

# The Helein Law Group, P.C.

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McLean, VA 22102

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

(703) 714-1305

Writer's Direct Dial Number

September 28, 2000

DEPOSIT

D369

DATE

OCT 02 2000

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

001512-TI

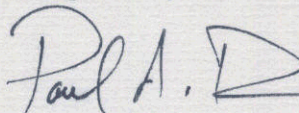
Re: TeleUno, Inc.'s Application for Authority to Provide Resold  
Interexchange Telecommunications within the State of Florida

Ladies and Gentlemen:

TeleUno, Inc. herewith submits the enclosed original and five (5) copies of its Application for Authority to Provide Resold Interexchange 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.

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

Respectfully Submitted,



Paul A. Dean

Enclosures

DOCUMENT NUMBER-DATE

12406 SEP 29 8

FPSC-RECORDS/REPORTING

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



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Respectfully Submitted,

## THE HELEIN LAW GROUP, P.C.

8180 GREENSBORO DRIVE SUITE 700  
McLEAN, VIRGINIA 22102

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

68-531/560

6603

00006603

PAY TWO HUNDRED FIFTY AND XX / 100 Dollars

DATE 09/28/00

AMOUNT \*\*\*\*\*\$250.00

TO THE ORDER OF FL Public Service Commission

DOCUMENT NUMBER-DATE  
12406 SEP 29 00

*Reborah Schnude*  
AUTHORIZED SIGNATURE

⑈006603⑈

Security features. Details on back.

**\*\*FLORIDA PUBLIC SERVICE COMMISSION\*\***  
**DIVISION OF TELECOMMUNICATIONS**  
**BUREAU OF CERTIFICATION AND SERVICE EVALUATION**

Application Form from Authority to Provide  
Interexchange Telecommunications Service  
Between Points Within the State of Florida

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Instructions

- This form is used as an application for an original certificate and for approval of assignment or transfer or an existing certificate. In the case of an assignment of transfer, the information provided shall be for the assignee of transferee (See Appendix A).
- Print or type all responses to each item requested in the applications and appendices. If an item is not applicable, please explain why.
- Use a separate sheet for each answer, which will not fit the allotted space.
- Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of **\$250.00** to:

**Florida Public Service Commission  
Divisions of Records and Reporting  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850  
(850) 413-6770**

Note: **No filing fee is required** for an assignment or transfer or an existing certificate to another certificated company.

- If you have questions about completing the form, contact:

**Florida Public Service Commission  
Divisions of Records and Reporting  
Bureau of Certification and Service Evaluation  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850  
(850) 413-6600**

1. This is an application for  (check one):
- (X) Original Certificate (new company)
- ( ) **Approval of assignment/transfer of existing certificate:**  
Example, a non-certificated company purchases an existing company and desires to retain the certificate of authority rather than apply for a new certificate.
- ( ) **Approval 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:

TeleUno, Inc.

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

\_\_\_\_\_

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

2754 West Atlantic Blvd., Suite 8

Pompano Beach, FL 33069

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

See above.

\_\_\_\_\_

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

- Facilities-Based Carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
- Operator Service Provider** - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- Switchless Rebiller** - company has not switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- Multi-Location Discount Aggregator** – company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers, then offers resold service by enrolling unaffiliated customers.
- Prepaid Debit Card Provider** – any person or entity that purchases 800 access from an underlying carrier or unaffiliated entity for use with prepaid debit card service and/or encodes the cards with personal identification numbers.

7. Structure of organization:

- |  |   |
|--|---|
| <input type="checkbox"/> Individual          | <input checked="" type="checkbox"/> Corporation |
| <input type="checkbox"/> Foreign Corporation | <input type="checkbox"/> Foreign Partnership    |
| <input type="checkbox"/> General Partnership | <input type="checkbox"/> Limited Partnership    |
| <input type="checkbox"/> Other _____         |   |

8. **If individual**, provide:
- Name: N/A
- Title: \_\_\_\_\_
- Address: \_\_\_\_\_
- City/State/Zip: \_\_\_\_\_
- Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_
- Internet E-Mail Address: \_\_\_\_\_
- Internet Website Address: \_\_\_\_\_
9. **If incorporated in Florida**, provide proof of authority to operate in Florida:
- (a) The Florida Secretary of State Corporate Registration number: N/A
10. **If foreign corporation**, provide proof of authority to operate in Florida:
- (a) The Florida Secretary of State Corporate Registration number: F00000004459
11. **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 fictitious name registration number: N/A
12. **If a limited liability partnership**, provide proof of registration to operate in Florida:
- (a) The Florida Secretary of State registration number: N/A
13. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.
- Name: N/A
- Title: \_\_\_\_\_
- Address: \_\_\_\_\_



18. Who will serve as liaison to the Commission with regard to the following:

(a) The application:

**Name:** Paul A. Dean

**Title:** Regulatory Counsel

**Address:** 8180 Greensboro Drive

**City/State/Zip:** McLean, VA 22102

**Telephone No.:** (703) 714-1305 **Fax No.:** (703) 714-1330

**Internet E-Mail Address:** pdean@helein.com

**Internet Website Address:** www.helein.com

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

**Name:** Avelino Iglesia

**Title:** President

**Address:** 2754 West Atlantic Blvd., Suite 8

**City/State/Zip:** Pompano Beach, FL 33069

**Telephone No.:** (800) 240-1109 **Fax No.:** 954-978-6069

**Internet E-Mail Address:** aiglesia@teleunoinc.com

**Internet Website Address:** \_\_\_\_\_

(c) Complaints/Inquiries from customers:

**Name:** Phil Espinosa

**Title:** Customer Service Manager

**Address:** 2754 West Atlantic Blvd., Suite 8

**City/State/Zip:** Pompano Beach, FL 33069

**Telephone No.:** (800) 240-1109 **Fax No.:** 954-978-6069



**Internet E-Mail Address:** phil@teleunoinc.com

**Internet Website Address:** \_\_\_\_\_

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

N/A, New Company

(b) has applications pending to be certificated as an interexchange telecommunications company.

CA, TX, NJ, NY

(c) is certificated to operate as an interexchange telecommunications company.

N/A

(d) has been denied authority to operate as an interexchange telecommunications 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

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20. Indicate if any of the officers, directors, or any of the ten largest stockholders have previous 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. If so, please explain.

No

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- (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 company, give reason why not.

No

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21. The applicant will provide the following interexchange carrier services  (check all that apply):

a. \_\_\_\_\_ **MTS with distance sensitive per minute rates**

- \_\_\_\_\_ Method of access is FGA  
\_\_\_\_\_ Method of access is FGB  
\_\_\_\_\_ Method of access is FGD  
\_\_\_\_\_ Method of access is 800

- b. \_\_\_\_\_ **MTS with route specific rates per minute**
- \_\_\_\_\_ Method of access is FGA  
 \_\_\_\_\_ Method of access is FGB  
 \_\_\_\_\_ Method of access is FGD  
 \_\_\_\_\_ Method of access is 800
- c.  X  **MTS with statewide flat rates per minute (i.e., not distance sensitive)**
- \_\_\_\_\_ Method of access is FGA  
 \_\_\_\_\_ Method of access is FGB  
 X  Method of access is FGD  
 X  Method of access is 800
- d. \_\_\_\_\_ **MTS for pay telephone service providers**
- e. \_\_\_\_\_ **Block-of-time calling plan (Reach Out Florida, Ring America, etc.).**
- f.  X  **800 service (toll free)**
- g. \_\_\_\_\_ **WATS type service (bulk or volume discount)**
- \_\_\_\_\_ Method of access is via dedicated facilities  
 \_\_\_\_\_ Method of access is via switched facilities
- h. \_\_\_\_\_ **Private line services (Channel Services)**  
 (For ex. 1.544 mbs., DS-3, etc.)
- i. \_\_\_\_\_ **Travel service**
- \_\_\_\_\_ Method of access is 950  
 \_\_\_\_\_ Method of access is 800
- j. \_\_\_\_\_ **900 service**
- k.  X  **Operator services**
- X  Available to presubscribed customers  
 \_\_\_\_\_ Available to non-presubscribed customers (for example, to patrons of hotels, students in universities, patients in hospitals).  
 \_\_\_\_\_ Available to inmates

i. \_\_\_\_\_ **Services included are:**

- \_\_\_\_\_ Station assistance
- \_\_\_\_\_ Person-to-person assistance
- X   Directory assistance
- \_\_\_\_\_ Operator verify and interrupt
- \_\_\_\_\_ Conference calling

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

23. 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.

See Exhibit 1.

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

1. **A written explanation** that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served. See Exhibit 2.
2. **A written explanation** that the applicant has sufficient financial capability to maintain the requested service. See Exhibit 2.



3. **A written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations. See Exhibit 2.

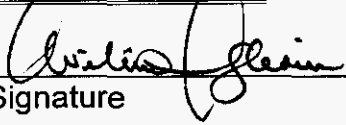
B. **Managerial capability**; give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each. See Exhibit 3.

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 Exhibit 3.

**\*\*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 its gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

**UTILITY OFFICIAL:**

<u></u>	<u>9/27/2000</u>
Signature	Date
<u>President</u>	<u>954-978-6068</u>
Title	Telephone No.
Address: <u>2754 West Atlantic Blvd.</u>	<u>954-978-6069</u>
<u>Suite 8</u>	Fax No.
<u>Pompano Beach, FL 33069</u>	

**ATTACHMENTS:**

- A - CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT
- B - CUSTOMER DEPOSITS AND ADVANCE PAYMENTS
- C - CURRENT FLORIDA INTRASTATE NETWORK
- D - AFFIDAVIT

**CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT**

I, (Name) \_\_\_\_\_,

(Title) \_\_\_\_\_ of

\_\_\_\_\_  
(Name of Company)

and current holder of Florida Public Service Commission Certificate Number

# \_\_\_\_\_, have reviewed this application and join in the petitioner's request for a:

( ) transfer

( ) assignment

of the above-mentioned certificate.

**UTILITY OFFICIAL:**

*Walter Glenn*  
Signature

9/27/2000  
Date

President  
Title

954-978-6068  
Telephone No.

Address: 2754 W. Atlantic Blvd.

954-978-6069  
Fax No.

Suite 8

Pompano Beach, FL 33069

**CUSTOMER DEPOSITS AND ADVANCE PAYMENTS**

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be provided in one of the following ways (applicant, please  check one):

- (X) The applicant will **not** collect deposits nor will it collect payments for service more than one month in advance.
  
- ( ) The applicant intends to collect deposits and/or advance payments for more than one month's service and will file and maintain a surety bond with the Commission in an amount equal to the current balance of deposits and advance payments in excess of one month.

**UTILITY OFFICIAL:**

*Arnelio Jimenez*  
Signature

9-27-2000  
Date

President  
Title

954-978-6068  
Telephone No.

Address: 2754 W. Atlantic Blvd.  
Suite 8

954-978-6069  
Fax No.

Pompano Beach, FL 33069



**CURRENT FLORIDA INTRASTATE SERVICES**

Applicant **has** ( ) or **has not** (X) previously provided intrastate telecommunications in Florida.

If the answer is has, fully describe the following:

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

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

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**UTILITY OFFICIAL:**

*Adeline Gleason*  
Signature

9-27-2000  
Date

President  
Title

954-978-6068  
Telephone No.

Address: \_\_\_\_\_

954-978-6069  
Fax No.

---

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**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 and 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:**

*Richard J. Glesia*  
Signature

9-27-2000  
Date

President  
Title

954-978-6068  
Telephone No.

Address: \_\_\_\_\_

954-978-6069  
Fax No.


\_\_\_\_\_  
\_\_\_\_\_

**EXHIBIT 1**

**TeleUno, Inc.**

**BALANCE SHEET AND PROJECTED PROFIT AND LOSS STATEMENT**

Attached are Applicant's Balance Sheet and Projected Profit and Loss Statement. Applicant is a start-up company, just formed on \_\_\_\_\_, 2000, and does not yet have audited financial statements. I affirm that the financial statements are true and correct.

  
\_\_\_\_\_  
Avelino Iglesia, President

## TeleUno Pro Forma

	Month 0	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Year 1
<b>Balance Sheet</b>														
<b>Assets</b>														
<b>Current Assets</b>														
Cash		\$204,175	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)	(\$60,126)
Investments														
Accounts Receivable		125,516	231,692	243,945	283,962	312,434	329,153	339,399	347,688	353,658	358,096	361,503	364,202	361,902
Inventory														
<b>Total Current Assets</b>		<b>329,691</b>	<b>171,566</b>	<b>183,819</b>	<b>223,856</b>	<b>252,308</b>	<b>269,027</b>	<b>279,273</b>	<b>287,562</b>	<b>293,532</b>	<b>297,970</b>	<b>301,377</b>	<b>304,076</b>	<b>304,076</b>
<b>Property &amp; Equipment</b>														
Building														
Equipment		58,126	58,126	58,126	58,126	58,126	58,126	58,126	58,126	58,126	58,126	58,126	58,126	58,126
Leasehold Improvements														
Less: Accumulated Depr.		-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Net Prop &amp; Equip</b>		<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>	<b>58,126</b>
<b>Other Assets</b>														
<b>Total Assets</b>		<b>\$387,817</b>	<b>\$229,692</b>	<b>\$241,945</b>	<b>\$281,982</b>	<b>\$310,434</b>	<b>\$327,153</b>	<b>\$337,399</b>	<b>\$345,688</b>	<b>\$351,656</b>	<b>\$358,096</b>	<b>\$359,503</b>	<b>\$362,202</b>	<b>\$362,202</b>
<b>Liabilities &amp; Equity</b>														
<b>Current Liabilities</b>														
Accounts Payable		45,935	138,057	212,718	235,762	255,991	274,972	282,774	290,685	299,088	305,989	311,551	319,254	319,254
Short Term Debt														
Income Taxes Payable														
Accrued Liabilities														
<b>Total Current Liabilities</b>		<b>45,935</b>	<b>138,057</b>	<b>212,718</b>	<b>235,762</b>	<b>255,991</b>	<b>274,972</b>	<b>282,774</b>	<b>290,685</b>	<b>299,088</b>	<b>305,989</b>	<b>311,551</b>	<b>319,254</b>	<b>319,254</b>
<b>Long Term Debt</b>		<b>199,966</b>	<b>295,417</b>	<b>194,813</b>	<b>192,187</b>	<b>189,539</b>	<b>188,889</b>	<b>184,177</b>	<b>181,462</b>	<b>178,725</b>	<b>175,985</b>	<b>173,182</b>	<b>170,376</b>	<b>170,376</b>
<b>Total Liabilities</b>		<b>245,901</b>	<b>433,474</b>	<b>407,531</b>	<b>427,949</b>	<b>445,530</b>	<b>461,841</b>	<b>466,952</b>	<b>472,147</b>	<b>477,814</b>	<b>481,965</b>	<b>484,733</b>	<b>489,630</b>	<b>489,630</b>
<b>Stockholders' Equity</b>														
Common Stock		150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000
Retained Earnings		(10,184)	(4,415)	27,144	48,571	60,965	64,642	82,188	100,863	119,330	138,481	159,475	179,582	183,859
<b>Total Equity</b>		<b>139,816</b>	<b>145,585</b>	<b>177,144</b>	<b>198,571</b>	<b>210,965</b>	<b>214,642</b>	<b>232,188</b>	<b>250,883</b>	<b>269,330</b>	<b>288,481</b>	<b>309,475</b>	<b>329,582</b>	<b>329,582</b>
<b>Total Liabilities &amp; Equity</b>		<b>\$385,717</b>	<b>\$579,059</b>	<b>\$584,675</b>	<b>\$626,520</b>	<b>\$656,495</b>	<b>\$676,482</b>	<b>\$699,140</b>	<b>\$723,030</b>	<b>\$747,144</b>	<b>\$770,436</b>	<b>\$794,208</b>	<b>\$819,212</b>	<b>\$819,212</b>
Out of Balance		2,100	(349,367)	(342,731)	(344,538)	(346,061)	(349,329)	(361,741)	(377,342)	(395,488)	(414,340)	(434,705)	(457,010)	(457,010)



TeleUno Pro Forma

	Month 0	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Year 1
<b>G+A</b>														
<b>Office Expenses</b>														
Automobile Expense		1,569	1,569	1,569	1,569	1,569	1,569	1,569	1,569	1,569	1,569	1,569	1,569	18,828
Rent & Utilities		5,900	5,900	5,900	5,900	5,900	5,900	5,900	5,900	5,900	5,900	5,900	5,900	70,800
Telephone		510	515	520	526	531	536	541	547	552	558	563	569	6,469
Network Monthly Charges		750	750	750	750	750	750	750	750	750	750	750	750	9,000
Network & Computer Lease		1,750	1,750	1,750	1,750	1,750	1,750	1,750	1,750	1,750	1,750	1,750	1,750	21,000
Office Furniture		2,625	2,625	2,625	2,625	2,625	2,625	2,625	2,625	2,625	2,625	2,625	2,625	31,500
Office Supplies		2,160	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	26,910
Postage		74	118	147	165	178	185	190	194	197	199	201	202	2,051
Subscriptions		72	73	73	74	75	76	77	78	79	80	80	80	913
Equipment		296	308	320	333	346	360	375	390	405	421	438	456	4,448
Accounting		7	11	14	16	17	17	18	18	19	19	19	19	193
Consulting Services		-	-	-	-	-	-	-	-	-	-	-	-	-
Legal Fees		1,555	2,495	3,093	3,479	3,759	3,903	1,633	1,715	1,800	1,890	1,985	2,084	29,392
Programming Fees		67	107	133	149	161	167	172	176	179	181	182	183	1,857
Professional Fees - Other		51	82	102	115	124	129	133	138	138	139	140	141	1,432
Printing & Repro		562	901	1,117	1,256	1,357	1,409	1,451	1,481	1,503	1,519	1,532	1,542	15,631
Repairs & Maintenance		869	877	896	895	904	913	922	931	941	950	960	969	11,017
Outside Services		129	207	257	289	312	324	334	341	348	350	353	355	3,598
Bank Fees		4	7	8	9	10	10	11	11	11	11	11	11	116
Legal & Licensing		621	997	1,236	1,399	1,502	1,559	1,606	1,639	1,663	1,681	1,695	1,707	17,294
<b>Other</b>														
Bad Debt Expense					12,767	20,511	25,431	28,607	30,904	32,060	33,050	33,728	34,223	251,330
Funding Costs														
<b>Total Operating Expenses</b>		100,413	137,546	130,570	172,188	205,859	224,622	210,147	213,207	215,021	216,521	217,685	218,630	4,563,163
<b>Income from Operations</b>		(8,064)	13,712	58,158	40,666	25,070	10,019	33,911	35,866	35,418	36,808	39,763	38,210	359,318
Interest Expense		0	(1,667)	(1,645)	(1,623)	(1,602)	(1,579)	(1,557)	(1,535)	(1,512)	(1,489)	(1,466)	(1,443)	(17,119)
Depreciation Expense		(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(2,100)	(25,200)
<b>Income before Taxes</b>		(10,164)	9,946	54,413	36,942	21,368	6,340	30,253	32,231	31,806	33,019	36,197	34,667	316,998
<b>Taxes on Income</b>		-	4,177	22,853	15,516	8,975	2,663	12,706	13,537	13,359	13,868	15,203	14,560	133,139
<b>Net Income After Taxes</b>		(\$10,164)	\$5,769	\$31,560	\$21,427	\$12,394	\$3,677	\$17,547	\$18,694	\$18,447	\$19,151	\$20,994	\$20,107	183,859

TeleUno Pro Forma

Income Statement

	Month 0	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Year 1
<b>Revenues</b>														
1+	125,270	203,179	251,880	282,499	301,880	314,244	322,205	327,388	330,810	333,108	334,684	335,793	346,2941	3,462,941
800 Inbound	1,474	2,358	2,889	3,207	5,899	3,513	3,582	3,823	3,848	3,863	3,672	3,677	3,677	38,705
Calling Card	2,362	3,796	4,688	5,200	5,525	5,725	5,847	5,924	5,972	6,002	6,021	6,034	6,034	63,078
10-10XXX	3,979	7,560	10,784	13,684	16,295	18,645	20,760	22,663	24,376	25,917	27,305	28,554	28,554	220,522
Debit Cards	5,900	6,048	6,199	6,354	6,512	6,675	6,842	7,013	7,189	7,368	7,552	7,741	7,741	81,394
<b>Total Revenues</b>	<b>\$ 138,986</b>	<b>\$ 222,942</b>	<b>\$ 276,419</b>	<b>\$ 310,945</b>	<b>\$ 335,912</b>	<b>\$ 348,802</b>	<b>\$ 359,236</b>	<b>\$ 366,612</b>	<b>\$ 371,994</b>	<b>\$ 376,058</b>	<b>\$ 379,234</b>	<b>\$ 381,798</b>	<b>\$ 386,637</b>	<b>\$ 3,866,637</b>
<b>Cost of Sales</b>														
1+	37,892	61,096	75,899	84,862	90,650	94,333	96,699	98,236	99,247	99,924	100,386	100,711	100,711	1,039,534
800 Inbound	119	190	233	259	274	283	289	292	294	295	296	296	296	3,119
Calling Card	281	451	554	617	655	678	692	701	707	710	712	714	714	7,472
10-10XXX	1,399	2,658	3,791	4,810	5,728	6,554	7,297	7,968	8,568	9,110	9,598	10,037	10,037	77,515
Debit Card COGS	4,828	4,948	5,072	5,199	5,329	5,462	5,598	5,738	5,882	6,029	6,180	6,334	6,334	68,598
Local Loop Costs	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	2,250	51,750
Credit Card Fees	89	91	93	95	98	100	103	105	108	111	113	116	116	1,221
<b>Total Cost of Sales</b>	<b>46,656</b>	<b>71,683</b>	<b>87,691</b>	<b>98,091</b>	<b>104,983</b>	<b>114,160</b>	<b>115,179</b>	<b>117,539</b>	<b>121,555</b>	<b>122,929</b>	<b>121,785</b>	<b>124,958</b>	<b>124,958</b>	<b>1,247,209</b>
<b>Gross Profit</b>	<b>92,329</b>	<b>151,259</b>	<b>188,728</b>	<b>212,853</b>	<b>230,929</b>	<b>234,641</b>	<b>244,057</b>	<b>249,073</b>	<b>250,439</b>	<b>253,129</b>	<b>257,448</b>	<b>256,840</b>	<b>256,840</b>	<b>2,619,427</b>
<b>Operating Expenses</b>														
<b>Facilities</b>														
CoLo Costs	2,580	2,580	2,580	2,580	8,070	8,070	8,070	8,070	8,070	8,070	8,070	8,070	8,070	74,880
Site Start-Up Costs	5,500			15,500	15,500	15,500								52,000
On-Site Maintenance Support	2,300	10,822	10,822	21,644	32,466	43,287	43,287	43,287	43,287	43,287	43,287	43,287	43,287	381,064
NOC Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Switch Lease	-	-	-	-	-	-	-	-	-	-	-	-	-	605,342
Extended Warranty / Maint	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Billing System Lease	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Staff</b>														
Salaries & Benefits	23,851	32,569	32,569	32,569	39,655	41,236	45,689	45,689	45,689	45,689	45,689	45,689	45,689	2,171,794
Travel & Entertainment	179	288	357	401	433	450	463	473	480	485	489	493	493	4,991
Training	1,254	1,316	1,382	1,451	1,524	1,600	1,680	1,764	1,852	1,945	2,042	2,144	2,144	19,955
Conferences	44	47	49	51	54	57	60	63	66	69	72	76	76	708
Staffing Costs	167	173	180	188	195	203	211	219	228	237	247	257	257	2,508
Executive Recruiting / Relocation	1,000	1,000	1,000											3,000
<b>Sales &amp; Marketing</b>														
Advertising	5,559	8,918	8,293	9,328	10,077	10,464	10,777	10,998	11,180	11,282	11,377	11,454	11,454	119,687
Marketing & Promotions	4,170	6,688	8,293	9,328	10,077	10,464	5,389	5,499	5,580	5,641	5,689	5,727	5,727	82,544
TeleMarketing Costs	32,561	48,521	38,426	38,426	38,426	38,426	38,426	38,426	38,426	38,426	38,426	38,426	38,426	465,338
Inbound Customer Service	1,877	3,083	3,870	4,394	4,751	5,001	5,181	5,315	5,418	5,499	5,565	5,620	5,620	55,575

## **EXHIBIT 2**

### **STATEMENT OF FINANCIAL CAPABILITIES**

TeleUno, Inc. ("TeleUno") has the financial capability to provide and maintain intrastate resale services in Florida for the following reasons. Teleuno, being a reseller, does not have a need for a large amount of capital to offer its services. TeleUno does not anticipate a need for taking on any debt to service. TeleUno does have good banking relationship should an unexpected need for financing ever arise. TeleUno has very experienced management to direct operations and fully expects its Florida operations to be profitable within three months. In the meantime, TeleUno's international and interstate revenues and the revenues it derives from those states where it offers intrastate service can support its Florida operations until Florida operations become profitable.

## **EXHIBIT 3**

### **MANAGERIAL AND TECHNICAL QUALIFICATIONS**

*Applicant is a non-facilities based reseller of telecommunications services. As such, facilities are maintained utilizing the technical expertise of its underlying carrier. Management profiles of the principals are attached.*



## Company Leadership Team

### **Avelino Iglesia Founder, Chairman and CEO**

Avelino Iglesia has over 13 years of specialized experience in the telecommunications industries within Latin America, and most notably Mexico. Avelino's Spaniard heritage affords him fluency in Spanish and knowledge of the Latin Culture. Prior to founding TeleUno, Inc., Avelino served as private consultant to many International Long Distance Companies expanding into the Latin American Regions.

Mr. Iglesia's expertise in planning, organizing and implementing the restructuring of world rates and programs earned him international status among companies in Central and South America. In addition to his strategical planning skills, Avelino has devoted much of his time in solidifying marketplace standing through international negotiations, sales force hiring and training (bilingual) and management development.

During his career, Mr. Iglesia has gained significant international telecommunications experience since serving as consultant to many organizations where he negotiated Government funding, rate restructuring and technology program funding. His background and expertise will position TeleUno as one of the premier communications provider in the new millennium. Mr. Iglesia holds an MBA in InterAmerican.

### **Janet P. Tripi Controller**

Prior to joining TeleUno, Janet worked for several of the Big 5 CPA firms within their auditing department where she planned, supervised and implemented audits for a variety of clients including telecommunication companies. Janet hold a Bachelor of Science Degree in Accounting and is a Certified Public Accountant.

**Alex Garcia**  
**Director of Information Management**

Prior to joining TeleUno, Alex held several management positions at AT&T within various high technology and international environments. He is fluent in Spanish and his background encompasses telecommunications, international expansion, program and project management, implementation of MIS related strategies designed to support company's strategic plan. Mr. Garcia holds a Bachelor of Science in Computer Information Systems and Management.

**Kenneth W. Bryan**  
**Head Programmer**

His six years experience in the field of telecommunications includes various positions with MCI/WorldCom as Project Manager, Programmer, and Revenue Reporting Systems Manager. Kenneth will be responsible for developing and managing project timelines, identifying and defining project benefits, performing business analysis, integration and hardware systems requirements, developing and managing sales and customer service applications. Mr. Bryan holds a B.S. in Business Administration and has extensive knowledge of the following programming languages: Visual Basic, SQL, UDB, Pradox, Java, Oracle, HTML, SAS and Object PAL.

**Other Key Personnel:**

<b>Phil Espenosa -</b>	<b>Customer Service Manager</b>
<b>Herman Acosta -</b>	<b>Regulatory Administrator</b>
<b>Norma Taulet -</b>	<b>Personnel Manager</b>

**TITLE SHEET**

**FLORIDA TELECOMMUNICATIONS TARIFF**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by TeleUno, Inc., with principal offices at 2754 West Atlantic Boulevard, Suite 8, Pompano Beach, FL 33069. This tariff applies for services furnished within the state of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

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ISSUED: September 20, 2000

EFFECTIVE: \_\_\_\_\_

By:

Avelino Iglesia, President  
2754 West Atlantic Boulevard, Suite 8  
Pompano Beach, FL 33069

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**CHECK SHEET**

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

Sheet	Revision	Sheet	Revision
1	Original	18	Original
2	Original	19	Original
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
9	Original		
10	Original		
11	Original		
12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		

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**SYMBOLS SHEET**

- D - Delete Or Discontinue
- I - Change Resulting In An Increase to A Customer's Bill
- M - Moved From Another Tariff Location
- N - New
- R - Change Resulting In A Reduction To A Customer's Bill
- T - Change in Text Or Regulation But No Change In Rate Or Charge

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**TARIFF FORMAT SHEETS**

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

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

**C. Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

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

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

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

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

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

Company or Carrier – TeleUno, Inc.

Customer – The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company’s tariff regulations.

Day – From 8:00 AM up to but not including 5:00 PM local time Sunday through Friday.

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

Holidays – The Company’s recognized holidays are New Year’s Day, July 4<sup>th</sup>, Thanksgiving Day, Christmas Day

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

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**SECTION 2 - RULES AND REGULATIONS****2.1 Undertaking of the Company**

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

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

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

**2.2 Limitations**

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

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

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**SECTION 2 - RULES AND REGULATIONS continued****2.2 Limitations (Cont.)**

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

**2.3 Liabilities of the Company**

- 2.3.1 The Company's liability arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service or facilities, and not caused by the gross negligence or willful misconduct of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur, unless ordered by the Commission.

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**SECTION 2 - RULES AND REGULATIONS continued****2.3 Limitations of the Company (Cont.)**

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

- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- (B) Claims for patent infringement arising from a customer's use of its equipment, facilities or systems with the Company's services; and
- (C) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by the Company.

**2.4 Interruption of Service**

2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence or the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, if any, furnished by the customer and connected to the Company's facilities. No refund or credit will be made for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

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**SECTION 2 – RULES AND REGULATIONS continued**

- 2.4.2 No credit shall be allowed for an interruption of a continuous duration of less than twenty-four hours after the subscriber notifies the Company.
- 2.4.3 No credit shall be allowed in the event service must be interrupted in order to provide routine service quality or related investigations.
- 2.4.4 No credit shall be allowed:
- a. For failure of facilities of customer; or
  - b. For failure of services or equipment caused by negligence or willful acts of customer.
- 2.4.5 Credit for an interruption shall commence after customer notifies Company of the interruption or when Company becomes aware thereof, and ceases when service has been restored.
- 2.4.6 The customer shall be credited for an interruption of more than twenty-four hours as follows:
- Credit Formula:
- Credit = A/B x C
- “A” - outage time in hours  
“B” - total hours in month  
“C” - total monthly charge for affected facility

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**SECTION 2 – RULES AND REGULATIONS continued**

2.5 Disconnection of Service by Carrier

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

- 2.5.1 Non-payment of any sum due to carrier for regulated service for more than thirty days beyond the date of rendition of the bill for such service.
- 2.5.2 A violation of any regulation governing the service under this tariff.
- 2.5.3 A violation of any law, rule, or regulation of any government authority having jurisdiction over such service.
- 2.5.4 The Company has given the customer notice and has allowed a reasonable time to comply with any rule, or remedy, and deficiency as stated in Rule 25-4.133, F.A.C., Refusal or Discontinuance of Service by Company.
- 2.5.5 Service may be disconnected without notice for tampering with Company equips for interfering with service to other customers, or for fraud.

2.6 Deposits

The Company does not require a deposit from the customer.

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**SECTION 2 - DESCRIPTION OF SERVICE continued****2.7 Advance Payments**

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

**2.8 Taxes**

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

**2.9 Billing of Calls**

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

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**SECTION 3 - DESCRIPTION OF SERVICE****3.1 Timing of Calls****3.1.1 When Billing Charges Begin and End For Phone Calls**

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

**3.1.2 Billing Increments**

The minimum call duration for billing purposes is 1 minutes for a connected call and calls beyond 1 minute are billed in 1 minute increments.

**3.1.3 Per Call Billing Charges**

Billing will be rounded up to the higher increment for each call.

**3.1.4 Uncompleted Calls**

There shall be no charges for uncompleted calls.

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**SECTION 3 - DESCRIPTION OF SERVICE continued****3.2 Calculation of Distance**

Company's current services are not distance sensitive. Charges for all mileage sensitive products will be based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers that are produced by Bell Communications Research in the NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

**FORMULA:**

The square  
Root of: 
$$\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}$$

**3.3 Minimum Call Completion Rate**

A customer can expect a call completion rate (number of calls completed/number of calls attempted) of not less than 95% during peak use periods for all FG D services "1+" dialing.

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**SECTION 3 - DESCRIPTION OF SERVICE continued****3.4 Service Offerings****3.4.1 TeleUno Long Distance Service**

TeleUno's Long Distance Service is offered to residential and business customers. The service permits direct dialed outbound calling at a single per minute rate. Service is provided from presubscribed, dedicated or shared use access lines. Calls are billed in one minute increments. No minimum monthly billing requirements apply.

**3.4.2 TeleUno 800/888 (Inbound) Long Distance Service**

TeleUno's 800/888 (Inbound) Long Distance Service is offered to residential and business customers. The service permits inbound 800/888 calling at a single per minute rate. Service is provided from presubscribed, dedicated or shared use access lines. Calls are billed in six second increments, with a six second minimum call duration. No monthly recurring charges apply.

**3.4.3 TeleUno Calling Card Service**

TeleUno's Calling Card Service is a calling card service offered to residential and business customers who subscribe to the TeleUno Long Distance Service calling plan. Customers using the Carrier's calling card service access the service by dialing a 1-800 number followed by an account identification number and the number being called. This service permits subscribers utilizing the Carrier's calling card to make calls at a single per minute rate. Calls are billed in one (1) minute increments after the initial minimum period of one (1) minute. There are no nonrecurring or monthly recurring charges. No calling card surcharge applies.

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**SECTION 3 - DESCRIPTION OF SERVICE continued**

3.4.4      Directory Assistance

The Company provides standard directory assistance.

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**SECTION 4 - RATES**

4.1 TeleUno Intrastate Long Distance Service

Rate per minute - \$0.15370  
Plan is billed in full minute increments.

4.2 TeleUno Personal 800/888 (Inbound) Long Distance Service

Rate per minute - \$0.19  
Monthly fee - \$2.50, no surcharge

4.3 TeleUno Calling Card Service

Rate per minute - \$0.20  
Plan is billed in full minute increments.

4.4 Other Outbound Rates

4.4.1 Directory Assistance - \$0.85000

4.4.2 Outbound Offshore - \$0.47400

Includes Alaska, Hawaii, U.S. Virgin Islands, Puerto Rico

4.4.3 Canada - \$0.23000

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**SECTION 4 - RATES**

4.5 Payment of Calls

4.5.1 Late Payment Charges

A late payment charge of 1.5% per month will be assessed on all unpaid balances more than thirty days old.

4.5.2 Return Check Charges

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

4.6 Restoration of Service

A reconnection fee of \$25.00 per occurrence is charged when service is re-established for customers who had been disconnected for non-payment.

4.7 Special Promotions

The Company will, from time to time, offer special promotions to its customers waiving certain charges. These promotions will be approved by the FPSC with specific starting and ending dates, and be made part of this tariff.

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**SECTION 4 - RATES continued**

4.8 Special Rates For The Handicapped

4.8.1 Directory Assistance

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

4.8.2 Hearing and Speech Impaired Persons

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

4.8.3 Telecommunications Relay Service

For intrastate toll calls received from the relay service, the Company will, when billing, relay calls discount relay service calls by 50 percent off the otherwise applicable rate for a voice non-relay call except where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off the otherwise applicable rate for a voice non-relay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

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