.

(T) - Signifies a change in **text** but no change in rate or charge.

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PRICE LIST FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the 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 P.S.C. For example, the 4th revised Sheet cancels the 3rd revised Sheet 14. Because of various suspension periods deferrals, etc. the P.S.C. follows in their Price List approval process, the most current sheet number on file with the P.S.C. is not always the Price List page in effect.
- C. Paragraph Numbering Sequence - There are levels of alphanumeric coding. Each level of coding is subservient to its next higher level. The following is an example of the numbering sequence suggested for use in Price Lists.

2.1
2.1.A
2.1.A.1
2.1.A.1.a

- D. Check Sheets - When a Price List filing is made with the P.S.C., an undated 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 the check sheet 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 P.S.C.

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APPLICATION OF PRICE LIST

This Price List set forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate telecommunication services by means of resold services of ServiSense.com, Inc. The provision of local exchange, regional toll, and long distance telecommunications services is subject to existing regulations and terms and conditions specified in this Price List and may be revised, added to or supplemented by superseding issues.

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SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS

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

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Billed Party - The person or entity responsible for payment of the Company's service.

Business Day - Monday-Friday 8:00am-5:00; Saturdays, Sundays and legal holidays are not recognized as business days.

Called Station - The termination point of a call.

Calling Card - A card issued by the Company containing sufficient information to enable charges for calls made to be properly billed on a pre-arranged basis. (see "Travel Card" definition)

Calling Station - The originating point of a call.

Carrier -or- Common Carrier - An authorized company or entity providing underlying network telecommunications services to the public.

Company or Carrier - ServiSense.com, Inc.

Customer - The person or legal entity which subscribes to, utilizes, or enters into arrangements for Carrier's telecommunications services and is responsible for payment of Carrier's services.

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SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Customer Dialed Calling Card Call - A Calling Card Call which does not require intervention by an attended operator position to complete.

Debit Card - A Calling Card issued by the Company in return for pre-payment of an amount certain by the Customer. (see "Travel Card" definition)

Commission or P.S.C. - Florida Public Service Commission.

Holiday - New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Christmas Day.

ILEC - Incumbent Local Exchange Carrier.

Interruption - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits, busy or other network and/or switching capacity shortages. Nor shall interruption include the failure of any service or facilities provided by a common Carrier or other entity other than the Carrier. Any Interruption allowance provided within this Tariff by Carrier shall not apply where service is Interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Price List, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Price List or applicable by law.

LATA - Local Access and Transport Area - A geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local exchange company provides communications services.

Local Exchange Carrier - A company which furnishes local exchange telecommunications services.

Measured Charge - A charge assessed on a per minute basis in calculation a portion of the charges due for a completed inter-exchange call.

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SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Residential Rules - The Rules and Regulations Relating to Telephone Service to Residential Customers as adopted by the Florida Public Service Commission and applicable Florida law.

Subscriber - (see "Customer" definition)

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

Travel Card - A pre-paid or post-paid calling card issued by Carrier which allows Customers to make telephone calls and charge the calls to a credit or debit account. Calls charged to a Carrier-issued credit travel card will appear on the Customer's regular monthly bill. Calls charges to a Carrier-issued debit Travel Card will be charged against the debit account.

User - Any person or entity which makes use of services provided under this Price List.

Verified Account Code - A numerical code used to identify users or groups of users on an account and to allocate the costs of service accordingly. Account codes are verified by a pre-defined list of codes maintained by the Company.

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SECTION 2. RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.A. This Price List contains the regulations and rates applicable to the resale of local, intrastate and interstate telecommunications services provided by Company to business and residential customers within the State of Florida .
- 2.1.B. Company is a pure reseller and as such has no direct control over availability of service switching, operator services, 911 or E911 emergency service. Company is not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services. Company resells the Telecommunications Services of underlying common carriers.
- 2.1.C. The rates and regulations contained in this Price List apply only to the services furnished by Carrier and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Carrier.
- 2.1.D. The Customer is entitled to limit the use of Carrier's services by End User's at the Customer's facilities.

2.2 Use of Services

- 2.2.A. Carrier's Services may be used for any lawful propose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
- 2.2.B. The use of Carrier's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.2 Use of Services (Cont'd)

- 2.2.C. Carrier's services are available for use twenty-four (24) hours per day, seven (7) days per week.
- 2.2.D. Carrier does not transmit messages pursuant to this Price List, but its services may be used for that purpose.
- 2.2.E. Carrier's services may be canceled for nonpayment of uncontested bill charges or for other violations of this Price List.

2.3 Liability of Carrier

- 2.3.A. Due to unavailability of errors incident to the services and to the use of the facilities furnished by the Carrier or connecting carriers, the services and facilities furnished by the Carrier and connecting carriers are subject to the terms, conditions and limitations set forth herein.
- 2.3.B. When service is interrupted for a period of at least twenty-four (24) hours after notice by the Customer to Carrier, an allowance equal to 1/28 of fixed billing cycle charges for service and facilities furnished by the Carrier rendered useless or substantially impaired shall apply to each twenty-four (24) hours during which the interruption continues after notice by the Customer to the Carrier. Credit in any billing period shall not exceed the total non-usage charges for that period for the services and facilities furnished by the Carrier rendered useless or substantially impaired. No allowance shall apply to any non-recurring or usage charges. No credit shall be issued for interruptions of less than six (6) hours.
- 2.3.C. The liability of the Carrier for any loss or damages whatsoever arising out to mistakes, omissions, delays, errors, defects or failures in the service, or in any non-regulated equipment or facilities, shall not exceed an amount equivalent to the proportionate charge to the Customer for the period during which the mistake, omission, delay, defect, or failure existed, or the Price List charge for the call involved. Under no circumstances shall the Carrier be liable for any consequential, special, indirect, incidental, or exemplary damages.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.3 Liability of Carrier (Cont'd)

- 2.3.D. Carrier shall not be liable for any act or omission or any connecting carrier, underlying carrier, or local exchange company; for acts or omission of any other providers of connections, facilities, or for service other than the Carrier; or for culpable conduct of the Customer or failure of equipment, facilities or connection provided by the Customer.
- 2.3.E. Carrier shall not be liable for defacement of, or damage to, the premises of a Customer resulting from the attachment or instruments, apparatus and associated wiring furnished by the Carrier on such Customer's premises or by the installation or removal thereof, when such defacement or damage; is not the result of the Carrier's gross negligence. No agents or employees of the other participating carriers shall be deemed to be agents or employees or Carrier.
- 2.3.F. Carrier shall not be liable for any failure of performance due to causes beyond its control, including, without being limited to, acts of God, fires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppage or other labor difficulties, acts or omissions of other carriers, and any law, order, regulation or other action of any governing authority or agency thereof.
- 2.3.G. Carrier shall not be liable for any unlawful or unauthorized use of Carrier's facilities and service, unless such use results solely from the negligence or willful misconduct of Carrier.
- 2.3.H. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment with Carrier's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.4 Responsibilities of the Customer

- 2.4.A. The Customer is responsible for placing any necessary orders for complying with Price List regulations; for the placement of any stickers or tent cards provided by Carrier or as required by law; and for assuring that End Users comply with Price List regulations. The Customers shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available by the Customer to End Users. The Customer is also responsible for the payment of charges for calls originated at The Customer's numbers which are not collect, third party, calling card, or credit card calls.
- 2.4.B. The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by Carrier on the Customer's behalf.
- 2.4.C. If required for the provision of Carrier's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to Carrier.
- 2.4.D. The Customer is responsible for arranging access to its premises at times mutually agreeable to Carrier and the Customer when required for Carrier personnel to install, repair, maintain, program, inspect or remove equipment with the provision of Carrier's services.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.4 Responsibilities of the Customer (Cont'd)

- 2.4.E. The Customer shall ensure that the equipment and/or system is properly interfaced with Carrier facilities or services, that the signals emitted into Carrier's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer and in compliance with the criteria set forth in this Price List and that the signals do not damage equipment, injure personnel, or degrade service to other Customers.
 - 2.4.E.1 If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Carrier will permit such equipment to be connected with its channels without use of protective interface devices.
 - 2.4.E.2 If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to carrier equipment, personnel, or the quality of service to other Customers, Carrier may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, Carrier may, upon five (5) days written notice, via first class U.S. mail terminate the Customer's service.
- 2.4.F. The Customer is responsible for payment of the charges set forth in this Price List. The Company reserves the right to refuse an application of service made by a present or former Customer who is, or was previously, indebted to the Company.
- 2.4.G. The Customer is responsible for compliance with the applicable regulations set forth in this Price List.
- 2.4.H. The Customer shall indemnify and save Carrier harmless from all liability disclaimed by Carrier as specified in Section 2.3. above, arising in connection with the provision of service by Carrier.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.5 Cancellation or Interruption of Services

2.5.A. Without incurring liability, Carrier may discontinue services to a customer or may withhold the provision of ordered or contracted services, subject to the procedures set forth in 2.5.B. following:

1. For nonpayment of any sum due Carrier for more than thirty (30) days after issuance of the bill for the amount due;
2. For violation of any of the provisions of this Price List;
3. For violation of any law, rule, regulation or policy of any governing authority having jurisdiction over Carrier's services; or
4. By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting Carrier from furnishing its services.

2.5.B. Procedures for discontinuance of existing service:

1. Carrier may discontinue service without notice for any of the following reasons:
 - a. If a Customer or User causes or permits any signals or voltages to be transmitted over Carrier's network in such a manner as to cause a hazard or to interfere with Carrier's service to others.
 - b. If a Customer or User uses Carrier's services in a manner to violate the law.
2. In all other circumstances, Carrier will provide the Customer with written notice via first class U.S. mail stating the reason for discontinuance, and will allow the Customer not less than fifteen (15) days to remove the cause for discontinuance.

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SECTION 2. RULES AND REGULATIONS (Cont'd)**2.5 Cancellation or Interruption of Services (Cont'd)****2.5.B. Procedures for discontinuance of existing service (Cont'd)**

3. In cases of non-payment of charges due, the Customer will be given five (5) days written notice via first class mail that disconnection will take place. Disconnection may take place at any time within five (5) business days of mailing of the notice.
4. Customer will be given an opportunity to make full payment of all undisputed charges. If Customer is unable to pay debt in full, but makes payment to twenty percent (20%) of the debt, service will not be terminated and a payment plan will be made with the Customer. If Customer breaks a payment plan with the Company, Company is not obligated to enter into any further plans. Service may be terminated in accordance with these procedures.
5. Service will not be discontinued on any non-business day where Carrier is not prepared to accept payment of the amount due and to reconnect.

2.5.C. Without incurring liability, Carrier may interrupt the provision of services at any time in order to perform tests and inspection to assure compliance with tariff regulations and the proper installation and operation of Customer and Carrier's equipment and facilities and may continue such interruption until any items of non-compliance or improper equipment operation so identified are rectified.

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

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.6 Billing Arrangements

- 2.6.A. Customers will be billed directly by Carrier or its intermediary.
- 2.6.B. Carrier will render bills monthly. Payment is due within thirty (30) days after Carrier renders the bills.
- 2.6.C. Carrier may impose a late payment charge of 1.5% (18% per year) on any bill not paid within thirty (30) days of receipt by the Customer.
- 2.6.D. Carrier agrees to abide by all rules and regulations imposed upon it by the P.S.C. and applicable Florida law.

2.7 Validation of Credit

Carrier reserves the right to validate the credit worthiness of Customers.

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.8 Contested Charges

All bills are presumed accurate, and will be binding on the Customer unless objection is received by Carrier within thirty (30) days after such bills are rendered. In the case of a billing dispute between the Customer and Carrier for service furnished to the Customer or End User, which cannot be settled with mutual satisfaction, the Customer can take the following course of action within thirty (30) days of the billing date:

2.8.A. First, the Customer may request, and Carrier will provide, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.

2.8.B. Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of Carrier, the Customer may file an appropriate complaint with the Commission. The address and the telephone number of the Commission is:

The Florida Public Service Commission
2540 Shumard Oak Blvd.
Gerald Gunter Bldg.
Tallahassee, FL 32399-0850
Telephone: (850) 413-6344
Facsimile: (850) 413-6395

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SECTION 2. RULES AND REGULATIONS (Cont'd)

2.9 Billing Entity Conditions

When billing functions on behalf of Carrier are performed by local exchange telephone companies, or others, the payment conditions and regulations of such companies apply, including any applicable interest and/or late payment charge conditions.

2.10 Deposits

Carrier does not generally require a deposit from the Customer. At Carrier's discretion, a deposit may be required in accordance with applicable Florida law.

2.11 Taxes

All federal excise taxes, FCC charges/fees and state and local sales taxes, are billed as separate line items on periodic bills and are not included in the quoted rates in this Price List. Customer shall be responsible for all applicable taxes.

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SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**3.1 Local Exchange Service**

The Company provides a Customer with a voice-grade communications channel and unique telephone number address(es) which enable the Customer to:

1. Place calls to any calling station in the local calling area as defined in this Price List;
2. Receive calls from any calling station in the local calling area as defined in this Price List;
3. Access Enhanced 911 Emergency Service of the underlying carrier;
4. Access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
5. Access Operator Services;
6. Access Directory Assistance Services;
7. Place or receive calls to 800/888/877 telephone numbers;
8. Access Telecommunications Relay Service.

3.2 Local Exchange Service Area

- 3.2.A. Unless otherwise indicated in this Price List, the exchange areas for all customers whose premises are located in Bell South territory, will be the same as Bell South exchange areas.
- 3.2.B. The Company concurs with Bell South's exchange areas and exchange maps listed in its respective Local Exchange Price Lists which are on file with the Commission.

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SECTION 3. DESCRIPTION OF SERVICES (Cont'd)

3.3 Emergency Calls (Enhanced 911)

Allows Customers to reach the appropriate emergency services including police, fire and medical assistance. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the appropriate emergency services provider located closest to the Caller's location. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

Carrier has no control over the E911 services of its underlying carrier, and shall not be liable for any harm of any kind (including but not limited to damage to person, property, or guests) for the failure of any E911 service.

3.4 Promotions

Carrier may from time to time offer promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. Promotions are subject to P.S.C. Price List approval.

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.1 Definitions

SERVICE CHARGE

A Service Charge is a nonrecurring charge (or charges) applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunications services or facilities. Service Charges are categorized as:

1. Line Connection Charge
2. Line Change Charge
3. Secondary Service Charge
4. Premises Work Charge

4.1.A Line Connection Charge (First and/or Additional Line) applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and a standard voice miniature six position network interface.

4.1.B Line Change Charge (First Line and/or Additional Line) applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number change and suspend/restore.

4.1.C Secondary Service Charge applies per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.

4.1.D Premises Work Charge is a nonrecurring charge based on the labor time and miscellaneous materials required to rearrange the drop wire, protector and/or network interface.

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.2 Application of Charges (Cont'd)

4.2.1 Line Connection Charge Application

- A. The Line Connection Charge First Line is applicable if the customer is requesting only one line or for the first line if multiple lines are being ordered.
- B. On multiple line requests, the Line Connection Charge Additional Line applies for each additional line ordered after the first line per customer request.
- C. The Line connection Charge applies for the connection of an exchange access line. The charge is applicable per exchange access line.

4.2.2 Line Change Charge Application

- A. The Line Change Charge First Line is applicable if the customer is requesting changes on only one line or for the first line if changes are being made on multiple lines.
- B. On multiple line requests, the Line Change Charge Additional Line applies for each additional line requested changed per customer request after the first line.
- C. If the Line Connection Charge First Line applies on a customer request, and additional Line Change Charges applicable for the same customer request will be billed at the Line Change Charge Additional Line rate.
- D. The Line Change Charge applies for each telephone number changed when requested by the customer.

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.2 Application of Charges (Cont'd)

4.2.3 Secondary Service Charge Application

- A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- B. The Secondary Service Charge applies for adding or rearranging:
 - 1. Custom Calling Service
 - 2. Grouping Service
 - 3. Customized Code Restriction
 - 4. Customer requested directory listing changes
 - 5. Remote Call Forwarding
 - 6. Other features or services for which the Line Connection Charge and Line Change Charge is not applicable.
- C. The Secondary Service Charge applies for:
 - 1. Transfers of responsibility.
 - 2. Changing from residence to business service and vice versa. The business charge applies when changing to residence. If the telephone number changes the Line Change Charge applies in lieu of the Secondary Service Charge.
 - 3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
 - 4. Installing a Network Interface jack, at the customer's request, on existing service. Additionally, Premises Work Charges will apply.
 - 5. Changing call referrals to another number at the customer's request.

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.2 Application of Charges (Cont'd)

4.2.4 Premises Work Charge Application

- A. The appropriate Line connection Charge, Secondary Service Charge or Line Change Charge applies in addition to the Premises.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of 15-minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.
- C. Premises Work Charges apply for, but not limited to, rearrangement of drop wire, protector and/or network interface.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.

4.2.5 Service Charge Exceptions

- A. Service Charges do not apply for:
 - 1. Adding Touch-Tone Service when no other services are requested.
 - 2. Changing from a private or semiprivate listing to a listed number.
 - 3. Changing from one flat, measured or message rate basic service.
 - 4. Changing the primary listing of a residence customer to the name of the remaining spouse in event of death or divorce of the spouse currently listed.
 - 5. Converting existing customers to Lifeline.
 - 6. Establishing Customized Code Restriction for Lifeline customers.

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.2 Application of Charges (Cont'd)

4.2.6 Installment Billing

A. Except as provided in this paragraph and B. following, service connection, and/or rearrangement charges separately or in combination are required to be paid at the time of application for service. Service may be established in advance of payment of service connection charges for additions to the service of existing subscribers and for any service provided for the use of departments, administrations or agencies of the Federal, State, County or Municipal Government. Service Charges may be paid in monthly installments of not less than the amounts shown below not to exceed a total of more than six months. If additional such charges are incurred while a balance is due on previous charges, the above treatment will apply separately to the new charges.

1. First Month	<u>Monthly Rate</u>
(a) Residence	\$15.00
(b) Business	\$25.00
2. Subsequent Months	
(a) Residence	\$5.00
(b) Business	\$5.00

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.3 Schedule of Charges for Connecting or Changing Service

4.3.1 Rates and Charges

A. Line Connection Charge

Applies per exchange access line

	<u>Residence</u>	<u>Business</u>
1. First Line (per customer request)	\$40.00	\$56.00
2. Additional Line (each)	\$12.00	\$12.00

B. Line Change Charge

Applies per exchange access line

1. First Line	\$23.00	\$38.00
2. Additional Line (each)	\$11.00	\$11.00

C. Secondary Service Charge

Applies per customer request

Each	\$10.00	\$19.00
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D. Premises Work Charge

1. First 15-minute increment or fraction thereof

Per increment	\$25.00	\$28.00
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2. Each additional 15-minute increment or fraction thereof

Per increment	\$9.00	\$9.00
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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.4 Basic Local Exchange Service

4.4.1 General

- A. Basic local exchange service as offered in this Price List, is comprised of exchange access lines defined as follows:
- B. Exchange access lines are subject to the nonrecurring charges specified in this Price List.
- C. Rates for basic local exchange service are applied on the basis of statewide groupings according to the total number of exchange access lines, PBX trunks and network access registers in the local calling area excluding the Extended Calling Service exchanges.
- D. Exchange Service Areas for each exchange are identified on maps filed by BellSouth Telecommunications, Inc. Florida.
- E. The rates for service and equipment not specifically shown in this section are presented in other sections of this Price List.

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.4 Basic Local Exchange Service (Cont'd)

4.4.2 Statewide Rate Groups

A. Rate Group Descriptions

The statewide rate schedules in this Price List section are applicable to exchange access lines. The groupings are based on exchange access lines, PBX trunks and network access registers in the local calling area specified in 5.6.1.A excluding exchange access lines in the Extended Calling Service additional exchanges or in the expanded local calling area of any other service in this Tariff.

<u>Group</u>	<u>Total Exchange Access Lines and PBX Trunks-Upper Limited</u>
1	2,000
2	7,000
3	22,000
4	55,000
5	120,000
6	195,000
7	280,000
8	375,000
9	450,000
10	550,000
11	700,000
12	unlimited

4.5 Reserved for Future Use.

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas

4.6.1 Local Calling Area Exchanges

The rates specified for Flat Rate Service, Total choice service and/or Message Rate Service, entitle subscribers to access all exchange access lines bearing the central office designations of the subscriber's exchange and all exchange access lines bearing the central office designations of additional exchanges in the Extended Area Service (EAS) and Extended Calling Service (ECS) categories as shown following. For the services specified in Sections 5.6.2, 5.6.3, and 5.6.5 the local calling area of the exchange in the left hand column also includes the additional exchanges listed in the EAS and ECS categories. These exchanges may be accessed on a flat rate or usage rate basis.

The rates specified for Area Wide service entitle subscribers to access all exchange access lines bearing the central office designation(s) of the subscriber's exchange and all exchange access lines bearing the central office designation(s) of additional exchanges in the Extended Area Service (EAS) and Extended Calling Service (ECS) categories as shown following and all exchange access lines bearing the central office designation(s) of all other exchanges located in the subscriber's Local Access and Transport Area (LATA) as shown following. For the services specified in Section 5.6.4 the local calling area of the exchange in the left hand column includes the additional exchanges listed in the EAS and ECS categories and all other exchanges in the subscriber's LATA. These exchanges may be accessed on a flat rate basis.

<u>Exchange {LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Archer {Gainesville}	EAS ECS	Bronson, Gainesville, Micanopy, Newberry Cedar Key, Chiefland, Willison (ICE)
Baldwin {Jacksonville}	EAS ECS	Jacksonville, Maxville Callahan (ICE), MacClenny (ICE), Sanderson (ICE)
Belle Glade {Southeast}	EAS ECS	Pahokee Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Beach
Big Pine Key {Southeast}	EAS ECS	Key West, Marathon, Sugarloaf Key Homestead, Islamorada, Key Largo, Miami, North Key Largo, Perrine

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges

<u>Exchange</u> <u>{LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Boca Raton	EAS	Coral Springs, Deerfield Beach, Delray Beach, Pompano Beach
{Southeast}	ECS	Belle Glade, Boyton Beach, Fort Lauderdale, Hollywood, Jupiter, Miami, North Dade, Pahokee, West Palm Beach
Boynton	EAS	Delray Beach, West Palm Beach
{Southeast}	ECS	Belle Glade, Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach
Bronson	EAS	Archer, Chiefland, Gainesville, Williston (ICE)
{Gainesville}	ECS	Cedar Key, Newberry
Brooksville	EAS	Weekiwachee Springs
{Gainesville}	ECS	Dade City (ICE) San Antonio (ICE) Trillacoochee (ICE)
Bunnell	EAS	Flager Beach, Palm Coast
{Daytona Beach}	ECS	Daytona Beach, Pierson
Cantonment (Including Clear Springs, and Gateswood, Alabama)	EAS	Century, Gulf Breeze, Molino, Pensacola, Walnut Hill
{Pensacola}		
Cedar Key	ECS	Archer, Bronson, Chiefland, Gainesville
{Gainesville}		
Century	EAS	Brewton (Alabama), Cantonment (including Clear Springs, Alabama), Flomaton (Alabama), Molino (ICE), Pensacola, Walnut Hill (ICE)
{Mobile, Alabama}		
Chiefland	EAS	Bronson, Trenton
{Gainesville}	ECS	Archer, Cedar Key, Cross City, Gainesville, Old Town

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange</u> <u>{LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Chipley {Panama City}	EAS ECS	Graceville, Sunny Hills, Vernon Bonifay (ICE), Cottondale (ICE), Panama City, Youngstown-Fountain
Cocoa {Orlando}	EAS	Cocoa Beach, Eau Gallie, Melbourne, Titusville
Cocoa Beach {Orlando}	EAS	Cocoa, Eau Gallie, Melbourne, Titusville
Coral Springs {Southeast}	EAS ECS	Boca Raton, Deerfield Beach, Fort Lauderdale, Pompano Beach, Boynton Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Cross City {Gainesville}	EAS ECS	Old Town Chiefland, Gainesville, Trenton
Daytona Beach {Daytona Beach}	ECS	Bunnell, DeLand, DeLeon Springs, Flager Beach, New Smyrna Beach, Oak Hill, Palm Coast, Pierson
DeBary {Orlando}	EAS ECS	DeLand, Orange City (ICE), Sanford Orlando, Winter Park (ICE)
Deerfield Beach {Southeast}	EAS ECS	Boca Raton, Coral Springs, Delray Beach, Miami, Fort Lauderdale, Pompano Beach, Boynton Beach, Hollywood, Homestead, North Dade, Perrine
DeLand {Daytona Beach}	EAS ECS	DeBary, DeLeon Springs, Orange City (ICE), Pierson, Daytona Beach, New Smyrna Beach, Oak Hill
DeLeon Springs {Daytona Beach}	EAS ECS	DeLand, Orange City (ICE), Pierson Daytona Beach, New Smyrna Beach, Oak Hill

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange {LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Delray Beach {Southeast}	EAS ECS	Boca Raton, Boynton Beach, Deerfield Beach Belle Glade, Coral Springs, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach, West Palm Beach
Dunnellon {Gainesville}	EAS ECS	Belleview (ICE), Forest (ICE), Ocala (ICE) Oklawaha (ICE), Salt Springs (ICE), Silver Springs Shores (ICE), Yankeetown (ICE) Beverly Hills (ICE)
East Orange {Orlando}	EAS	Apopka (ICE), Lake Buena Vista (ICE), Celebration (ICE), Monteerde (ICE), Orlando, Oviedo, Reedy Creek (ICE), Windermere (ICE), Winter Garden (ICE), Winter Park (ICE)
Eau Gallie {Orlando}	EAS ECS	Cocoa, Cocoa Beach, Melbourne Titusville
Fernandina Beach {Jacksonville}	EAS ECS	Yulee Jacksonville
Flagler Beach {Daytona Beach}	EAS ECS	Bunnell, Palm Coast Daytona Beach, Pierson
Ft. Lauderdale	EAS	Coral Springs, Deerfield Beach, Hollywood, Pompano Beach, Boca Raton, Boynton Beach, Delray Beach, Homestead, Miami, North Dade, Perrine
Ft. Pierce {Southeast}	EAS ECS	Port St. Lucie Jensen Beach, Vero Beach
Gainesville	EAS ECS	Alachua (ICE), Archer, Bronson, Brooker (ICE), Hawthorne, High Springs (ICE), Lake Butler (ICE), Melrose (ICE), Micanopy, Newberry, Trenton, Waldo (ICE) Cedar Key, Chiefland, Cross City, Keystone Heights, McIntosh (ICE), Old Town, Williston (ICE)

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange</u> <u>{LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Geneva {Orlando}	EAS ECS	Ovieda, Sanford, Winter Park (ICE) Orlando
Graceville {Panama City}	EAS ECS	Chipley Alford (ICE), Bonifay (ICE), Cottondale (ICE), Grand Ridge (ICE), Greenwood (ICE), Malone (ICE), Marianna (ICE), Reynolds Hill (ICE), Sneads (ICE), Westville (ICE)
Green Cove Springs {Jacksonville}	EAS ECS	Maxville, Middleburg, Jacksonville, Julington, Orange Park Palatka, St. Augustine, St Johns
Gulf Breeze {Pensacola}	EAS ECS	Cantonment (including Clear Springs, Alabama), Holley-Navarre, Pace, Pensacola Milton
Havana {Panama City}	EAS	Chattahoochee (ICE), Greensboro (ICE), Gretna (ICE), Quincy (ICE), Tallahassee (ICE)
Hawthorne {Gainesville}	EAS	Gainesville, Melrose (ICE), Micanopy
Hobe Sound {Southeast}	EAS ECS	Jensen Beach, Jupiter, Port St. Lucie, Stuart West Palm Beach
Holley-Navarre {Pensacola}	EAS ECS	Fort Walton Beach (ICE), Gulf Breeze, Pensacola Milton, Pace
Hollywood {Southeast}	EAS ECS	Fort Lauderdale, North Dade Boca Raton, Boynton Beach, Coral Springs, Deerfield Beach, Delray Beach, Homestead, Miami, Perrine, Pompano Beach
Homestead {Southeast}	EAS ECS	Miami, Perrine Big Pine Key, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Islamorada, Key Largo, Key West, Marathon, North Dade, North Key Largo, Pampano beach, Sugarloaf Key

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange {LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Islamorada {Southeast}	EAS ECS	Key Largo, Marathon Big Pine Key, Homestead, Key West, Miami, North Key Largo, Perrine, Sugarloaf Key
Jacksonville {Jacksonville}	EAS ECS	Baldwin, Callahan (ICE), Jacksonville Beach, Julington, Maxville, Middleburg, Orange Park, Ponte Vedra Beach, St. Johns, Yullee Fernandina beach, Hilliard (ICE), MacClenny (ICE), Palatka, Sanderson (ICE), St. Augustine
Jacksonville Beach {Jacksonville}	EAS ECS	Jacksonville, Ponte Vedra Beach, St. Johns St. Augustine
Jay {Pensacola}	EAS	Milton, Munson, Pace, Pensacola
Jensen Beach {Southeast}	EAS ECS	Hobe Sound, Port St. Lucie, Stuart Fort Pierce, Jupiter, West Palm Beach
Julington {Jacksonville}	EAS ECS	Jacksonville, Orange Park, St. Johns Green Grove Springs, Palatka, Ponte Vedra Beach, St. Augustine
Jupiter {Southeast}	EAS ECS	Hobe sound, West Palm Beach Belle Glade, Boca Raton, Boynton Beach, Delray Beach, Jensen Beach, Pahokee, Port St. Lucie, Stuart
Key Largo {Southeast}	EAS ECS	Islamorada, North Key Largo Big Pine Key, Homestead, Key West, Marathon, Miami, Perrine, Sugarloaf Key
Keystone Heights	EAS	Melrose (ICE), Starke (ICE), that portion of Florahome (ICE) located in Clay county
Gainesville	ECS	Gainesville, Waldo (ICE)
Key West {Southeast}	EAS ECS	Big Pine Key, Sugarloaf Key Homestead, Islamorada, Key Largo, Marathon, Miami, North Key Largo, Perrine
Lake City	EAS	Branford (ICE), Fort White (ICE), Wellborn (ICE), White Springs (ICE)

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange</u> <u>{LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
{Jacksonville}	ECS	Florida Sheriffs Boys Ranch (ICE), High Springs (ICE), Lake Butler (ICE), Live Oak (ICE), Luraville (ICE), MacClenny (ICE), Sanderson (ICE)
Lynn Haven	EAS	Panama City, Panama City Beach, Youngstown-fountain
{Panama City}	ECS	Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Vernon
Marathon	EAS	Big Pine Key, Islamorada
{Southeast}	ECS	Homestead, Key Largo, Key West, Miami, North Key Largo, Perrine, Sugarloaf Key
Maxville	EAS	Baldwin, Jacksonville, Middleburg, Orange park
{Jacksonville}	ECS	Macclenny (ICE), Sanderson (ICE)
Melbourne	EAS	Cocoa, Cocoa Beach, Eau Gallie, Sebastian
{Orlando}	ECS	Titusville
Miami	EAS	Homestead, North Dade, Perrine
{Southeast}	ECS	Big Pine Key, Boca Raton, coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Islamorada, Key Largo, key West, Marathon, North Key Largo, Pompano Beach, Sugarloaf Key
Micanopy	EAS	Archer, Gainesville, Hawthorne
{Gainesville}	ECS	McInthosh (ICE)
Middleburg	EAS	Jacksonville, Maxville, Orange Park
{Jacksonville}		
Milton	EAS	Jay, Munson, Pace, Pensacola
{Pensacola}	ECS	Gulf Breeze, Holley--Navaree
Munson	EAS	Jay, Milton, Pace, Pensacola
{Pensacola}		
Newberry	EAS	Alachua (ICE), archer, Gainesville, High Springs
{Gainesville}	ECS	(ICE), Trenton Bronson

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Effective:

Issued by:

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange {LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
New Smyrna Beach {Daytona Beach}	EAS ECS	Oak Hill Daytona Beach, DeLand, DeLeon Springs, Pierson
North Dade {Southeast}	EAS ECS	Hollywood, Miami, Perrine Boca Raton, coral Springs, Deerfield Beach, Fort Lauderdale, Homestead, Pompano Beach
North Key Largo {Daytona Beach}	EAS ECS	New Smyrna Beach Daytona Beach, DeLand, DeLeon Springs, Pierson
Oak Hill {Daytona Beach}	EAS ECS	New Smyrna Beach Daytona Beach, DeLand, DeLeon Springs, Pierson
Old Town {Gainesville}	EAS ECS	Cross City Chiefland, Gainesville, Trenton
Orange Park {Jacksonville}	EAS ECS	Green Cove Springs, Jacksonville, Julington, Maxville, Middleburg, St. Johns Palatka
Orlando {Orlando}	EAS ECS	Apopka (ICE), Celebration (ICE), Clermont (ICE), east orange, Groveland (ICE), Lake Buena Vista (ICE), Oviedo, Reedy Creek (ICE), Windermere (ICE), winter Garden (Ice, Winter Park (ICE), DeBary, Geneva, Kissimmee (ICE), Sanford, St. Cloud (ICE), West Kissimmee (ICE)
Oviedo {Orlando}	EAS	East Orange, Geneva, Orlando, Sanford, Winter Park (ICE)
Pace {Pensacola}	EAS ECS	Gulf Breeze, Jay, Milton, Munson, Pensacola Holley-Navarre
Pahokee {Southeast}	EAS ECS	Belle Grade Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Belach

Issued:

Effective:

Issued by:

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange</u> <u>{LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Palatka	EAS	Florahome (ICE), Hastings (ICE), Interlachen (ICE), Pomona Park, Welaka
{Jacksonville}	ECS	Crescent City (ICE), Green Cove Springs, Jacksonville, Julington, Organge Park . St. Augustine, St. Johns
Palm Coast	EAS	Bunnell, Flagler Beach
{Daytona Beach}	ECS	Daytona Beach
Panama City	EAS	Lynn Haven, Panama City Beach, Tyndall AFF (ICE), Wewahitchka (ICE), Youngstown-fountain
{Panama City}	ECS	Chipley, Port St. Joe (ICE), Sunny Hills, The Beaches (ICE), Vernon
Panama City beach	EAS	Lynn haven, Panama City
{Panama City}	ECS	Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Youngstown-fountain
Pensacola	EAS	Cantonment (including Clear Springs, Alabama), Century (ICE), Gulf Breeze, Holey-Navarre, Jay, Milton, Molino (ICE), Munson, Pace Walnut Hill (ICE)
Perrine	EAS	Homestead, Miami, North Dade
{Southeast}	ECS	Big Pine Key, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Islamorada, Key Largo, Key West, Marathon, North Key Largo, Pompano Beach, Sugarloaf Key
Pierson	EAS	Crescent City (ICE), DeLand, DeLeon Springs
{Daytona beach}	ECS	Bunnell, Daytona Beach, Flagler Beach, New Smyrna Beach, Oak Hill
Pomona Park	EAS	Crescent City (ICE), Palatka, Welaka
{Jacksonville}		
Pompano Beach	EAS	Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale
{Southeast}	ECS	Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange</u> <u>{LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Ponte Vedra Beach {Jacksonville}	EAS ECS	Jacksonville, Jacksonville Beach, St. Johns Julington, St. Augustine
Port St. Lucie {Southeast}	EAS Ecs	Fort Pierce, Hobe Sound, Jensen Beach, Stuart Jupiter, West Palm Beach
St. Augustine {Jacksonville}	EAS ECS	Hastings (ICE), St. Johns Green Cove Springs, Jacksonville, Jacksonville Beach, Julington, Palatka, Ponte Vedra beach
St. Johns {Jacksonville}	EAS ECS	Hastings (ICE), Jacksonville, Jacksonville Beach, Julington, Orange Park, Ponte Vedra Beach, St. Augustine Green Cove Springs, Palatka
Sanford {Orlando}	EAS ECS	DeBary, Geneva, Oviedo, Winter Park (ICE) Orange City (ICE), Orlando
Sebastian {Southeast}	EAS	Melbourne, Vero Beach
Stuart {Southeast}	EAS ECS	Hobe Sound, Indiantown (ICE), Jensen Beach, Port St. Lucie Jupiter, West Palm Beach
Sugarloaf Key {Southeast}	EAS ECS	Big Pine Key, Key West Homestead, Islamorada, Key Largo, Marathon, Miami, North Key Largo, Perrine
Sunny Hills {Panama City}	EAS ECS	Chipley, Vernon Lynn Haven, Panama City, Panama City Beach, Youngstown-fountain
Titusville {Orlando}	EAS ECS	Cocoa, Cocoa Beach Eau Gallie, Melbourne
Trenton {Gainesville}	EAS ECS	Chiefland, Gainesville, Newberry Cross City, Old Town

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

<u>Exchange {LATA}</u>	<u>Category</u>	<u>Additional Exchanges</u>
Vernon {Panama City}	EAS ECS	Chipley, Sunny Hills Bonifay (ICE), Lynn Haven, Panama City, Westville (ICE)
Vero Beach {Southeast}	EAS ECS	Sebastian Fort Pierce
Weekiwachee Springs {Gainesville}	EAS	Brooksville
Welaka {Jacksonville}	EAS	Crescent City (ICE), Palatka, Pomona Park
West Palm Beach {Southeast}	EAT Ecs	Boynton Beach, Jupiter

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

B. List of Exchanges by Local Access and Transport Area (LATA)

Daytona Beach LATA

Bunnell	De Land	Oak Hill
Daytona Beach	Flagler Beach	Palm Coast
De Leon Springs	New Smyrna Beach	Pierson

Gainesville LATA

Archer	Cross City	Keystone Heights	Salt Springs
Astor	Crystal River	Lady Lake	San Antonio
Bellevue	Dade City	Leesburg	Silver Springs Shores
Beverly Hills	Dunnellon	McIntosh	Tavares
Bronson	Eustis	Melrose	Trenton
Brooker	Forest	Micanopy	Trillacoochee
Brooksville	Gainesville	Mount Dora	Umatilla
Bushnell	Groveland	Newberry	Waldo
Cedar Key	Hawthorne	Ocala	Weekiwachee Springs
Chiefland	Homosassa Springs	Oklawaha	Wildwood
Citra	Howey-in-the-Hills	Old Town	Williston
Clermont	Inverness	Orange Springs	Yankeetown

Jacksonville LATA

Alachua	Hastings	Lake City	Ponte Vedra Beach
Baldwin	High Springs	Lawtey	Raiford
Branford	Hilliard	Live Oak	Sanderson
Callahan	Interlachen	Luraville	St. Augustine
Crescent City	Jacksonville	Macclenny	St. Johns
Dowling Park	Jacksonville Beach	Maxville	Starke
Fernandina Beach	Jasper	Mayo	Welaka
Florahome	Jennings	Middleburg	Wellborn
Fla. Sheriff's	Julington	Orange Park	White Springs
Fort White	Kingsley Lake	Palatka	Yulee
Green Cove Springs	Lake Butler	Pomona Park	

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

B. List of Exchanges by Local Access and Transport Area (LATA)

Mobile, Alabama LATA

Atmore, AL	Deer Park, AL	Gosport, AL	Monroeville, AL
Bay Minette, AL	Elberta, AL	Grand Bay, AL	Mount Vernon, AL
Bayou La Batre, AL	Evergreen, AL	Grove Hill, AL	Orange Beach, AL
Beatrice, AL	Excel, AL	Gulf Shores, AL	Peterman, AL
Belle Fontaine	Fairhope, AL	Huxford, AL	Pine Apple, AL
Bon Secour, AL	Finchburg, AL	Irvington-St. Elmo, AL	Repton, AL
Brewton, AL	Flomaton, AL	Jackson, AL	Robertsdale, AL
Castleberry, AL	Foley, AL	Lillian, AL	Seminole, AL
Century, FL	Fort Morgan, AL	Loxley, AL	Silas, AL
Chatom, AL	Fowl River, AL	Magnolia Springs, AL	Summerdale, AL
Citronelle, AL	Frankville, AL	McCullough, AL	Tanner-Williams, MS
Coffeeville, AL	Frisco City, AL	McIntosh, AL	Uriah, AL
Dauphin Island, AL	Fruitdale, AL	Miltry, AL	Walnut Hill, FL
Davisville, FL	Gilbertown, AL	Mobile, AL	

Orlando LATA

Apopka	Eau Gallie	Montverde	St. Cloud
Celebration	Geneva	Orange City	Titusville
Cocoa	Kenansville	Orlando	West Kissimmee
Cocoa Beach	Kissimmee	Oviedo	Windermere
De Bary	Lake Buena Vista	Reedy Creek	Winter Garden
East Orange	Melbourne	Sanford	Winter Park

Panama City LATA

Alford	Chipley	Hosford	Sneads
Alligator Point	Cottondale	Lynn Haven	Sunny Hills
Altha	East Point	Malone	The Beaches
Apalachicola	Graceville	Marianna	Tyndall Air Force Base
Blountstown	Grand Ridge	Panama City	Vernon
Bonifay	Greensboro	Panama City Beach	Westville
Bristol	Greenwood	Port St. Joe	Wewahitchka
Carrabelle	Gretna	Quincy	Youngstown-Fountain
Chattahoochee	Havanna	Reynolds Hill	

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.1 Local Calling Area Exchanges (Cont'd)

B. List of Exchanges by Local Access and Transport Area (LATA)

Pensacola LATA

Baker, FL	Fort Walton, Beach, FL	Milton, FL	Ponce De Leon, FL
Cantonment, FL	Freeport, FL	Molino, FL	Santa Rosa Beach, FL
Clear Springs, AL	Glendale, FL	Munson, FL	Seagrove Beach, FL
Crestview, FL	Gulf Breeze, FL	Pace, FL	Shalimar, FL
De Funiak Springs, FL	Holley Navarre, FL	Paxton, FL	Valparaiso, FL
Destin, FL	Jay, FL	Pensacola, FL	Wing, AL
Floral, AL	Laurel hill, FL		

Southeast LATA

Belle Glade	Fort Pierce	Key Largo	Pompano Beach
Big Pine Key	Hobe Sound	Key West	Port St. Lucie
Boca Raton	Hollywood	Marathon	Sebastian
Boynton Beach	Homestead	Miami	Stuart
Coral Springs	Indiantown	North Dade	Sugarloaf Key
Deerfield	Islamorada	North Key Largo	Vero Beach
Delray Beach	Jensen Beach	Pahokee	West Palm Beach

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SECTION 4. LOCAL EXCHANGE SERVICE, RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.2 Flat Rate Service

A. General

1. Monthly exchange rates shown in Section 4.6.2.B are applicable in each exchange for classes of basic local exchange service offered.

B. Residence and Business Exchange Access Line Rates

2. Flat Rate Service

a. Residence Service

	(1) Rate Groups 1-6					
				<u>Groups</u>		
	1	2	3	4	5	6
(a) Individual Service	\$7.30	\$7.70	\$8.10	\$8.40	\$8.80	\$9.15
	(2) Rate Groups 7-12					
				<u>Groups</u>		
	7	8	9	10	11	12
(a) Individual Service	\$9.50	\$9.80	\$10.05	\$10.30	\$10.45	\$10.65

b. Business Service

	(1) Rate Groups 1-6					
				<u>Groups</u>		
	1	2	3	4	5	6
(a) Individual Line Service	\$19.80	\$20.80	\$21.90	\$22.90	\$23.85	\$24.90
(b) Multi-Line Exchange Access Line Additive, per line	\$1.60	\$1.68	\$1.77	\$1.85	\$1.93	\$2.02
	(2) Rate Groups 7-12					
				<u>Groups</u>		
	7	8	9	10	11	12
(a) Individual line service	\$25.75	\$26.60	\$27.40	\$28.00	\$28.60	\$29.10
(b) Multi-line Exchange Access Line Additive per line	\$2.09	\$2.15	\$2.22	\$2.27	\$2.32	\$2.36

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.2 Monthly Rates (Cont'd)

B. Residence and Business Basic Rates by Exchanges

Exchange	Residence	Business
	Ind.	Ind.
Archer (Group 5)	\$8.80	\$23.85
Baldwin (Group 9)	10.05	27.40
Belle Glade (Group 3)	8.10	21.90
Big Pine Key (See)		
Boca Raton (Group 10)	10.30	28.00
Boynton Beach (Group 10)	10.30	28.00
Bronson		
Brooksville (Group 5)	8.80	23.85
Bunnell (Group 3)	8.10	21.90
Cantonment (Group 6)	9.15	24.90
Cedar Key (Group 1)	7.30	19.80
Century (Group 6)	9.15	24.90
Chiefland (Group 3)	8.10	21.90
Chipley (Group 3)	8.10	21.90
Cocoa (Group 7)		
Cocoa Main	9.50	25.75
{West of Indian River}		
Cocoa Beach (Group 7)	9.50	25.75
Coral Springs (Group 12)	10.65	29.10
Cross City (Group 2)	7.70	20.80
Daytona Beach (Group 6)	9.15	24.90
DeBary (Group 5)	8.80	23.85
Deerfield Beach (Group 12)	10.65	29.10
Deland (Group 5)	8.80	23.85
DeLeon Springs (Group 4)	8.40	22.90
Delray Beach (Group 8)	9.80	26.60
Dunnellon (Group 6)	9.15	24.90
East Orange (Group 11)	10.45	28.60
Eau Gallie Area (Group 7)	9.50	25.75
{West of Indian River}		
Eau Gallie Beach Area (Group 7)	9.50	25.75
{East of Indian River}		
Fernandina Beach (Group 3)	8.10	21.90
Flagler Beach (Group 3)	8.10	21.90
Ft. Lauderdale (Group 12)	10.65	29.10
Ft. Pierce (Group 5)	8.80	23.85
Gainesville (Group 6)	9.15	24.90
Geneva (Group 7)	9.50	25.75

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.2 Monthly Rates (Cont'd)

B. Residence and Business Basic Rates by Exchanges

Exchange	Residence	Business
	Ind.	Ind.
Graceville (Group 3)	\$8.10	\$21.90
Gulf Breeze (Group 6)	9.15	24.90
Havana (Group 6)	9.15	24.90
Hawthorne (Group 5)	8.80	23.85
Hobe Sound (Group 6)	9.15	24.90
Holley Navarre (Group 6)	9.15	24.90
Hollywood (Group 12)	10.65	29.10
Homestead (Group 12)	10.65	29.10
Islamorada (Group 4)	8.40	22.90
Jacksonville (Group 10)	10.30	28.00
Jacksonville Beach (Group 9)	10.05	27.40
Jensen Beach (Group 5)	8.80	23.85
Julington (Group 9)	10.05	27.40
Jupiter (Group 9)	10.05	27.40
Key Largo (Group 4)	8.40	22.90
Keystone Heights (Group 3)	8.10	21.90
Key West (Group 4)	8.40	22.90
Lake City (Group 4)	8.40	22.90
Lynn Haven (Group 5)	8.80	23.85
Marathon (Group 3)	8.10	21.90
Maxville (Group 9)	10.05	27.40
Melbourne (Group 7)	9.50	25.75
Miami (Group 12)	10.65	29.10
Micanopy (Group 5)	8.80	23.85
Middleburg (Group 9)	10.05	27.40
Milton (Group 6)	9.15	24.90
Munson (Group 6)	9.15	24.90
Newberry (Group 5)	8.80	23.85
New Smyrna Beach (Group 4)	8.40	22.90
North Dade (Group 12)	10.65	29.10
North Key Largo (Group 3)	8.10	21.90
Oak Hill (Group 4)	8.40	22.90
Old Town (Group 2)	7.70	20.80
Orlando (Group 11)	10.45	28.60
Oviedo (Group 11)	10.45	28.60
Pace (Group 6)	9.15	24.90

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.2 Monthly Rates (Cont'd)

B. Residence and Business Basic Rates by Exchanges

Exchange	Residence	Business
	Ind.	Ind.
Pahokee (Group 3)	8.10	21.90
Palatka (Group 4)	8.40	22.90
Palm Coast (Group 3)	8.10	21.90
Panama City (Group 5)	8.80	23.85
Panama City Beach (Group 5)	8.80	23.85
Pensacola (Group 6)	9.15	24.90
Perrine (Group 12)	10.65	29.10
Pierson (Group 4)	8.40	22.90
Pomona Park (Group 4)	8.40	22.90
Pompano Beach (Group 12)	10.65	29.10
Ponte Vedra Beach (Group 9)	10.05	27.40
Port St. Lucie (Group 6)	9.15	24.90
St. Augustine (Group 4)	8.40	22.90
St. Johns ()		
Sanford (Group8)	9.80	26.60
Sebastian	9.15	24.90
Stuart (Group6)	9.15	24.90
Sugarloaf Key (Group 4)	8.40	22.90
Sunny Hills (Group 3)	8.10	21.90
Titusville (Group 5)	8.80	23.85
Trenton ()		
Vernon (Group 3)	8.10	21.90
Vero Beach (Group 5)	8.80	23.85
Weekiwachee Springs (Group 5)	8.80	23.85
Welaka (Group 4)	8.40	22.90
West Palm Beach (Group 9)	10.05	27.40
Yankeetown (Group 4)	8.40-	22.90
Youngstown-Fountain (Group 5)f	8.80	23.85
Yulee (Group 8)	9.80	26.60

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.2 Monthly Rates (Cont'd)

C. PBX Trunks

1. Residence-Rate Groups 1-6

	<u>Groups</u>					
	1	2	3	4	5	6
(a) Two Way	\$13.51	\$14.20	\$14.88	\$15.38	\$16.07	\$16.66

4.6.3 Total Choice Service

General

Total choice service provides the features specified following in conjunction with a flat rate access line. The Access line includes Touch-Tone capability.

The rate specified herein entitles a residence subscriber to access all exchange access lines in the subscriber's local calling area.

The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features.

- a. Custom Calling Services-all services except Three-Way Calling with Transfer which is only available with the Two-And Three-Line Plans
- b. TouchStar Services excluding Calling Number Delivery Blocking-Permanent
- c. Customized Code Restriction
- d. Ring Master Service
- e. Message Waiting Indication
- f. Absolute Custom Calling Services

Rates and Charges

The following monthly rates apply for Total Choice service. A portion of the per line rate equal to the rate for residence individual line service specified in 4.6.2.B preceding is classified as Basic Service. The remainder of the per line rate is classified as Non-Basic Residential Optional Service.

a.	Individual line service		
	1) Residence		
		Suspend	Monthly
		Rate	Rate
	a) Per Line	\$5.50	\$29.70
	b) Per Two-Line Plan package	11.00	57390
	c) Per Three Lone Plan package	16.50	86.10

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.4 Area Wide Service

General

1. Area Wide Service provides residence subscribers a flat rate access line with unlimited calling to all access lines within the serving exchange, the additional exchanges in the associated Extended Area Service (EAS) and Extended Calling Service (ECS) categories as specified in Section 4.6.1 of this Tariff, and all other exchanges in the subscriber's LATA. The LATA for each exchange is indicated in Section 4.6.1 and the exchanges in each LATA are listed in Section 4.6.1.B. The access line includes Touch-Tone capability.

Rates and Charges

1. The following rates apply for Area Wide services. The portion of the per line rates equal to the rate for residence individual line service is classified as Basic Service. The remainders of the per line rates are classified as Non-Basic Residential Optional Service.

A. Individual line service, Residence

		Monthly	Suspend	
			Rate	Rate
a)	Per Line		\$15.00	\$30.00
b)	Per Two-Line Plan package		29.00	90.50
c)	Per Three Lone Plan package		43.50	135.00

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES**4.6 Local Calling Areas (Cont'd)****4.6.5 Message Rate Service****General**

- A. Business and residence individual line message rate service is offered in all exchanges except where noted. Residence individual line message rate service is offered in all exchanges where facilities permit. The rates specified entitle subscribers to the number of messages specified to all exchange access lines bearing the designation of central offices of the serving exchange and extended area service additional exchanges as shown in Section 4.6.1 of this Price List.
- B. Subscribers to message rate service are regularly billed monthly in advance. Messages in excess of the monthly message allowance are billed monthly in arrears. Local messages not used in one month's allowance are not credited to the subscriber's account for any other month service is rendered.
- C. Where a subscriber contracts for two or more individual message rate lines on the same premises and agrees to grouped billing, the number of monthly message allowances per line, as specified preceding, will be multiplied by the number of such message rate lines and messages in excess of this product will be billed at the additional local message charge as indicated following. All lines included for such allowance must have the same central office designation.
- D. Message charges will not apply to calls to the Company Business Office, Repair Service, Directory Assistance, Emergency 911 Service or 976 Dial-It-Service.
- E. Message rate service will not be provided in connection with the provision of Foreign Exchange or Foreign Central Office services.
- F. Generally, any combination of message rate and flat rate service will not be allowed on the same premises.
- G. A message rate outgoing only line is also available to business and residence customers.
- H. Extended calling Service (ECS) supersedes Message Rate Service for calls to ECS additional exchanges.

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.5 Message Rate Service (Cont'd)

Monthly Rates and Message Charges

A. Residence Individual Line Message Rates

1. Monthly Rates – Rate Groups 1-6

		Group					
		1	2	3	4	5	6
a)	Per line	\$6.77	\$6.77	\$6.77	\$6.77	\$6.77	\$6.77

2. Monthly Rates – Rate Groups 7-12

		Group					
		7	8	9	10	11	12
a)	Per line	\$6.77	\$6.77	\$6.77	\$6.77	\$6.77	\$6.77

3. Message Allowance and Message Charges

The monthly message allowance, per line, is 30 outgoing local messages (to the Local Calling Area specified in Section 4.6.1 excluding the Extended Calling Service (ECS) additional exchanges). Additional outgoing local messages to the Local Calling Area excluding the ECS additional exchanges in excess of the allowance

a)	Per line	Price \$.10
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Business Individual Line Message Rates

1. Monthly Rates – Rate Groups 1-6

		Group					
		1	2	3	4	5	6
a)	Per line	\$14.71	\$15.46	\$16.29	\$17.04	\$17.75	\$18.54

2. Monthly Rates – Rate Groups 7-12

		Group					
		7	8	9	10	11	12
a)	Per line	\$19.18	\$19.81	\$20.41	\$20.86	\$21.31	\$21.69

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.6 Local Calling Areas (Cont'd)

4.6.5 Flat Rate Service

Residence Business Exchange Access Line Rates by Exchanges

Exchange	Residence Ind.	Business Ind.
St. Augustine (Group 4)	8.40	22.90
St. Johns (See A3.8.33)		
Sanford (Group 8)	9.80	26.6
Sebastian (Group 6)	9.15	24.90
Stuart (Group 6)	9.15	24.90
Sugarloaf Key (Group 4)	8.40	22.90
Sunny Hills (Group 3)	8.10	21.90
Titusville (Group 5)	8.80	23.85
Trenton (See A3.8.24)		
Vernon (Group 3)	8.10	21.90
Vero Beach (Group 5)	8.80	23.85
Weekiwachee Springs (Group 5)	8.80	23.85
Welaka (Group 4)	8.40	22.90
West Palm Beach (Group 9)	10.05	27.40
Yankeetown (Group 4)	8.40	22.90
Youngstown – Fountain (Group 5)	8.80	23.85
Yulee (Group 8)	9.80	26.60

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SECTION 4. LOCAL EXCHANGE SERVICE RATES AND CHARGES

4.7

All the following rates are charged on a per month. For any service there is a one-time installation fee. The installation fees are the same for all of the custom calling services except Voice Mail

	<u>Residential</u>	<u>Business</u>
Installation Fees	\$10.00	\$20.00
1 or 2 line capacity	\$35.00/line	\$35.00/line
Additional Listing	\$1.20 each/month	\$1.20 each/month
Nonpublished Service	\$1.45 each/month	\$1.45 each/month
Nondirectory Listed service	\$0.07 each/month	\$0.70 each/month
Directory Assistance		
Local	\$0.25	\$0.25
National	\$0.35	\$0.35
Call Waiting	\$4.10/month	\$6.25/month
Call Forwarding	\$3.00/month	\$6.25
Busy Line	\$1.00/month	\$3.25/month
Don't Answer	\$1.00/month	\$3.35/month
Busy line & Don't Answer	\$1.00/month	--
Three Way Calling	\$4.00/month	\$5.00/month
Per Use	\$0.75	\$0.75
Speed Dialing		
8 code	\$2.00/month	\$3.00/month
30 code	\$3.00/month	\$5.00/month
Repeat Dialing	\$4.00/month	\$5.00/month
Per Use	\$0.75	\$0.75
Caller ID	\$6.00/month	--
Caller ID with Name	\$7.50/month	\$15.99/month
*69	\$4.00/month	\$6.00/month
Per Use	\$0.75	\$0.75
Call Waiting	\$6.25/month	\$6.25/month
Call Waiting ID with Name	--	\$11.00/month
Voice Mail	\$2.95/month	--

Issued:

Effective:

Issued by:

Richard Wheeler, Esq.
Regulatory Coordinator
ServiSense.com, Inc.
180 Wells Avenue, Suite 450
Newton, MA 02459-3302

The Helein Law Group, P.C.

8180 Greensboro Drive
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McLean, VA 22102

(703) 714-1300 (Telephone)
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Management Consulting Group
Global Telecompetition Consultants, Inc. (GTC)
(703) 714-1320 (Telephone)
(703) 714-1305

Writer's Direct Dial Number

June 29, 2000

000 792-TX

Pdean@helein.com

Writer's E-mail Address

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

DEPOSIT

DATE

D 3 1 8

JUN 30 2000

Re: ServiSense.com, Inc.'s Application for Authority to Provide Resold
Alternative Local Exchange Telecommunications within the State of
Florida

Ladies and Gentlemen:

ServiSense.com, Inc. herewith submits the enclosed original and five (5) copies of its Application for Authority to Provide Resold Alternative Local Exchange Telecommunications within the State of Florida. An additional copy is enclosed; please date-stamp the extra copy and return it to the undersigned in the enclosed self-addressed postage-paid envelope. Also enclosed is the filing fee of \$250.00 made payable to the Florida Public Service Commission.

ServiSense.com, Inc. requests that the financial information filed as part of this Application in Appendix F be treated as confidential information. These exhibits are included in the sealed envelope marked "Proprietary and Confidential."

Should there be any questions or should additional information be required, please contact the undersigned.

Respectfully Submitted,



Paul A. Dean

Enclosures

Telecommunications
E Commerce
Technology
Corporate & Finance
Trademarks
Proprietary Rights
Complex Litigation
General Business Law

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MCLEAN, VIRGINIA 22102

BB&T BRANCH BANKING & TRUST CO.
MCLEAN, VA 22102

68-531/560

6172

00006172

PAY TWO HUNDRED FIFTY AND XX / 100 Dollars

DATE 06/29/00

AMOUNT *****\$250.00

TO THE ORDER OF FL Public Service Commission

Debra Schmede
AUTHORIZED SIGNATURE

Security features. Details on back.