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Florida Public Service Commission  
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ORIGINAL

August 9, 2000  
Via Overnight Delivery

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RE: Local Price List Revision for LightNetworks, Inc.

Dear Ms. Bayo:

Enclosed for filing are the original and three (3) copies of the revised Price List pages filed on behalf of LightNetworks, Inc. This revision includes the "Level of Service Quality Objectives" description as required by the PSC. The Company respectfully requests an effective date of August 11, 2000, for this filing.

The sheet changes are as follows:

1<sup>st</sup> Revised Sheet 2 Updates Check Sheet  
Original Sheets 29.1-20.3 Incorporates "Level of Service Quality Objectives"

In addition to the revised tariff pages, please find stickers with the new Company's address to cover the remainder of the price list pages.

Please acknowledge receipt of this filing by returning the extra copy of this letter, file stamped, in the self-addressed, stamped envelope enclosed for that purpose. Questions regarding this filing may be directed to me at (407) 740-8575. Thank you for your cooperation and assistance.

Sincerely,

*Sor*  
*Connie Wightman*  
Connie Wightman  
Consultant

CW/im  
Enclosure

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*Mur*  
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cc: Robert W. Gulledge, LightNetworks  
File: LightNetworks - FL Local  
TMS: FLL0002

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**CHECK SHEET**

The sheets of this Price List, as listed below, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original Price List and are currently in effect as of the date at the bottom of this page.

<u>SHEET</u>	<u>REVISION</u>		<u>SHEET</u>	<u>REVISION</u>	
1	Original		29.1	Original	*
2	First	*	29.2	Original	*
3	Original		29.3	Original	*
4	Original		30	Original	
5	Original		31	Original	
6	Original		32	Original	
7	Original		33	Original	
8	Original		34	Original	
9	Original		35	Original	
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22	Original		49	Original	
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26	Original		53	Original	
27	Original		54	Original	
28	Original		55	Original	
29	Original		56	Original	

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 2700 Northeast Expressway Access Road  
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 Atlanta, GA 30345

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**SECTION 2 - RULES AND REGULATIONS, *continued*****2.22 Levels of Service Quality Objectives**

The Company will endeavor at all times to provide its Customers with high quality, reliable telecommunications services. However, the Company's ability to meet the stated service quality objectives is ultimately subject to the availability of any ILEC network and outside plant facilities and equipment which it utilizes, and the timeliness of the ILEC's response to Company-initiated requests for service installation and repair.

**2.22.1 Limitations**

Service quality objectives for installation, maintenance and repair as described herein apply only to single-line residence and business services.

Emergency conditions under which service quality objectives described in this section may not be met include but are not limited to Acts of God, fires, floods, earthquakes, hurricanes, tornados, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; or compliance with any law, order, regulation or other action of any governing authority or agency which impairs or interferes with the Company's normal business operations.

Service quality objectives apply to services and equipment provided by the Company only. The Company may be unable to meet these objectives due to the unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties under the direction of the Customer.

The Company's liability, where applicable, in the event that it is unable to meet the objectives described herein will be subject to the limitations of liability and credits and allowances for interruptions of service as provided in this Price List.

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**SECTION 2 - RULES AND REGULATIONS, *continued*****2.22 Levels of Service Quality Objectives, *continued*****2.22.2 Installations**

Where ILEC central office and outside plant facilities are readily available, the Company's objective for fulfillment of single-line residence and business Customer requests for primary service following receipt of application for same when all tariff requirements relating thereto have been complied with, except those instances where a later installation date is required by the Customer or where special equipment or services are involved, is five working days.

**2.22.3 Maintenance and Repairs**

The Company shall make reasonable attempts to restore service on the same day that an interruption is reported by the Customer where the trouble is the result of equipment or facilities provided by the Company. In those instances, the Company's objective for repair or restoration of service for single-line residence and business Customers following receipt of a Customer trouble report and obtaining sufficient information from the Customer to identify and diagnose the problem is as follows:

- (A) Restoration of 95 % of interrupted service lines within 24 hours of receipt of the trouble report.
- (B) Clearing of 95 % of service affecting troubles within 72 hours of receipt of trouble report.

(N)

(N)

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**SECTION 2 - RULES AND REGULATIONS, *continued***

**2.22 Levels of Service Quality Objectives, *continued***

**2.22.4 Grade of Service**

Subject to the adequacy of facilities and equipment provided to the Company by incumbent local exchange carriers, the Company's objective grade of service standards are as follows:

- (A) During the average busy season busy hour, at least 90% of all calls offered to any trunk group shall not encounter an all-trunk busy condition.
- (B) During the average busy season busy hour, at least 90% of intra-office, inter-office, extended area and intraLATA direct distance dialed calls carried by the Company will encounter a ring back tone, line busy signal, or non-working number intercept facility (operator or recording) after completion of dialing.

(N)

(N)

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