

ORIGINAL

DISTRIBUTION CENTER

**** FLORIDA PUBLIC SERVICE COMMISSION ****

02 APR 29 AM 9:50

DIVISION OF REGULATORY OVERSIGHT
CERTIFICATION SECTION

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

020381-TI

Instructions

- ◆ This form is used as an application for an original certificate and for approval of assignment or transfer of an existing certificate. In the case of an assignment or transfer, the information provided shall be for the assignee or transferee (See Page 16).
- ◆ Print or Type all responses to each item requested in the application 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:

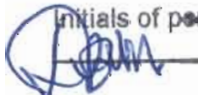
**Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770**

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

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

**Florida Public Service Commission
Division of Regulatory Oversight
Certification Section
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6480**

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

Initials of person who forwarded check:


DOCUMENT NUMBER-DATE

04666 APR 29 AM

FPSC-COMMISSION CLERK

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:

Access World, LLC

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):

6548 Carmel Road

Suite 106

Charlotte, NC 28226

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

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 IXC's; 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 no 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;

- () Individual
- () Foreign Corporation
- () General Partnership
- (✓) Other Limited Liability Company
- () Corporation
- () Foreign Partnership
- () Limited Partnership

8. **If individual**, provide:

Name: _____

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:**

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

(a) **The Florida Secretary of State Corporate Registration number:**

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:**

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

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

13. **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: _____

14. **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:** _____

15. Provide **F.E.I. Number** (if applicable): _____

16. Provide the following (if applicable):

(a) Will the name of your company appear on the bill for your services?
() Yes () No

(b) If not, who will bill for your services?

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ **Fax No.:** _____

(c) How is this information provided?

17. Who will receive the bills for your service?

- Residential Customers Business Customers
 PATs providers PATs station end-users
 Hotels & motels () Hotel & motel guests
 Universities Universities dormitory residents
 Other: (specify) _____

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

(a) The application:

Name: Julia Lynn Levine

Title: Administrative Assistant

Address: 6518 Carmel Road, Suite 1016

City/State/Zip: Charlotte, NC 28226

Telephone No.: 704-542-0290 Fax No.: 704-542-7661

Internet E-Mail Address: Lynn@AWLLC.com

Internet Website Address: www.AccessWorldOnline.com

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

Name: Julia Lynn Levine

Title: Administrative Assistant

Address: 6548 Carmel Road, Suite 106

City/State/Zip: Charlotte, NC 28276

Telephone No.: 704-542-0290 Fax No.: 704-542-2661

Internet E-Mail Address: Lynn@AWLLC.com

Internet Website Address: www.AccessWorldOnline.com

(c) Complaints/Inquiries from customers:

Name: Rohit Gupta

Title: Chief Operating Officer

Address: 6548 Carmel Road, Suite 106

City/State/Zip: Charlotte, NC 28276

Telephone No.: 704-542-0290 Fax No.: 704-542-2661

Internet E-Mail Address: Rohit@AWLLC.com

Internet Website Address: www.AccessWorldOnline.com

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

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

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

(d) has been denied authority to operate as an interexchange telecommunications company and the circumstances involved.

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

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

20. 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. If so, please explain.

No

(b) an officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

N.A.

21. The applicant will provide the following interexchange carrier services $\sqrt{\quad}$ (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. _____ **MTS with statewide flat rates per minute (i.e. not distance sensitive)**

- Method of access is FGA
- Method of access is FGB
- Method of access is FGD
- 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. **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. **Operator services**

- Available to presubscribed customers
- Available to non presubscribed customers (for example, to patrons of hotels, students in universities, patients in hospitals).
- Available to inmates

1. **Services included are:**

- Station assistance
- Person-to-person assistance
- 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. 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.

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. **A written explanation** that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. **A written explanation** that the applicant has sufficient financial capability to maintain the requested service.
3. **A written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.

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 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:

Julia Lynn Levine
Print Name

Julia Lynn Levine
Signature

Administrative Assistant
Title

02-27-2002
Date

704-542-0290 704-542-2661
Telephone No. Fax No.

Address: 6518 Carmel Road
Suite 106
Charlotte, NC 28226

THIS PAGE MUST BE COMPLETED AND SIGNED

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):

- () 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.
(The bond must accompany the application.)

UTILITY OFFICIAL:

Julia Lynn Levine
Print Name

Administrative Assistant
Title

704-542-0290
Telephone No.

Address:

6548 Carmel Road
Suite 106
Charlotte, NC 28226

Julia Lynn Levine
Signature

02-27-2002
Date

704-542-2661
Fax No.

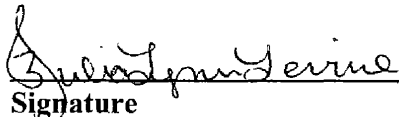
THIS PAGE MUST BE COMPLETED AND SIGNED

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 interexchange telecommunications 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:

<u>Julia Lynn Levine</u> Print Name	<u></u> Signature
<u>Administrative Assistant</u> Title	<u>07-27-2002</u> Date
<u>704-542-0290</u> Telephone No.	<u>704-542-2661</u> Fax No.
Address: <u>16548 Carmel Road</u>	
<u>Suite 106</u>	
<u>Charlotte, NC 28226</u>	
<u> </u>	

CURRENT FLORIDA INTRASTATE SERVICES

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

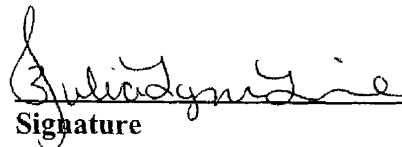
If the answer is has, fully describe the following:

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

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

UTILITY OFFICIAL:

Julia Lynn Levine
Print Name


Signature

Administrative Assistant
Title

02-27-2002
Date

704-512-0290
Telephone No.

704-512-2161
Fax No.

Address: 6548 Carmel Road
Suite 106
Charlotte, NC 28226

CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT

I, (Name) _____,

(Title) _____ of
Access World, LLC (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:

Print Name

Signature

Title

02-27-2002
Date

Telephone No.

704-542-2441
Fax No.

Address: 6518 Carmel Road
Suite 106
Charlotte, NC 28226

TITLE SHEET

FLORIDA COMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishings of services and facilities for telecommunications services provided by Access World, LLC, with principal offices at 6548 Carmel Road, Charlotte, NC 28226. 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.

Issued:
By:

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

EFFECTIVE _____

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 if 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
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original

Issued:
By:

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

EFFECTIVE: _____

TABLE OF CONTENTS

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Check Sheet..... 2
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Tariff Format Sheets.....5
Section 1 – Technical Terms and Abbreviations.....6
Section 2 – Rules and Regulations.....7
Section 3 – Descriptions of Services.....11
Section 4 – Rates.....12

Issued:
By:

Suresh Anandam, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

EFFECTIVE _____

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

Issued:
By:

Suresh Anandan, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

EFFECTIVE: _____

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 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the 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 FPSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with cross-reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions are 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.

Issued:
By:

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

EFFECTIVE

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 – Access World, LLC

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 4th, Labor 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.

Issued:
By:

EFFECTIVE. _____

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

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 North Carolina, in which distributors may re-sell products 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.

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

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 All regulations and conditions contained in the is tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

Issued:
By:

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

EFFECTIVE _____

SECTION 2 – RULES AND REGULATION continued

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 negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur, unless ordered by the Commission.

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) 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 of the customer, or due to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in Subsection 2.3.1. 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, or equipment, if any, furnished by the customer and connected to the Company's facilities. No refund or credit will be made for the time the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

Issued:
By:

EFFECTIVE

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

SECTION 2 – RULES AND REGULATIONS continued

2.5 Interruption of Service (cont.)

2.4.2 less than twenty-four hours after the subscriber notifies the Company.

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 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company.
- 2.5.5 Service may be disconnected without notice for tampering with company equipment, for interfering with the service to other customers, for fraud, or in the event of a hazardous condition.

2.6 Deposits

The Company does not require a deposit from the customer.

2.7 Advance Payment

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.

Issued:
By:

EFFECTIVE _ _

Suresh Anandan, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

SECTION 2 – RULES AND REGULATIONS continued

2.8 Taxes

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

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.

Issued:
By:

EFFECTIVE _____

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

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 calling card usage charge is based on the actual usage of the Company's network. Usage begins once the personal identification number is processed. When the personal identification number is processed is determined by the hardware answer supervision in which the local telephone company sends a signal to the Company's switch or the software utilizing audio tone detection. 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, 2, or 3 minutes, depending on the card purchased. In the event of a connection fee, the fee will be charged as well as the designated minute increment.

3.1.3 Per Call Billing Charges

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

3.1.4 Uncompleted Calls

There shall be no charge for uncompleted calls.

3.2 Service Offerings

3.2.1 Customer Service

The Company's customer service is provided to all customers and is a person-to-person assistance. Customer service is available seven days a week from 8 AM to 12 AM. A customer may call customer service on a toll free number and can expect a resolution within 24 hours, although some issues may take longer.

Issued:
By:

EFFECTIVE _____

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

SECTION 4 – RATES

4.1 Access World Calling Card Service

Rate per minute: Specified on calling card

Maintenance Fees: Specified on calling card

Taxes: All taxes adhere to this company. Those taxes are regulated by the Federal Communications Commission, as well as the United States Government. These taxes apply unless otherwise determined.

Mobile Phone Charges: Rates are higher when a mobile phone is called.

Payphone Surcharge: Calls made from a payphone are subject to a surcharge, which is specified on the calling card.

4.2 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.

4.3 Special Rates For The Handicapped

4.3.1 Directory Assistance

Directory assistance can not be called using calling cards.

4.3.2 Hearing and Speech Impaired Persons

There is a higher rate for TDD users.

Issued:
By:

Suresh Anandani, Manager
6548 Carmel Road
Suite 106
Charlotte, NC 28226

EFFECTIVE _____

[Click here and type address]

[Put phone, fax, and e-mail here]

Suresh Anandani

Objective To demonstrate capability in telecommunications

Experience 1999-2000 San International Charlotte, NC

Manager of Wholesale Services

- Maintained company switch
- Developed relationships with distributors
- Supervised and conducted billing
- Managed customer service

1995-1999 Anand Communications, INC. Charlotte, NC

Manager of Wholesale Services

- Built a strong background in relationships with distributors
- Sustained maintenance and revisions to company switch
- Educated customer service representatives
- Administered all aspects of billing

Education 1979-1983 Marwar College Bhagaldur University, India

B.C: Bachelor Degree in Commerce

- Charter Account (2 years)