

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

DIVISION OF REGULATORY OVERSIGHT
CERTIFICATION SECTION

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

020410-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

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:

National Telecom + Broadband Services, LLC

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

National Tel

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

2400 E Commercial Blvd suite 720
FORT LAUDERDALE, FL 33308

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

SAME -

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 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:**

LO2000008866

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:**

GO2107900235

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): 04-3641093

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: MARK A. MANSOUR

Title: President

Address: 2400 E. Commercial Blvd. suite 720
City/State/Zip: Ft. Lauderdale, FL 33308

Telephone No.: 954.771.3622 x12 Fax No.: 954.771.7608
Internet E-Mail Address: mmansour@telecomsmart.com
Internet Website Address: N/A

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

Name: MARK A. MANSOUR

Title: President

Address: 2400 E. Commercial Blvd #720
City/State/Zip: Ft. Lauderdale, FL 33308

Telephone No.: 954.771.3622 x12 Fax No.: 954.771.7608
Internet E-Mail Address: mmansour@telecomsmart.com
Internet Website Address: N/A

(c) Complaints/Inquiries from customers:

Name: MARK A. MANSOUR

Title: President

Address: 2400 E. Commercial Blvd #720
City/State/Zip: Ft. Lauderdale, FL 33308

Telephone No.: 954.771.3622 x12 Fax No.: 954.771.7608
Internet E-Mail Address: mmansour@telecomsmart.com
Internet Website Address: N/A

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

FLORIDA (National Telecommunications of FL, inc.)

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

- none -

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

- None -

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

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.

- NONE -

(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.

National Telecommunications of FL, inc.
Company merged with Intermedia Comm. (Tampa, FL)
in 1998.

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. **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.*

Mark A. Mansour

Experience

1986–1988 Burlington Industries Monticello, AR

Budget Cost Reduction Manager

- Implemented J.I.T. work flow methods
- Implemented Total Quality Control system

1988–1990 Delta Textile Industries Greenville, MS

President

- Operated this textile manufacturer. Was responsible for all sales, operations, and production.

1990–1999 National Tel of FL Fort Lauderdale, FL

Billing and IS Manager 1990-1992

- Designed and operated custom CRM and billing functions utilizing IBM AS/400 and RPG for rapidly growing customer base. System included as customer records and management, Rating of detail call records, Billing, Credit and Collections mgmt., Accounts Receivable, and Equipment mgmt.
- Reputation for having the most thorough, correct, and timely billing in the business.

VP of operations 1992-1998

- Assumed responsibility for Customer Service, Billing, IS, Credit and Collections, Equipment, Network Operations, Switching (Alcatel 600 and Nortel DMS 250 and DMS 500), Sales, and Marketing, Payroll and Personnel.
- Grew Customer base rapidly to over 17,000 business customers primarily in Florida through direct sales and customer referrals.
- Employed over 135 people primarily in Florida
- Pioneered Competitive Local Exchange Service through Resale in 1996 and Facility based in 1997. Became one of the first certified ALECs in Florida
- Operated the second largest DMS 500 switch in the United States.

President 1998-1999

- Assumed responsibility for all Legal, Finance and Accounting functions.
- Sold the company to Intermedia Communications / Worldcom in 1998

1998–1999 Intermedia Communications Tampa, FL

VP Product Development

- Was responsible for all Voice Local and LD services.
- Developed Integrated Local, LD, and Internet Access Product Unified.net
- Reorganized management along product lines decreasing installation times and improving customer service.

1999-present Telecomsmart.com, Inc. Ft. Lauderdale, FL

President/CEO

- Founded the company in 1999 as a master distributor of competitive broadband telecom services to small business.
- Pioneered the first electronic exchange for small business telecom services.
- Rated best in class by Inc Magazine.
- Awarded Top 100 by Vertical Zoom

Education

1979–1982 St. Joseph's High School Greenville, MS

- Graduated Salutatorian

1982-1986 University of Arkansas Fayetteville, AR

- BS Industrial Engineering

Interests

Board of Directors Westminster Academy, Board of Directors First Priority of Broward County, Board of Directors Mayor's Prayer Breakfast, golf, bridge, technology.

Teresa Grosso
4445 NW 93rd Way
Sunrise, Florida 33351
(954) 746-7732

Career Objective and Profile

Highly motivated professional seeking a managerial position in the telecommunications industry. Exhibit strong communication and organizational skills. Effective in dealing with client and vendor relationships.

Professional Experience

TelecomSmart.com, Fort Lauderdale, FL (March 2000-Present)

An Internet-based company in the business-to-business sector aggregating leading service providers and their services for small business customers to compare, find, and purchase their telecommunication needs.

Director – Operations

- Managing the organization's infrastructure to support all customer relation functions
- Ensure congruent operations between employees, customers and partners
- Conducted wide-range research to determine what customers value most in Local (integrated) products
- Developed content for local service (integrated service) on companies website, including a comprehensive reference tool known as the "buyer's guide" customers may reference at any time during the purchasing decision process
- Created process and procedures for order processing department
- Creating reference material and training for customer relations department to improve service during "live chat"
- Identify and execute partnership agreements with competitive service providers and other strategic partners
- Maintain current information on the website

PaeTec Communications, Inc., Miami and Boca Raton, FL (February 1999-February 2000)

Integrated communications provider offering local, domestic and international long distance services, high-speed Internet access, e-Commerce and other data services to medium and large sized businesses.

Operations Manager

- Launched two regional offices in the South Florida market
- Responsible for purchasing and maintenance of all office equipment and furniture
- Hired all administrative personnel for both regional offices
- Managed HR responsibilities for both regional offices
- Created process and procedures for both the toll-free department and customer care center in Boca Raton, trained appropriate staff
- Coordinator of the Maestro program in the South Florida region for ISO 9002 certification
- Responsible for planning and executing all company functions, including hotel and air reservations

Account Development Manager

- Provided telecommunication solutions to medium-large sized businesses
- Submitted completed orders and requested FOC (firm order commitment dates) from Bell South
- Assisted sales engineers with the installation of our facilities at the customer's premise
- Maintained and retained customer relationship. Up-sold products and introduced new products as they were developed
- Proactively visited customers to go over any special needs and billing questions .

National Tel/Intermedia Communications, Fort Lauderdale, FL (October 1991-February 1999)

Integrated Communications Provider

Operations Manager (February 1995-February 1999)

- Handled all aspects of managing a corporate office, from administrative needs to making executive decisions in the absence of top management
- Responsible for making sure departmental needs and changes were always executed without delay and complications
- Supervised and trained five employees in the administrative department, and assisted in training in various other areas of the company
- Responsible for programming and maintaining the AT&T Legend phone system
- Handled all companies relocations and build outs
- Reviewed and analyzed all local billing when the company entered the local business after deregulation of the local telephone industry

Toll Free/Special Rates Administrator (May 1993-February 1995)

- Developed the companies Responsible Organization (Resp. Org.) department
- Administered all aspects of the Resp. Org. department, including developing process and procedures, daily maintenance and delegating administrative responsibilities
- Obtained extensive knowledge of the SMS database and trained all new assistants on the functionality of the system
- Entered and maintained all of the international rates and calling card rates in the database utilizing the AS400 billing system

Executive Assistant to Vice President of Operations (October 1991-May 1993)

- Scheduled all appointments, made travel arrangements, typed and routed all correspondence
- Assisted with special projects and handled all incoming calls for top management
- Responsible for planning and executing all company functions

Education

Associates Degree, Queensborough Community College

Jun 1984

HS Diploma, Monsignor Scanlan High School

Jun 1982

Skills

Proficient in Microsoft Office 2000 (Excel, Word, Power Point, Access, Outlook & Explorer) SMS Database System, AS-400, Billplex & Eftia

GEOFFREY H. CHRETIEN
2848 NE 24th Street, Ft. Lauderdale, FL 33305
(954) 614-1559 gchre@hotmail.com

SUMMARY:

- Nine year Telecom Sales Management Professional with specific experience in Alternate/Indirect Channel Sales.
- Specialized areas of competency: Marketing Research (focus groups, secret shopper surveys, JD Powers and AC Nielsen data compilation and analysis), New Business Development (COOP, MDF), Financial Analysis (Budgeting, ARPU, CPGA, EBITDA), Call Center Operations (OTM, DMDR, CRM), and Project Management.
- Proven abilities: Consensus Building, Work Team Motivation and Leadership, Strong Interpersonal Skills, Executive-level presentation and negotiation experience, and Sales Revenue/Quota Attainment.
- "Start-up" experience of an award-winning, nationwide Alternate/Indirect Sales Channel.
- Extensive knowledge of all Voice, Data, Internet, and Wireless Services.
- Bachelor of Science Degree in Business with Concentration in Marketing Management.

EXPERIENCE:

TELECOMSMART.COM, INC.

11/00 - Present

11/00 to Present

Director – Alternate Channel Sales

Fort Lauderdale, Florida

- Responsible for the research, development, deployment and leadership of a nationwide distribution channel composed of independent agents and distributors of telecom services and hardware.
- Negotiated innovative partnerships with various types of technology enterprises to position TelecomSmart as the preeminent provider of competitive telecommunications services to their clients.
- Achieved cross-functional consensus with IT and Operations channels to develop efficient systems designed to streamline business procurement, provisioning and "back-office" processes.
- Developed agent contract, compensation plan, and all marketing materials after carefully analyzing industry best-practices and company financial targets.
- Built agent base from ground up through continuous marketing, networking, and direct mail efforts.
- Lead channel to realize significant monthly revenue growth with 110 contracted agents after a 12 month period.
- Won the 2001 Independent Agents Network, "Circle Of Excellence" award for building and maintaining a world-class agent program as compared to all others in the telecom industry.

AT&T WIRELESS SERVICES

3/95 – 11/00

8/99 to 11/00

Area Manager – Alternate/Indirect Channel Sales

Atlanta, Georgia

- Managed and developed a team of seven Account Managers to lead the National Retail agent channel to exceed sales goals by an average of 40% monthly for the Southeast Region.
- Achieved a monthly run-rate of \$5 million in customer revenue after first fiscal year.
- Ranked #1 in company for maintaining a 25% lower acquisition cost (CPGA) versus all other markets.
- Prepared annual budget including sales, revenue, churn, compensation and expense targets utilizing key business indicators and forecasting techniques to achieve a 30% growth rate year over year.
- Increased Atlanta National Retail footprint by an average of 25% quarterly by prospecting and effectively targeting leads, making clear presentations and negotiating fair contracts, and providing on-going support.
- Provided frequent consultation with NR Stakeholders regarding the optimal use of COOP and MDF to maximize category exposure and advertising strategies to stay ahead of competition and changing market conditions.
- Selected for project team which managed the design, testing, and execution of Wireless IP. Achieved a market penetration of 7% after first month in operation.

6/98 to 8/99

Operations Manager – Alternate/Indirect Channel Sales

West Palm Beach, Florida

- Managed and developed a team of 16 Representatives to exceed department goals by consistently providing effective operational support to National Retail Chain sales channel.
 - Improved call center performance to exceed target of answering 80% of all inbound calls within 20 seconds.
 - Created and implemented a call-monitoring program that improved satisfaction scores to above 90%.
 - Lead an inbound sales team to efficiently close and validate many DMDR campaigns.
 - Deployed a revolutionary CRM tool for customers which utilized a new VRU and call scripting technology.
 - Worked with cross-functional leaders to synchronize various OTM offers from an operational perspective.
 - Promoted to Area Manager-Alternate/Indirect Channel Sales.
-

6/96 to 6/98

Account Executive – Alternate/Indirect Channel Sales Fort Lauderdale, Florida

- Managed all aspects of the relationship between AT&T and its National Retail Chain stakeholders.
- Developed ten accounts to exceed their sales targets by an average of 25% annually.
- Implemented and managed a supplemental staffing program to increase floor sales opportunities.
- Assisted in the negotiation and acquisition of new Retail Chains to represent AT&T.
- Reduced operating costs by 10% quarterly through sales and staffing efficiencies.
- Launched new products successfully by training and motivating Retailer sales teams.
- Negotiated floor space opportunities and special event business strategies with retailer Senior Management.
- Promoted to Operations Manager-Alternate/Indirect Channel Sales.

3/95 to 6/96

Sales Representative – Direct Sales Fort Lauderdale, Florida

- Effectively targeted leads and prospected to successfully sell wireless service and equipment.
- Ranked #1 on sales team for exceeding monthly sales goals by an average of 40%.
- Focused on building lasting relationships with customers that resulted in referral business.
- Promoted to Account Executive-Alternate/Indirect Channel Sales.

ACCOMPLISHMENTS:

- Invited to join the Family Advisory Council for the development of the NBHD Chris Evert Children's Hospital.
- Won the 2001 Independent Agents Network, "Circle Of Excellence" award for building and maintaining a world-class agent program as compared to all others in the telecom industry.
- Nominated for two 'Circle of Excellence' Awards for outstanding achievement.
- Selected to attend the 1997 AT&T Leadership Development Program.
- Nominated to facilitate the 1998 AT&T Leadership Development Program.

EDUCATION:

9/89 - 5/93

FLORIDA SOUTHERN COLLEGE Lakeland, Florida

Bachelor of Science in Business Administration, May 1993

- **Concentration in Marketing Management.**
- Awarded semester internship in WALT DISNEY WORLD DOLPHIN RESORT Sales and Marketing department.
- Delta Sigma Pi - Vice President and Chancellor of Professional Business Fraternity.

SOFTWARE:

Microsoft Windows Operating Systems

- Windows 2000 Professional
- Windows 98
- Access, Excel, Explorer, Outlook, PowerPoint, Publisher, Word

REFERENCES:

Professional references provided upon request.

Debra Short

5467 SW 11th St., #B

Margate, FL 33068

954-917-0027

Summary

I have over fifteen (15) years experience working in different capacities within a professional office setting and performing administrative, support and management duties.

Education

Florida Metropolitan University, Ft. Lauderdale, FL Paralegal Studies	Spring 1998
DePaul University, Chicago, IL Criminal Justice	1992-1993
Mississippi State University, Starkeville, MS	1985-1986
Ruleville Central High School, Ruleville, MS Accomplishment: Class Salutatorian	May 1985 (Graduation Date)

Work Experience

TelecomSmart.com, Ft. Lauderdale, FL	February 2000 – Present
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Customer Relations Manager

- Implemented Order Processing Procedures and Customer Service Procedures
- Conducted a telemarketing campaign to visitors of the Website
- Responsible for maintaining accurate product/rate information for all providers
- Provide customer service for Long Distance, Local, Internet Access and Web Hosting products
- Responsible for manual and automated order processing
- Prepare service proposals as requested by prospective customers
- Prepare cost analysis reports as requested by prospective customers
- Maintain customer database
- Track monthly revenue
- Prepare monthly sales reports
- Prepare monthly commission statements

Intermedia Communications, Ft. Lauderdale, FL	July 1998 – February 2000
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Executive Assistant for District Sales Manager

- Tracked the daily sales of ten (10) Account Managers
 - Prepared daily, weekly and monthly sales reports
 - Tracked all expenses and prepared expense reports for the Account Managers and the District Sales Manager
 - Prepared proposals for Account Managers
 - Coordinated and arranged travel schedules
 - Prepared customer correspondence
-

Nu-Tel Communications, Ft. Lauderdale, FL

August 1997 – June 1998

Executive Assistant/Office Manager

- Managed the switchboard (new business calls and trouble report calls)
- Coordinated the installation/repair schedules for four (4) technicians
- Dispatched technicians for service calls
- Prepared proposals/letters
- Maintained customer database
- Programmed minor phone systems
- Tracked and ordered office supplies and technicians stock inventory

LaSalle National Bank, Chicago, IL

October 1995 – February 1996

Telephone Banking Assistant

- Assisted existing customers in maintaining their accounts via the phone
- Assisted new customers in opening accounts via the phone
- Verified most current interest rates, loan rates, etc. as requested by existing customers via the phone
- Updated customers computerized records

Harris Trust & Savings Bank, Chicago, IL

August 1986 – May 1995

Banking Services Assistant

- Assisted existing customers in maintaining their accounts
- Assisted new customers in opening accounts
- Verified most current interest rates, loan rates, etc. as requested by customers
- Updated customers computerized records

Computer Skills

Type 55+ wpm

Windows Me

Microsoft Office 2000: Access, Excel, Outlook, PowerPoint and Word

4:11 PM
04/16/02
Cash Basis

National Telecom & Broadband Services, LLC
Balance Sheet
As of April 16, 2002

	<u>Apr 16, 02</u>
ASSETS	0.00
LIABILITIES & EQUITY	
Liabilities	
Long Term Liabilities	
Founder's Loan	250,000.00
Total Long Term Liabilities	<u>250,000.00</u>
Total Liabilities	250,000.00
Equity	
Opening Bal Equity	-250,000.00
Total Equity	<u>-250,000.00</u>
TOTAL LIABILITIES & EQUITY	<u><u>0.00</u></u>

Myant G. Myannon
president
4/16/02

April 15, 2002

Florida PSC

IXC Certification Application for National Telecom & Broadband Services, LLC (here on referred to as NTBS)

Financial Capability

NTBS was founded by veteran Florida Telecommunications executive, Mark Mansour. The company counts among its shareholders several former Florida Telecom executives including James Mansour and John Mansour. NTBS is financially backed by these three veteran telecom executives with a cumulative net worth of over one hundred million dollars. The company is a newly formed corporation and all future capital requirements will be met primarily by the existing shareholders. NTBS is a descendant of Telecomsmart.com and National Telecommunications of Florida, Inc. We are committed to creating and maintaining a profitable and strong competitive local and LD exchange carrier that is able to bring Florida consumers the benefits of competitive telecom services including lower costs, excellent customer care, and innovative services.

Telecomsmart has worked over the past two years in developing two telecom distribution channels, Agent Partners and Internet e-commerce, as a master distributor for several competitive carriers. NTBS was formed to offer competitive local and LD services as an outgrowth of the needs our customers and our agent distribution partners for a quality alternative to the incumbent LEC that can provide excellent customer care.

Upon approval NTBS will enter the Florida competitive market in phases as follows:

- Phase I - Local Voice Service in BellSouth Territory utilizing Unbundled Network Elements – Platform (UNE-P) a/k/a loop-port combinations
- Phase II - Interexchange Service (IXC) statewide utilizing owned or leased switching.
- Phase III - Local Voice Service in Sprint/United Territory utilizing UNE-P.
- Phase IV - Statewide Local Voice Service utilizing a combination of UNE-P and Enhanced Extended Loops (EELs) with owned or leased switching capabilities.

This implementation strategy will limit the demands on up-front capital and allow us to perfect our service offering, customer support systems, and Operating Support Systems (OSS) interfaces prior to making large fixed capital investments in switching and transmission. We believe this common-sense approach will keep our debt low, our service quality high, and our cash flow and balance sheet strong.

All successful and financially independent service providers start with one thing, satisfied customers. Satisfied customers are the product of fair dealings and excellent operations. The founder and CEO, Mark Mansour, has extensive operating knowledge and experience in CLEC, IXC, and IP operations with particular expertise in Billing,

Operational Support Systems, and Customer Care. We believe this experience will greatly enhance our operational efficiency and thus our cash flows and combined with our strong financial backing will create an enduring service provider capable of maintaining service for its customers.

The company has very few lease or ownership obligations and does not see those obligations significantly increasing given the current phased implementation strategy. Obligations will be primarily comprised of office rent and business machine leases.

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:

MARK A. MANSOUR
Print Name

President
Title

954.371.3622 771.7608
Telephone No. Fax No.

Mark A. Mansour
Signature

5/1/2002
Date

Address: 2400 E. Commercial Blvd.
suite 720
FORT LAUDERDALE, FL 33308

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:

MARK A. MANSOUR
Print Name

Mark A. Mansour
Signature

President
Title

5/1/2002
Date

954.771.3622 x12
Telephone No.

Fax No.

Address: 2400 E. Commercial Blvd
suite 720
Fort Lauderdale, FL 33308

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:

MARK A. MANSOUR

Print Name

Mark A. Mansour

Signature

President

Title

5/1/2002

Date

954.771.3622 x 12

Telephone No.

954.771.7608

Fax No.

Address:

2400 E. Commercial Blvd.

suite 720

FORT LAUDERDALE, FL 33308

National Telecom & Broadband Services, LLC
D/b/a National Tel

Florida Tariff No. 1
Original Sheet 1

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 National Telecom & Broadband Services, LLC, with principal offices at 2400 E. Commercial Blvd Suite 720, Fort Lauderdale, FL 33308. 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: May 1, 2002

EFFECTIVE:

By:

Mark A. Mansour, President
2400 E. Commercial Blvd. #720
Fort Lauderdale, FL 33308

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 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
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	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 4th revised Sheet 14 cancels the 3rd 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 - National Telecom & Broadband Services, 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, 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 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'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.

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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 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 from 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 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.

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SECTION 2 - RULES AND REGULATIONS continued

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 that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

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 The customer shall be credited for an interruption of more than twenty-four hours as follows:

Credit Formula:

$$\text{Credit} = A/720 \times C$$

"A" - outage time in hours

"B" - each month is considered to have 720 hours

"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 25-4.113, 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.

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SECTION 2 - RULES AND REGULATIONS continued

2.6 Deposits

The Company does not require a deposit from the customer.

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 on customer bills 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 reported in writing within 45 days of bill date 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.

SECTION 3 - DESCRIPTION OF SERVICE

ISSUED: May 1, 2002

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Mark A. Mansour, President
2400 E. Commercial Blvd. #720
Fort Lauderdale, FL 33308

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 30 seconds for a connected call and calls beyond 30 seconds are billed in 6 second increments.

International dialed calls have a minimum duration of 60 seconds for a connected call and calls beyond 60 seconds are billed in 30 second increments.

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 charges for uncompleted calls.

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SECTION 3 - DESCRIPTION OF SERVICE continued

3.2 Calculation of Distance

Usage charges for all mileage sensitive products are 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 90% during peak use periods for all Feature Group D services ("1+" dialing).

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SECTION 3 - DESCRIPTION OF SERVICE continued

3.4 Service Offerings

3.4.1 National Tel Long Distance Service

National Tel 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 six second increments after the 30 second minimum duration. No monthly recurring charges or minimum monthly billing requirements apply.

3.4.2 National Tel 800/8XX Service (Inbound) Long Distance Service

National Tel 800/8XX Service (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 thirty second minimum call duration. A \$10.00 monthly recurring fee for each toll free number applies.

3.4.3 National Tel Calling Card

National Tel Calling Card is a calling card service offered to residential and business customers who subscribe to the National Tel 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 is \$1.50 monthly recurring charge for each active calling card.

SECTION 3 - DESCRIPTION OF SERVICE continued

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3.4.4 Operator Services

The Company's operator services are provided to residential and business customers who "presubscribe" to this service for intrastate calling. Operator services include the completion of collect, station-to-station, person-to-person, third party billing and credit card calls with the assistance of a Carrier operator. Each completed operator assisted call consists of two charge elements (except as otherwise indicated herein): (i) a fixed operator charge, which will be dependent on the type of billing selected (e.g., calling card, collect or other) and/or the completion restriction selected (e.g., station-to-station or person-to-person); and (ii) a measured usage charge dependent upon the duration, distance and/or time of day of the call.

3.4.4.A Operator Dialed Surcharge

This surcharge applies to calls when the customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

- 1) Calls where a customer cannot otherwise dial the call due to defective equipment or trouble on the National Telecom & Broadband Services, LLC network; and
- 2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

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SECTION 4 - RATES

4.1 National Tel Long Distance Service

Rate per minute - \$0.10
Plan is billed in six second increments after the initial minimum duration period.

4.2 National Tel 800/8XX Service (Inbound) Long Distance Service

Rate per minute - \$0.10.
Plan is billed in six second increments with a thirty second minimum.

4.3 National Tel Calling Card

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

4.4 Operator Services (For presubscribed customers)

4.4.1 Usage Rates: The appropriate rate found under 4.1 or 4.3 shall apply.

4.4.2 Operator Charges:

Collect Station-to-Station	\$1.00
Collect Person-to-Person	\$3.25
Person-to-Person	\$3.25
Station-to-Station	\$1.00
Customer Dialed Calling Card	\$1.00
Operator Dialed Calling Card	\$1.75
Operator Dialed Surcharge	\$0.75

SECTION 4 - RATES continued

ISSUED: May 1, 2002

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4.5 Determining Applicable Rate in Effect

For the initial minute, the rate applicable at the start of chargeable time at the calling station applies. For additional minutes, the rate applicable is that rate which is in effect at the calling station when the additional minute(s) begin. That is, if chargeable time begins during the Day Period, the Day Rate applies to the initial minute and to any additional minutes that the call continues during the rate period. If the call continues into a different rate period, the appropriate rates from that period apply to any additional minutes occurring in that rate period. If an additional minute is split between two rate periods, the rate period applicable at the start of the minute applies to the entire minute.

4.6 Payment of Calls

4.6.1 Late Payment Charges

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

4.6.2 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, which ever is greater.

4.7 Restoration of Service

A reconnection fee of \$35.00 per occurrence is charged when service is re-established for customers who had been disconnected for non-payment.

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SECTION 4 - RATES continued

4.8 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.

4.9 Special Rates For The Handicapped

4.9.1. Directory Assistance

There shall be no charge for up to twenty five 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 25 within a billing cycle.

4.9.2. 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.

4.9.3. 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 of the otherwise applicable rate for a voice nonrelay 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 nonrelay 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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