

ORIGINAL



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SERVICE COMMISSION
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010924-TX

Please find enclosed the original plus six copies of each:

ALEC Application

Price List

- APP _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- LEG _____
- OPC _____
- PAI _____
- RGO _____
- SEC _____
- SER _____
- OTH _____

**Sven M. and Melissa G. Thompson
101 Queens Circle
Panama City, FL 32405
850-215-4444**

DOCUMENT NUMBER-DATE
08008 JUN 28 2008
FPSC-RECORDS/REPORTING

APPLICATION

010924-TX

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:

ReTel Communications, Inc.

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

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

PO Box 15577
Panama City, FL 32406

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

PO Box 15577
Panama City, FL 32406

6. Structure of organization:

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

7. If individual, provide:

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax 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:

DOC#P01000057890

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

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

Not Applicable. Not a Foreign Corporation.

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 fictitious name registration number:

Not Applicable. Not using a fictitious Name.

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

(a) The Florida Secretary of State registration number:

Not Applicable. Not a limited liability partnership.

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

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax 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: Not Applicable. Not a foreign l.p.

14. Provide F.E.I. Number(if applicable): Not Applicable.

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.

Not Applicable. Nothing pending or otherwise.

(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.

Not applicable.

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

(a) The application:

Name: Sven M. Thompson

Title: President

Address: 101 Queens Circle

City/State/Zip: Panama City, FL 32405

Telephone No.: 850-215-4444 Fax No.: 850-769-0175

Internet E-Mail Address: Sven@efileamerica.com

Internet Website Address: _____

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

Name: Sven M. Thompson
Title: President
Address: PO Box 15577
City/State/Zip: Panama City, FL 32406
Telephone No.: 850-763-2255 Fax No.: 850-769-0175

Internet E-Mail Address: sven@retelcom.com
Internet Website Address: retelcom.com

(c) Complaints/Inquiries from customers:

Name: Melissa G. Thompson
Title: CEO
Address: PO Box 15577
City/State/Zip: Panama City, FL 32406
Telephone No.: 850-763-2255 Fax No.: 850-769-0175

Internet E-Mail Address: melissa@retelcom.com
Internet Website Address: retelcom.com

17. List the states in which the applicant:

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

None.

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

None.

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

None.

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

None.

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

None.

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

None.

18. Submit the following:

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

- B. 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.**

Sven M. Thompson

Objective Explanation of Managerial and Technical Capability sufficient to operate an Alternative Local Exchange Carrier company.

Managerial Experience 1990 to Present Cash Register Auto Insurance Panama City, FL
Agency Manager/Licensed 220 Agent

- Manage high volume Non-Standard Auto Insurance Agency.
- Agency produces \$5 Million in gross premium per year.
- Currently manage a staff of seven employees.
- Agency is consistently in the top ten producers out of forty-five Cash Register agencies statewide.
- Responsible for all accounts payable, accounts receivable, and payroll.
- Currently a vendor for another ALEC, signing up an average of forty new phone customers per month. Accepting applications, deposits and monthly payments for new and current phone customers.

Technical Experience 1990 to Present Cash Register Auto Insurance Panama City, FL
Network and Systems Administrator

- Personally installed and manage a Windows 2000 Server based ten user LAN with domain management.
- Installed and manage Web based interface connecting to SQL Server 2000 using active server pages.
- Maintain a scheduled backup routine of agency data.
- Successfully managed agency database with no loss of data from implementation of computer-based record keeping eight years ago.

1993 to Present E-file America Inc. Panama City, FL
Network and Systems Administrator

- Installed 17 user network using Windows 2000 server for three stand alone tax preparation offices connected by dedicated high speed cable access.
- Currently manage all systems (Tax and insurance related) using remote management software.
- Personally own most tools and testing equipment for the maintenance of all existing 100 base T networks and computer equipment.

Education 1981 Choctawhatchee High School Graduate Ft. Walton Bch, FL

- 1982 Completed 3 years of technical training at Bay Area VoTech.
- 1990 Florida Ins. School, obtained 220 General Lines Agent License.

Melissa G. Thompson

Objective	Explanation of Managerial and Technical Capability sufficient to operate an Alternative Local Exchange Carrier company.		
Managerial Experience	1993 to Present	E-file America Inc.	Panama City, FL
	Manager/Owner		
	<ul style="list-style-type: none">▪ Manage high volume Tax Preparation business.▪ Prepare and Electronically File over 2000 tax returns in a three-month time period.▪ Responsible for the secure printing and issuing of tax refund checks worth approximately \$4 Million.▪ Manage an office of four employees and oversee operations at two additional locations with another seven employees.▪ Responsible for all accounts payable, accounts receivable, and payroll.▪ Currently a vendor for another ALEC, accepting applications, deposits and monthly payments for new and current phone customers.▪ Manage and maintain client records according to guidelines set forth by the Internal Revenue Service.▪ Consistently pass annual suitability screening conducted by the Internal Revenue Service.▪ Plan and implement multimedia-advertising campaigns.▪ Carry out annual training for new and existing employees.		
Technical Experience	1993 to Present	E-file America Inc.	Panama City, FL
	Manager/Owner		
	<ul style="list-style-type: none">▪ Proficient in Windows based tax preparation software, QuickBooks, Quicken, QuickPay and MS Word.▪ Oversee the electronic transmission and receipt of client data to the IRS and refund loan bank.▪ Maintain a 24-hour computer voice information line allowing clients to phone in and receive up to the minute status of their tax return.		
Education	1981	Niceville High School Graduate	Niceville, FL
	<ul style="list-style-type: none">▪ Completed various banking, management and accounting classes.		

C. 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.*

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



711 East Water Street
Post Office Box 760
Geneva, Alabama 36340-0507
tel. (334) 684-6398
fax (334) 684-7193
www.themcquaidgroup.com

We have prepared the attached Proforma Statements for Sven & Melissa Thompson for their submission in support of their application to the Florida Public Service to re-sell local telephone access.

The following assumptions were made:

The first month there will be a minimum of 40 persons signing up for the service. Each of those persons will put down a \$28.00 deposit and pay the first month rate of \$31.00. The second month an additional 80 people will sign up, 20 of the first group will lose their deposits, the additional 80 will also put down a \$28.00 deposit and a first month service fee of \$31.00. Each of the months will require a \$14.00 payment per customer to the telephone service.

The Thompson's will incur no additional expenses providing this service other than the expenses they are already incurring in their tax preparation service.

As we were unable to locate a comparative, the figures used are estimates based on the Thompson's interaction with their tax preparation clients.

Only one quarter is submitted for this purpose as their were no concrete growth patterns to compare that we were able to locate.


THE MCQUAID GROUP, INC.

RETEL
Balance Sheet
July 31, 2001

ASSETS

Current Assets		
Regular Checking Account	\$	<u>11,800.00</u>
Total Current Assets		11,800.00
Property and Equipment		<u>0.00</u>
Total Property and Equipment		0.00
Other Assets		<u>0.00</u>
Total Other Assets		0.00
Total Assets	\$	<u><u>11,800.00</u></u>

LIABILITIES AND CAPITAL

Current Liabilities		
Customer Deposits	\$	<u>1,120.00</u>
Total Current Liabilities		1,120.00
Long-Term Liabilities		<u>0.00</u>
Total Long-Term Liabilities		0.00
Total Liabilities		1,120.00
Capital		
Common Stock		500.00
Paid-in Capital		9,500.00
Net Income		<u>680.00</u>
Total Capital		10,680.00
Total Liabilities & Capital	\$	<u><u>11,800.00</u></u>

PROFORMA ONLY

RETEL
Income Statement
For the One Month Ending July 31, 2001

	Current Month		Year to Date	
Revenues				
Professional Fees	\$ 1,240.00	100.00	\$ 1,240.00	100.00
Total Revenues	<u>1,240.00</u>	<u>100.00</u>	<u>1,240.00</u>	<u>100.00</u>
Cost of Sales				
Cost of Sales	560.00	45.16	560.00	45.16
Total Cost of Sales	<u>560.00</u>	<u>45.16</u>	<u>560.00</u>	<u>45.16</u>
Gross Profit	<u>680.00</u>	<u>54.84</u>	<u>680.00</u>	<u>54.84</u>
Expenses				
Total Expenses	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Net Income	<u>\$ 680.00</u>	<u>54.84</u>	<u>\$ 680.00</u>	<u>54.84</u>

PROFORMA ONLY

RETEL
Balance Sheet
August 31, 2001

ASSETS

Current Assets		
Regular Checking Account	\$	14,840.00
		<hr/>
Total Current Assets		14,840.00
Property and Equipment		
		<hr/>
Total Property and Equipment		0.00
Other Assets		
		<hr/>
Total Other Assets		0.00
		<hr/>
Total Assets	\$	<u>14,840.00</u>

LIABILITIES AND CAPITAL

Current Liabilities		
Customer Deposits	\$	2,800.00
		<hr/>
Total Current Liabilities		2,800.00
Long-Term Liabilities		
		<hr/>
Total Long-Term Liabilities		0.00
		<hr/>
Total Liabilities		2,800.00
Capital		
Common Stock		500.00
Paid-in Capital		9,500.00
Net Income		2,040.00
		<hr/>
Total Capital		12,040.00
		<hr/>
Total Liabilities & Capital	\$	<u>14,840.00</u>

PROFORMA ONLY

RETEL
Income Statement
For the Two Months Ending August 31, 2001

	Current Month		Year to Date	
Revenues				
Professional Fees	\$ 2,480.00	100.00	\$ 3,720.00	100.00
Total Revenues	<u>2,480.00</u>	<u>100.00</u>	<u>3,720.00</u>	<u>100.00</u>
Cost of Sales				
Cost of Sales	<u>1,120.00</u>	45.16	<u>1,680.00</u>	45.16
Total Cost of Sales	<u>1,120.00</u>	45.16	<u>1,680.00</u>	45.16
Gross Profit	<u>1,360.00</u>	54.84	<u>2,040.00</u>	54.84
Expenses				
Total Expenses	<u>0.00</u>	0.00	<u>0.00</u>	0.00
Net Income	<u>\$ 1,360.00</u>	54.84	<u>\$ 2,040.00</u>	54.84

PROFORMA ONLY

RETEL
Balance Sheet
September 30, 2001

ASSETS

Current Assets		
Regular Checking Account	\$	13,720.00
Accounts Receivable		<u>1,440.00</u>
Total Current Assets		15,160.00
Property and Equipment		
Total Property and Equipment		<u>0.00</u>
Other Assets		
Total Other Assets		<u>0.00</u>
Total Assets	\$	<u><u>15,160.00</u></u>

LIABILITIES AND CAPITAL

Current Liabilities		
Customer Deposits	\$	<u>2,800.00</u>
Total Current Liabilities		2,800.00
Long-Term Liabilities		
Total Long-Term Liabilities		<u>0.00</u>
Total Liabilities		2,800.00
Capital		
Common Stock		500.00
Paid-in Capital		9,500.00
Net Income		<u>2,360.00</u>
Total Capital		<u>12,360.00</u>
Total Liabilities & Capital	\$	<u><u>15,160.00</u></u>

PROFORMA ONLY

RETEL
Income Statement
For the Three Months Ending September 30, 2001

	Current Month		Year to Date	
Revenues				
Professional Fees	\$ 2,560.00	100.00	\$ 6,280.00	100.00
Total Revenues	<u>2,560.00</u>	<u>100.00</u>	<u>6,280.00</u>	<u>100.00</u>
Cost of Sales				
Cost of Sales	<u>2,240.00</u>	87.50	<u>3,920.00</u>	62.42
Total Cost of Sales	<u>2,240.00</u>	87.50	<u>3,920.00</u>	62.42
Gross Profit	<u>320.00</u>	12.50	<u>2,360.00</u>	37.58
Expenses				
Total Expenses	<u>0.00</u>	0.00	<u>0.00</u>	0.00
Net Income	<u>\$ 320.00</u>	12.50	<u>\$ 2,360.00</u>	37.58

PROFORMA ONLY

FINANCIAL STATEMENT — Individual

Name Sven M. and Melissa G. Thompson
 Home address 101 Queens Circle Phone 850-215-4444
 Business address 708 W. 11th St. Phone 850-763-1040
Panama City, FL 32405

INSTRUCTIONS

- Please:**
1. Complete the Balance Sheet Section:
 - a) Review the Balance Sheet
 - b) Complete the appropriate schedules (Pages 2 & 3)
 - c) Total each schedule's balances & transfer totals to Balance Sheet
 - d) Complete the remaining Balance Sheet items
 - e) Total Assets, Liabilities, & calculate Net Worth
 2. Complete the remaining two Sections:
 - a) Contingent Liabilities (Page 1)
 - b) Income Statement (Page 4)
 3. Sign & date Page 4 after reviewing financial & credit report statements
 (Please use additional sheets if necessary)

I guarantee that the information I have given you below is a true and accurate statement of my financial condition as of

Melissa G. Thompson 6/10, 2001

BALANCE SHEET

ASSETS		LIABILITIES	
Cash on Hand & in Accounts (Sch. 1)	44,400.	Accounts Payable	0
Accounts & Notes Receivable (Sch. 2)	0	Notes Payable (Sch. 6)	350. 0
U.S. Government Bonds	0	Mortgages (Sch. 5)	116,975. -
Listed Marketable Stocks & Bonds (Sch. 3)	0	Installment Loans (Sch. 7)	15,356. -
Unlisted, Non-Liquid Stocks & Bonds (Sch. 4)	0	Life Insurance Loans	0
Real Estate (Sch. 5)	205,000.	Other Liabilities: (Detail Below)	0
Life Insurance (Cash Value)	0		
Furniture & Fixtures	30,000.		
Automobiles	40,000.		
Other Assets: (Detail Below, Include IRA,-KEOGH, & Vested Pension Funds)			
Total Assets	319,400.	Total Liabilities	132,331.
		Net Worth	187,069.

CONTINGENT LIABILITIES

Do you have any contingent liabilities? If so, please describe:

As endorser, co-maker or guarantor? \$ 0
 On leases or contracts? \$ 0
 Amount of contested income tax liens \$ 0

Legal claims \$ 0
 Other special debt \$ 0

INCOME STATEMENT

A simplified Income Statement is outlined below. If you would prefer to attach your Income Tax Return for a recent year, this form does not have to be completed.

Fiscal Year Ended	Amount
Business Income <i>Melissa net from Self Employment</i>	<i>80,000</i>
Salary	<i>60,000</i>
Commissions and Bonuses	
Dividends	
Interest	<i>400</i>
Capital Gains	
Net Rental	
(Depreciation) \$ _____	
(Interest) \$ _____	
Other: (Describe Below)	
Total	<i>140,400.-</i>

Signature *Melissa G Thompson*

Date *6/6/01*

Financial Capability

This statement will provide evidence and information that ReTel Communications Inc., owned by Sven M. and Melissa G. Thompson has sufficient financial capability to provide residential phone connection service to the geographic area of Jackson and Bay counties.

Sven M. and Melissa G. Thompson own a successful tax preparation business (E-file America, Inc.) in Jackson and Bay counties. ReTel Communications Inc. will lease space from E-file America giving it a presence in each of E-file America's three locations. E-file America has the resources sufficient to pay its leases and maintain year round business locations though it is a seasonal business.

All business equipment is fully owned by Sven M. and Melissa Thompson. No debt is owed for any equipment which includes 15 computers, 4 printers, two copiers, desks, chairs, lobby chairs, phones and phone systems and fax machines. No new equipment purchases are necessary to begin providing residential phone connection services.

This statement will provide evidence and information that ReTel Communications Inc. owned by Sven M. and Melissa G. Thompson has sufficient financial capability to maintain residential phone connection services.

As stated in the previous explanation, offices and equipment are being paid for by E-file America Inc. New income from ReTel Communications is not necessary to maintain office space or equipment. ReTel Communications will pay a small amount to lease space and equipment per month from E-file America.

ReTel Communications, Inc. has a starting capital of \$11,800. The first month's liabilities to the LEC will be fully paid by the end users. The end users prepay all phone services. ReTel Communications has more than sufficient resources to pay office expense of \$700 per month until the second month of service when it will earn \$14 profit from each phone service paid. By the end of the third month ReTel Communications will be making a profit with still about \$10,000 of it's start up capital available.

This statement will provide evidence and information that ReTel Communications, Inc. owned by Sven M. and Melissa G. Thompson has sufficient financial capability to meet its lease or ownership obligations.

ReTel Communications is leasing space from an existing business and the cost of leasing space is only \$700 for all three locations. ReTel can operate with little expense because E-file America makes sufficient income to support the current leases.

ReTel could start with as little as \$2000 considering that end users will prepay for all services and all offices and equipment are in place and being paid for by another entity owned by Sven and Melissa Thompson. ReTel will however have almost \$12,000 in cash available to meet its expenses, with profit being projected by the second to third month of service.

Description of Business Relationships With Financial Institutions

SunTrust

Sven M. and Melissa Thompson currently have a business operating account for E-file America, a business line of credit and an operating account for ReTel Communications, Inc.

Bay Credit Union

Sven M. and Melissa G. Thompson currently have a vehicle loan, a checking account and a savings account.

Tyndall Federal Credit Union

Sven M. and Melissa G. Thompson currently have a personal checking and savings account and a property investment checking account.

THIS PAGE MUST BE COMPLETED AND SIGNED

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:

Sven M. Thompson

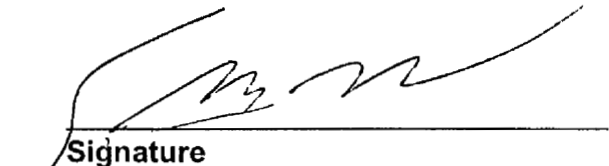
Print Name

President

Title

850-763-2255

Telephone No.



Signature

June 6, 2001

Date

850-769-0175

Fax No.

Address: _____
ReTel Communications

PO Box 15577

Panama City, FL 32406

THIS PAGE MUST BE COMPLETED AND SIGNED

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:

Sven M. Thompson

Print Name

President

Title

850-763-2255

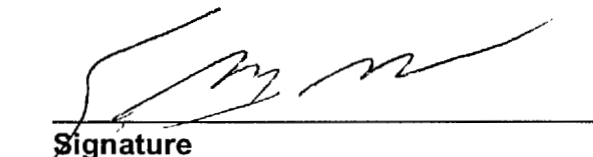
Telephone No.

Address:

ReTel Communications

PO Box 15577

Panama City, FL 32406



Signature

June 6, 2001

Date

850-769-0175

Fax No.

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) Not Applicable. 2) _____

- 3) _____ 4) _____

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

- 1) Not Applicable. 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) <u>Not Applicable.</u> | _____ |
| 2) _____ | _____ |
| 3) _____ | _____ |
| 4) _____ | _____ |

CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT

I, (Name) Not Applicable.
(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:

- () sale
- () transfer
- () assignment

of the above-mentioned certificate.

UTILITY OFFICIAL:

Print Name

Signature

Title

Date

Telephone No.

Fax No.

Address: _____

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 ReTel Communications, Inc., with principal offices at 708 W. 11th Street, Panama City, FL. 32401. 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 Date: June 18, 2001

Effective Date:

Melissa G. Thompson
P.O. Box 15577
Panama City, FL 32406

CHECK SHEET

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

SHEET	REVISION
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original

Issued Date: June 18, 2001

Effective Date:

Melissa G. Thompson
P.O. Box 15577
Panama City, FL 32406

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SYMBOLS SHEET

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

D - Delete Or Discontinue

I - Change Resulting In An Increase to A Customer's Bill

M - Moved From Another Price List Location

N - New

R - Change Resulting In A Reduction To A Customer's Bill

T - Change in Text Or Regulation But No Change In Rate Or Charge

Issued Date: June 18, 2001

Effective Date:

Melissa G. Thompson
P.O. Box 15577
Panama City, FL 32406

PRICE LIST FORMAT SHEETS

- A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets already 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the FPSC follows in their price list approval process, the most current sheet number on file with the Commission is not always the price list page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level.
- 2.
 - 2,1.
 - 2,1.1.
 - 2. I.I.A.
 - 2. I. I.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).1.
 - 2.1.1.A.1.(a).1.(i).
 - 2.1.1.A.1.(a).1.(i).(1).
- D. Check Sheets** - When a price list filing is made with the FPSC, an updated check sheet accompanies the price list filing. The check sheet lists the sheets contained in the price list, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The price list user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement that 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 the him to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities an to identify the customer for billing purposes.

Company or Carrier - ReTel Communications, Inc.

Central Office - A location where there is an assembly of equipment that establishes the connections between subscriber access lines, trunks, switched access circuits, private line facilities, and special access facilities with the rest of the telephone network.

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.

Exchange - The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange area.

Holidays - The Company's recognized holidays are New Years Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, Christmas Day.

Intra-LATA Toll Messages - Those toll messages that originate and terminate within the same LATA.

Message - a completed telephone call.

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of: ReTel Communications, Inc.

2.2 Limitations: Local Prepaid Phone Service Only. This does not include an extended local calling area, long distance or collect calls. In the event we are unable to block these calls, the customer is responsible for any and all charges incurred.

2.3 Liabilities of the Company: The Company and or its dealers will be held "harmless" against claims or damages that arise from accidental disconnect, including but not limited to any inability to access 911.

2.4 Service Availability: Service is to the residence and/or business only. The customer is responsible for maintaining the wiring and jacks along with his / her telephone within the agreed residence or business.

2.5 Interruption of Service: Non-Payment of Regulated Charges on a specified date, as agreed, will result in a disconnection of service. Any reconnection would involve a reconnection charge of \$25.00.

2.6 Deposits and Advance Payments: A one time Non-Refundable processing fee of \$20.00 will be due at the time of application along with the first month's prepaid phone service charge of \$29.95. (Payments can only be made in the form of cash money order, or cashiers check.)

2.7 Taxes: All applicable taxes will be billed monthly to the customer. Applicable taxes will not be collected along with the one time processing fee, and therefore the customer's first billing may appear slightly higher than originally quoted.

2.8 Billing Periods: A customers billing period will begin on the actual date that the service was connected and will be due 30 days from the connection period.

2.9 Refunds/Credits A request for a refund or credit, for whatever the reason must be made in writing by the customer and mailed to: ReTel Communications, Inc. P.O. Box 15577, Panama City, FL. 32406
The request for the refund will be reviewed and the customer will either receive a credit, or an explanation as to why no credit is due. This notification will be given to the customer within 30 days of receipt of the actual request,

2.10 Service Installation: The maximum time frame when service will be installed to the customer shall be ten working days, excluding weekends and holidays. In the event service cannot be installed during the maximum ten-day time frame, the customer will be entitled to a full refund including any non-refundable processing fees. In the event that an ILEC has no facilities available, the company shall have a *maximum* of thirty working days excluding weekends and holidays to allow the ILEC reasonable time to provide such facilities.

2.11 Service Repair: The maximum time frame for service repair will be 72 hours.

2.12 Grade of service: The customer will be provided with a basic voice grade line for Local service. The customer will have access to 800 numbers, and 911 service where available, The customer's line will be toll restricted by way of blocking for the following: long distance, extended calling areas, directory assistance, operator assistance, collect calls, as well as 900 and 976 numbers.

Issued Date: June 18, 2001

Effective Date:

Melissa G. Thompson
P.O. Box 15577
Panama City, FL 32406

SECTION 3 – BASIC SERVICE DESCRIPTIONS and RATES

3.1 Service Description: Basic local phone service with 911 access and relay service. Service does not include an extended calling area or long distance.

3.2 Rates:

Local monthly charges-	\$29.95
Initial customer connection charge-	\$20.00

3.3 Hearing And Speech Impaired :

3.3.1 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 price list rates for every call in excess of 50 within a billing cycle.

3.3.2 Telecommunications Relay Service-

For calls received from the relay service the Company will when billing relay calls, discount relay service calls by 50 percent off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice non-relay call.

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SECTION 4 – Miscellaneous services

4.1 Additional Features:

Call waiting	\$6.00 per month
Call forwarding	\$6.00 per month
3-way calling	\$6.00 per month
Non-published number	\$6.00 per month
Speed dial	\$6.00 per month
Call return	\$6.00 per month
Caller ID	\$12.00 per month
Voice mail	\$10.00 per month

4.1.1 Calling packages- ReTel Communications, Inc. selections:

Plan "A"	Call waiting and voice mail-	\$14.00 per month
Plan "B"	Call waiting and caller ID-	\$16.00 per month
Plan "C"	Call waiting, Caller ID and voice mail-	\$22.00 per month
Plan "D"	Call waiting, Caller ID, voice mail, Return call and 3-way calling.	\$32.00 per month

4.2 NON-Routine installation and/or maintenance:

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Company's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

4.3 Directory listings:

One listing, termed the initial listing, is included with each Customer's Service Request.