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May 14, 2002

**VIA OVERNIGHT DELIVERY**

Florida Public Service Commission  
Attn: Walter D'Haeseleer  
Competitive Markets & Enforcement  
2540 Shumard Oak Blvd.  
Gunter Bldg.  
Tallahassee, Florida 32399  
(850) 413-6600

020428-TI

Re: Seamen's Church Institute of Florida Inc. dba Seafarer's House

Dear Mr. D'Haeseleer:

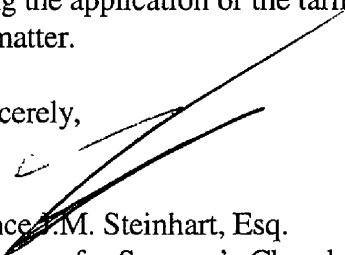
Enclosed please find one original and six (6) copies of Seamen's Church Institute of Florida Inc. dba Seafarer's House's Application for Authority to Provide Interexchange Telecommunications Service Within the State of Florida, along with an original and six (6) copies of Seamen's Church Institute of Florida Inc. dba Seafarer's House's proposed tariff.

I also have enclosed a check in the amount of \$250.00 payable to the Florida Public Service Commission to cover the cost of filing these documents.

Please return a stamped copy of the extra copy of this letter in the enclosed preaddressed prepaid envelope.

If you have any questions regarding the application or the tariff, please do not hesitate to call me. Thank you for your attention to this matter.

Sincerely,

  
Lance J.M. Steinhart, Esq.  
Attorney for Seamen's Church Institute of Florida Inc.  
dba Seafarer's House

Enclosures  
cc: Tom Barbernitz

DOCUMENT NUMBER-DATE

05210 MAY 15 8

FPSC-COMMISSION CLERK

**\*\* 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

020428-TI

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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:

Seamen's Church Institute of Florida Inc. dba Seafarer's House

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):

1800 SE 32nd Street

Ft. Lauderdale Florida 33316

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

None

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.
- (x) **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.
- (x) **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.
- (x) **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                            | ( ) Corporation         |
| ( ) Foreign Corporation                   | ( ) Foreign Partnership |
| ( ) General Partnership                   | ( ) Limited Partnership |
| ( x ) Other <u>Non-Profit Corporation</u> |                         |



8. **If individual**, provide:

Name: Not Applicable

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:**  
N30003

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): 65-0123576

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?

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Residential Customers | <input checked="" type="checkbox"/> Business Customers    |
| <input type="checkbox"/> PATs providers                   | <input type="checkbox"/> PATs station end-users           |
| <input type="checkbox"/> Hotels & motels                  | <input type="checkbox"/> Hotel & motel guests             |
| <input type="checkbox"/> Universities                     | <input type="checkbox"/> Universities dormitory residents |
| <input type="checkbox"/> Other: (specify) _____           |   |

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

(a) The application:

**Name:** Lance J.M. Steinhart

**Title:** Regulatory Counsel

**Address:** 1720 Windward Concourse, Suite 250

**City/State/Zip:** Alpharetta, Georgia 30005

**Telephone No.:** (770) 232-9200 **Fax No.:** (770) 232-9208

**Internet E-Mail Address:** lsteinhart@telecomcounsel.com

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

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

**Name:** Tom Barbernitz  
**Title:** Controller & Business Manager  
**Address:** 1800 SE 32nd Street  
**City/State/Zip:** Ft. Lauderdale Florida 33316  
**Telephone No.:** (954) 467-7330 **Fax No.:** (954) 766-2699  
**Internet E-Mail Address:** tom@seafarershouse.org  
**Internet Website Address:** www.seafarershouse.org

(c) Complaints/Inquiries from customers:

**Name:** Tom Barbernitz  
**Title:** Controller & Business Manager  
**Address:** 1800 SE 32nd Street  
**City/State/Zip:** Ft. Lauderdale Florida 33316  
**Telephone No.:** (954) 467-7330 **Fax No.:** (954) 766-2699  
**Internet E-Mail Address:** tom@seafarershouse.org  
**Internet Website Address:** www.seafarershouse.org

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

Florida  
\_\_\_\_\_  
\_\_\_\_\_

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

None  
\_\_\_\_\_  
\_\_\_\_\_

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

None

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

None

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

None

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

None

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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

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

No

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

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

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

b. \_\_\_\_\_ **MTS with route specific rates per minute**

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

c. \_\_\_\_\_ **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.

See Attached

**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.

Applicant will use the network services of its underlying carrier to provide services to customers in the State of Florida.

**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.

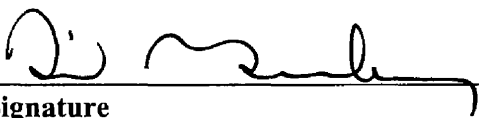
**THIS PAGE MUST BE COMPLETED AND SIGNED**

**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:**

Reverend David Mesenbring  
\_\_\_\_\_  
**Print Name**  
  
Executive Director  
\_\_\_\_\_  
**Title**  
  
(954) 467-7330  
\_\_\_\_\_  
**Telephone No.**                      **Fax No.**

  
\_\_\_\_\_  
**Signature**  
  
5/6/02  
\_\_\_\_\_  
**Date**  
  
(954) 766-2699  
\_\_\_\_\_

**Address:**                      1800 SE 32nd Street  
\_\_\_\_\_  
Ft. Lauderdale                                      Florida                      33316  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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:**

Reverend David Mesenbring

**Print Name**

Executive Director

**Title**

(954) 467-7330

**Telephone No.**

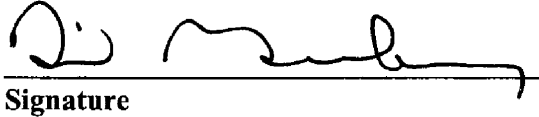
**Address:**

1800 SE 32nd Street

Ft. Lauderdale

Florida

33316



**Signature**

5/6/02

**Date**

(954) 766-2699

**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 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:**

Reverend David Mesenbring


**Print Name**

Executive Director

**Title**

(954) 467-7330

**Telephone No.**



**Signature**

5/6/02

**Date**

(954) 766-2699

**Fax No.**

**Address:**

1800 SE 32nd Street

Ft. Lauderdale

Florida

33316

**CURRENT FLORIDA INTRASTATE SERVICES**

Applicant **has** ( ~~X~~ ) 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?

**See Attached**

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

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

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

**UTILITY OFFICIAL:**

Reverend David Mesenbring

**Print Name**

Executive Director

**Title**

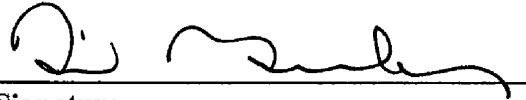
(954) 467-7330

**Telephone No.**

**Address:**

1800 SE 32nd Street

Ft. Lauderdale



**Signature**

5/6/01

**Date**

(954) 766-2699

**Fax No.**

Florida

33316

**CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT**

FL IXC App

FORM PSC/CMU 31 (12/96)  
Required by Commission Rule Nos. 25.24-470,  
25-24.471, and 25-24.473, 25-24.480(2).

The company is a nonprofit organization that is a hospitality center for the maritime industry. The hospitality center provides a phone room in which phone calls can be made by seafarers to their families, etc., and pay for their usage when finished.

The seafarers house has been providing this service for several years, and was just advised that they should obtain a certificate from the Florida Public Service Commission to provide such service. The company has also recently filed a Section 214 application with the Federal Communications Commission.

A more detailed description of the activities of the seafarers house is attached hereto.

## **LIST OF ATTACHMENTS**

**PROPOSED TARIFF**

**FINANCIAL INFORMATION**

**MANAGEMENT INFORMATION**

**STATEMENT OF FINANCIAL CAPABILITY**

**PROPOSED TARIFF**



SEAMEN'S CHURCH INSTITUTE OF FLORIDA INC.  
SEAFARER'S HOUSE

PSC TARIFF NO. 1  
ORIGINAL SHEET 1

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TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by Seamen's Church Institute of Florida Inc. dba Seafarer's House ("Seafarer"), with principal offices at 1800 SE 32<sup>nd</sup> Street, Ft. Lauderdale, Florida 33316. This tariff applies for telecommunications services furnished within the State of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

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Issued: May 15, 2002                      Effective:  
By:                Rev. David Mesebring, Executive Director  
                      1800 SE 32<sup>nd</sup> Street  
                      Ft. Lauderdale, Florida 33316



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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Company's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission - Used throughout this tariff to mean the Florida Public Service Commission.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company or purchases a Company Prepaid Calling Card and/or originates prepaid calls using such cards, and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Company or Seafarer - Used throughout this tariff to mean Seamen's Church Institute of Florida Inc. dba Seafarer's House, a Florida Non-Profit Corporation.

Dedicated Access - The Customer gains entry to the Company's services by a direct path from the Customer's location to the Company's point of presence.

Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Prepaid Account - An inventory of Telecom Units purchased in advance by the Customer, and associated with one and only one Authorization Code as contained in a specific Prepaid Calling Card.

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Issued: May 15, 2002                                  Effective:  
By: Rev. David Mesenbring, Executive Director  
1800 SE 32<sup>nd</sup> Street  
Ft. Lauderdale, Florida 33316



SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications services provided by the Company for telecommunications between points within the State of Florida. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. The Company 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 a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement.

2.1.1 The services provided by the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.

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Ft. Lauderdale, Florida 33316







- 2.3.4 The Company's liability, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects shall not exceed an amount equal to the charges provided for under this tariff for the long distance call for the period during which the call was affected. No other liability in any event shall attach to the Company, except as ordered by the Commission.
- 2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity or any other property whether owned or controlled by the Customer or others.
- 2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.
- 2.3.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express or implied, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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Issued: May 15, 2002

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By: Rev. David Mesenbring, Executive Director  
1800 SE 32<sup>nd</sup> Street  
Ft. Lauderdale, Florida 33316

**2.4 Responsibilities of the Customer**

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 2.4.3 If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.
- 2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of the Company's equipment to be maintained within the range normally provided for the operation of microcomputers.
- 2.4.6 The Customer shall ensure that the equipment and/or system is properly interfaced with the Company's facilities or services, that the signals emitted into the Company's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure



**2.5 Cancellation or Interruption of Services**

- 2.5.1 Without incurring liability, upon five (5) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the Customer, the Company may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:
- 2.5.1.A For nonpayment of any sum due the Company for more than thirty (30) days after issuance of the bill for the amount due,
- 2.5.1.B For violation of any of the provisions of this tariff,
- 2.5.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over the Company's services, or
- 2.5.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.
- 2.5.2 Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

---

**Issued: May 15, 2002**

**Effective:**

**By: Rev. David Mesenbring, Executive Director**  
**1800 SE 32<sup>nd</sup> Street**

**Ft. Lauderdale, Florida 33316**

- 2.5.3 Service may be discontinued by the Company without notice to the Customer, by blocking traffic to certain counties, cities or NXX exchanges, or by blocking calls using certain Customer authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.
- 2.5.4 The Customer may terminate service upon verbal or written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage and be responsible for payment until the Customer or its agent notifies its local exchange carrier and changes its long distance carrier.

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Issued: May 15, 2002 Effective:  
By: Rev. David Mesenbring, Executive Director  
1800 SE 32<sup>nd</sup> Street  
Ft. Lauderdale, Florida 33316





**2.7 Deposit**

The Company does not require deposits.

**2.8 Advance Payments**

The Company requires advance payments for recurring and non-recurring charges. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

**2.9 Payment and Billing**

2.9.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon receipt.

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Effective:

2.9.2           The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, subscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, subscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and non-recurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.

**2.10 Collection Costs**

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated services, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company, will be determined by the court.

**2.11 Taxes**

All federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein.

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SECTION 3 - DESCRIPTION OF SERVICE

3.1 Computation of Charges

3.1.1 The total charge for each completed call may be a variable measured charge dependent on the duration, distance and time of day of the call. The total charge for each completed call may also be dependent only on the duration of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls are measured in increments as set forth in the Rates Section of this tariff. All calls are rounded up to the next whole increment.

3.1.2 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:

$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

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**3.2 Continued**

Any objection to billed charges should be reported promptly to the Company or its billing agent. 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. A Customer who is unable to resolve a billing dispute with the Company may contact the Commission by telephone at 1-800-342-3552 to intervene in the billing dispute.

**3.3 Level of Service**

A Customer can expect end to end network availability of not less than 99% at all times for all services.

**3.4 Billing Entity Conditions**

When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. The Company's name and toll-free telephone number will appear on the Customer's bill.

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	<b>Ft. Lauderdale, Florida 33316</b>



**3.5.4 Company Prepaid Calling Cards**

This service permits use of Prepaid Calling Cards for placing long distance calls. Customers may purchase Company Prepaid Calling Cards at a variety of retail outlets or through other distribution channels. Company Prepaid Calling Cards are available at a variety of face values. Company Prepaid Calling Card service is accessed using the Company toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. The Company's processor tracks the call duration on a real time basis to determine the number of Telecom Units consumed. The total consumed Telecom Units and applicable taxes for each call are deducted from the remaining Telecom Unit balance on the Customer's Company Prepaid Calling Card.

All calls must be charged against Prepaid Calling Card that has a sufficient Telecom Unit balance. A Customer's call will be interrupted with an announcement when the balance is about to be depleted.

When the balance is depleted, the Customer can either call the toll-free number on the back of the Company Prepaid Calling Card and "recharge" the balance on the card using a nationally recognized credit card, or the Customer can throw the card away and purchase a new one. Calls in progress will be terminated by the Company if the balance on the Company Prepaid Calling Card is insufficient to continue the call.



**Section 3.5.4 Continued**

A card will expire on the date indicated on the card, or if no date is specified, 12 months from the date of first usage, or the date of last recharge, whichever is later. The Company will not refund unused balances.

A credit allowance for Company Prepaid Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. To receive the proper credit, the Customer must notify the Company at the designated toll-free customer service number printed on the Company Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed.

When a call charged to a Company Prepaid Calling Card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer will receive a credit equivalent of one Telecom Unit.

Credit allowances for calls pursuant to the Company Prepaid Card Service do not apply for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.

Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.

The Company will block all calls beginning with the NPA "900" and NXX "976" calls, therefore such calls can not be completed.









## FINANCIAL INFORMATION



# SEAFARERS' HOUSE CASA DEL MARINO



Helping Seafarers find their way

ANNUAL REPORT 2000



# FINANCIALS

## REVENUE

Direct Public Support		300,470
Program Services		1,744,157
Interest on Savings & Temporary Cash Investments		6,095
Other Revenue		<u>7,646</u>
<b>Total Revenue</b>		<b>2,058,368</b>

## EXPENSES

Program Services		1,273,961
General Administration		717,675
Depreciation Expense		38,021
Fund Raising		<u>27,631</u>
<b>Total Expenses</b>		<b>2,057,288</b>

## NET ASSETS

Excess or (Deficit) for the year		1,080
Net assets of fund balances at the beginning of the year		<u>328,412</u>

**NET ASSETS AT THE END OF THE YEAR 329,492**

## ASSETS

Cash - Non Interest Bearing		212,589
Cash - Interest Bearing		188,812
Accounts Receivable	105,715	
Less: Reserve for Bad Debts	<u>(35,335)</u>	
Net Accounts Receivable		70,380
Inventories for Sale or use		24,760
Other Assets		25,817
Building & Equipment	547,520	
Less: Accumulated Depreciated	<u>(329,252)</u>	
Net Building & Equipment		<u>218,268</u>
		<u><u>740,626</u></u>

## TOTAL ASSETS

### Liabilities And Net Assets/Fund Balance

Accounts Payable & Accrued Expenses	128,909	
Other Liabilities	<u>134,135</u>	
Total Liabilities		263,044
Restricted Funds		
Designated for Capital Projects	141,126	
Cooperative Maritime Ministry Grant Fund	<u>6,964</u>	
Total Restricted Funds		148,090
Equity		
Investment in Fixed Assets	218,268	
Unrestricted Funds	<u>111,224</u>	
Net Equity		<u>329,492</u>
<b>Total Liabilities &amp; Net Assets/Fund Balance</b>		<u><u>740,626</u></u>





Helping Seafarers find their way

A black and white photograph of two men on a ship's deck. The man on the left is wearing a light-colored t-shirt and is smiling. The man on the right is wearing a dark t-shirt, a hard hat, and a safety harness, and is also smiling. They are both holding onto a thick metal chain. The background shows the ship's structure and rigging.

ANNUAL REPORT 2001



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Thanks to Kristin Schwarz (a seafarers' daughter) for volunteering her skills and time to produce this Report!





**Our mission is  
to improve the lives of seafarers  
and their families through  
ecumenical service.**

## **Our Values**

*While fulfilling our mission through service, we perpetuate a set of values that include:*

- The conviction that no single religious faith exercises a monopoly on God
- Actively witnessing a spirit of religious hospitality that welcomes the stranger in our midst
- Respecting the values, faiths, and cultural norms of seafarers and their families
- Publicizing the contribution that seafarers make to our lives and economy
- Affirming that authentic ministry must be mutually rewarding among all its parties
- Developing the people whose lives we seek to improve without encouraging their dependency on our services
- Treating co-workers, clients and vendors/suppliers fairly; with honesty and respect for differing points of view
- That serving human needs via ecumenical cooperation has value for those who are served, the servers themselves, and society as a whole. This is true in ways that are qualitatively different than when such services are delivered by a religiously homogeneous group.



# W hat we do at Seafarers' House

## THE PORT ECONOMY

The economy is thriving in Port Everglades, Florida, thanks to rapid growth in the number of cruise and cargo ships that call here. In 2001, several new cruise ships began calling Port Everglades home, with the result that total mariner visits now number one million annually. This has helped to make Seafarers' House the busiest agency of its kind in the world. Seafarers' House is proud to serve these hard working men and women. Their increased numbers propelled our growth, even as it challenged our operations. Most mariners today are foreign nationals - in fact men and women from over 100 countries used our services in 2001.

## LIFE AT SEA IS HARD

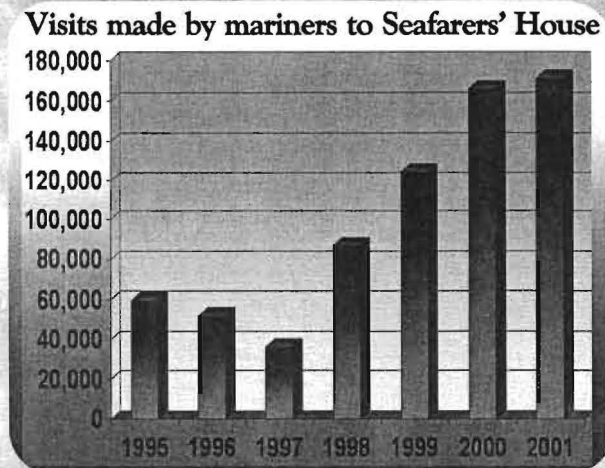
Seafarers work long hours often under lonely, perilous conditions. During one recent year alone, more than 2000 people



died while working at sea. Incidents of violent piracy increased dramatically during the 1990's. During long contracts at sea, mariners are separated from the loved ones that they leave home in order to support. Many ships fly 'flags of convenience' that offer employers fewer labor regulations. When bad things happen on board ships, port chaplains are often a crewmember's best hope for help.

## HOME AWAY FROM HOME

Seafarers' House is a new member of the 180 years old maritime ministry tradition that welcomes strangers to the world's ports. Dedicated staff and volunteers ensure that our 4,200-square-foot hospitality center in the heart of Port Everglades remains open every day of the year, providing mariners with a home away from home. Mariners use their precious shore time to contact loved ones. They flock to our low-cost international phones, buy native foods in our store, mail letters at a full service post office, read newspapers from home, use the internet, safely send home their hard earned cash, or just relax by shooting pool and ping-pong, playing the piano, reading or watching TV.





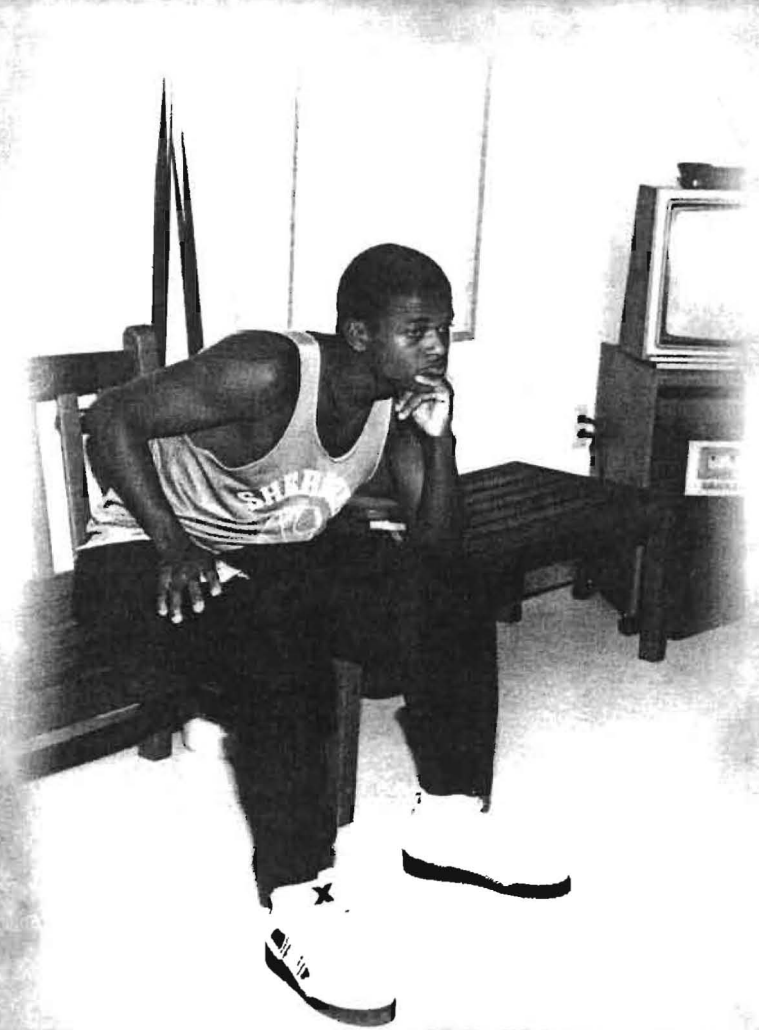


## FOOD FOR THE SOUL

Mariners also come to Seafarers' House seeking "food for the soul," knowing that they can access ordained Christian ministers as well as clergy of other faiths, attend services in the chapel or talk in confidence with someone about their problems and sorrows. Our ministry in the public space of a major seaport includes an ecumenical cooperation among Christians, Jews and Muslims.

## BEHIND THE SCENES

A collaborative partnership of staff, volunteers and financial supporters, including religious congregations, maritime unions and businesses, civic organizations and individuals, enables Seafarers' House to fulfill its mission of help and hope. We are grateful to these friends who give witness to God's love among more than 150,000 mariners visiting our center this year.





# BOARD OF DIRECTORS



**Vice President**  
Arthur C. Novacek  
Maritime Service  
Consultant  
Eller & Company, Inc.



**Secretary**  
A.P. Sasso  
Inspector, ITF/District  
No.1 MEBA, Boca  
Raton, FL



**Treasurer**  
James D. Yager  
Consultant  
Fort Lauderdale, FL



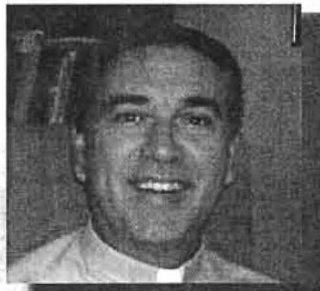
**Ex-Officio**  
Bishop Leo Frade  
Episcopal Diocese of Southeast  
Florida  
Miami, FL



Flora Almany  
Customer Service Rep.  
Medwork Walk-In Care  
Fort Lauderdale, FL



Clifford Berry II  
President  
Cliff Berry Incorporated  
Port Everglades, FL



The Reverend  
Robert Deshaies  
St. Benedict's Episcopal  
Church  
Plantation, FL



Patricia Du Mont  
President  
Manadu Corporation  
Fort Lauderdale, FL



Jean Fitzgerald  
Senior Consultant  
Eller & Company, Inc.  
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Mary Anne Gray  
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The Florida Alliance, Inc.  
Fort Lauderdale, FL



Rabbi Robert P.  
Frazin, D.D.  
Temple Solel  
Hollywood, FL



Steven Laine  
Permanent Fund National  
Advisor, Rotary Int.  
Boca Raton, FL



Phil McNally  
Exec. VP & Broward  
County Reg. Executive,  
Admiralty Bank  
Fort Lauderdale, FL



Maulana Shafayat Mohamed  
Ameer & Principal  
Darul Uloom Institute  
Pembroke Pines, FL



Steve Nielsen  
VP Marine Operations  
Princess Cruises  
Fort Lauderdale, FL



Bernadene Rodriguez, Esq.  
Kiffen Lewis, Rodriguez  
& Smith, Attorneys at Law  
Fort Lauderdale, FL



# A Message from the Board of Directors



The whole team at Seafarers' House (supporters, volunteers and employees) should be commended for its 2001 service activity accomplishments. In spite of difficult challenges, we remained the world's busiest center of nonprofit services to mariners, and on a budget much smaller than many of our sister agencies!

Less visible to the public's eye are some huge new strides being made to position Seafarers' House for further growth. Throughout 2001, our Board of Directors stayed focused on the task of training and organizing ourselves to better resource the mission "to improve the lives of seafarers and their families through ecumenical service."

#### Our Board's new accomplishments in 2001 included:

- Launching an Ecumenical Service Council to oversee religious aspects of the mission and inform the religious community about the special needs of mariners
- Meeting with key staff for a day of strategic planning to envision our future
- Conducting a feasibility study of the agency's readiness for a capital and endowment campaign to fund new facility construction
- Attending three board training events facilitated by the National Center for Nonprofit Boards
- Establishing a Governance Committee to build a stronger, more resourceful, body of committed directors
- Expanding the Board by electing key civic and cruise industry leaders
- Successfully establishing "Friends of Seafarers' House" as an annual campaign

We are still the new member of a much older tradition and we are still learning and growing. As a former ship's captain once wrote in the now famous hymn,

"When we've been there ten thousand years  
Bright shining as the sun  
We've no less days to sing God's praise  
Than when we'd first begun"

*Allan Milledge*  
Allan Milledge, Esq.  
President, Board of Directors



## R eflections from the Executive Director



Mariners are an "invisible" group of people that our society depends upon daily without thinking about. As true as that was before September 11th, 2001, it is now even more of a danger in the world forever changed by that date of infamy.

When Port Everglades closed for 24 hours after the attacks, port officials received desperate calls from emergency personnel throughout the southern third of Florida. Those who manage fleets of ambulances, police cars, and fire trucks know that every drop of petroleum fueling 13 counties comes through Port Everglades. Interrupt that flow for even just a few days and all transportation grinds to a halt.

When Port Everglades reopened on September 12th, all "arriving foreign national crew" were restricted to their vessels, and police checkpoints guarded road entrances. A week later, crew were once again allowed off their ships to contact loved ones, etc.. Today, U.S. seaports maintain a level of enhanced security that further isolates them from the larger communities they serve.

Now, more than ever, those serving us by their work at sea need a safe haven when their vessels visit port. During 2001, Seafarers' House was declared the 'busiest' such hospitality center in the world!

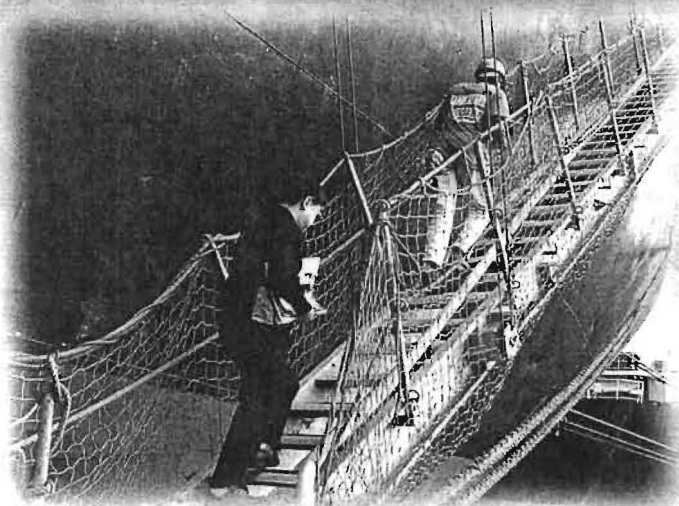
Turn these pages to see how well 'invisible' mariners are being welcomed here by an extraordinary group of supporters, volunteers and employees. Then, mindful of our dependence upon mariners, and the call of many faiths "to welcome the stranger," please strengthen our ministry in every way you can. Prevent their further isolation by helping resource this unique cooperation of Christians, Jews and Muslims, as well as labor, business and civic leaders!

  
The Reverend David Mesenbring  
Executive Director



# W elcome Strangers in our Midst

Seafarers' House is proud of its reputation as the busiest port chaplaincy in the world. A unique blend of services meeting the spiritual and material needs of mariners fueled this growth, as well as our accessibility. In the year 2001, Seafarers' House was open at least 18 hours every day of the year. Crewmembers in record setting numbers used the following services, which have been extended to meet the information technology needs of seafarers in the 21st century.



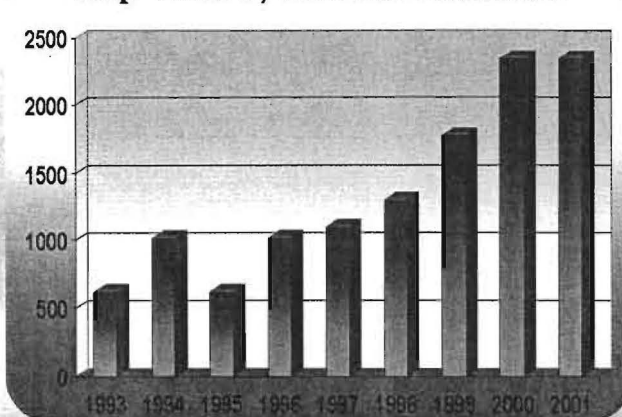
seafarers often very little time to explore their new environment and run errands, or even more importantly making it very difficult to finding help in difficult situations. Ship visiting plays a crucial role in the every day operation of Seafarers' House. Our mission is one rooted in ancient religious traditions of hospitality: welcoming the strangers in our midst. Employees and volunteers alike go on board cruise and cargo ships spreading the word that Seafarers' House is home away from home, a safe harbor, a place to relax and to connect with their families. This past year 2,350 ships were visited, including more cruise ships than ever before.



## SHIP VISITING

When a ship arrives in Port Everglades, the vessel in port becomes a hive of activity. Loading or unloading of cargo, taking on of ship supplies and the boarding of cruise passengers, cutting shore times to the minimum, leave

Ship Visits by staff and volunteers

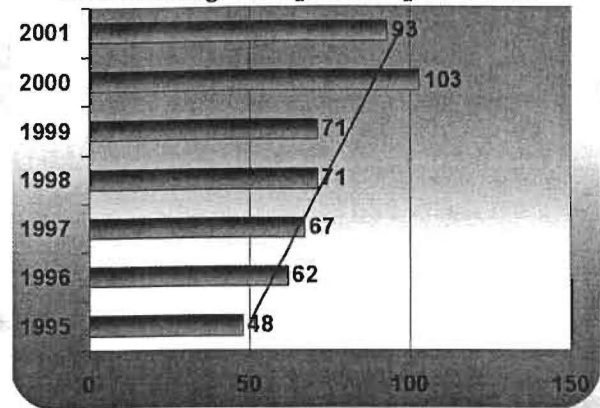




## ASSISTANCE TO SEAFARERS IN TROUBLE

Seafarers often find themselves uncertain what to do or where to go when they are in trouble. Seafarers' House is often the only place that they can turn. They often turn to us scared because of their vulnerability as strangers and their uncertainty about what will happen next. Their problems can be serious like retrieving many months worth of unpaid wages. Questions burden their minds like "Will I ever get paid? What will happen to my family if I don't? When and how will I ever get back home?" In 2001, we handled 92 separate cases. In partnership with volunteer organizations and professionals specializing in maritime affairs, we accessed expertise to solve problems like repatriation, recovering back wages, improving living and working conditions, securing medical care, job search networking, and emergency assistance to stranded seafarers.

### Attending to special problems



## COUNSELING

Listening to seafarers is one of the greatest gifts we offer. Our staff - employees and volunteers alike - is encouraged to converse with the seafarers, even when language barriers make it hard to understand one another. We know that a smile is often worth more than a thousand words. Once mariners feel accepted and welcomed, they are more likely to trust us with their problems. Loneliness often strikes after a phone call back home. Lending our sympathetic ears is especially appreciated.

## DEVOTIONAL, RELIGIOUS AND COUNSELING MATERIAL

Holy Scripture, devotional booklets and other religious material is made freely available in many different languages. We also have free pamphlets on how to deal with grief, stress, loneliness, addiction, and AIDs. Generous help from religious congregations, bible societies, and the Gideons made this possible. This wonderful service enriches the study and reflection of mariners while living on board during their long hours at sea.





# SERVICE HIGHLIGHTS

Additionally, our small store offers religious items in various languages that mariners have requested such as religious videos, Christian music, reference bibles and other religious books.

## CHAPEL SERVICES

Seafarers' House offers religious services in its own chapel or on board vessels. There are most often prayer meetings held at midday and attended by mariners and staff alike. Mass is celebrated in English and Spanish on major religious holidays, and at other times upon request. In 2001 the Gulf-stream Baptist Association secured funds from Baptists state-wide for a part-time port chaplain working from Seafarers' House. Pastor Stephen Wright represents the first time a religious denomination has fully funded a chaplain's position at Seafarers' House. As a multi-faith ministry, Seafarers' House strives to honor the religious faiths of all those who visit us. Practicing this vision of hospitality has stretched us and enriched us.



## TRANSPORTATION

Practicing hospitality also means that we need to enable seafarers to come to our center. We offer free transportation to mariners from their ships to our center and to other popular Fort Lauderdale locations. With more new cruise ships based at Port Everglades, and more crewmembers than ever, our vans seem to be constantly on the road. They are vital to our organization. In 2001, a grant awarded by the ITF Seafarers' Trust in London added two new vans to our fleet. Our vans logged over 90,786 miles in 2001! Our drivers are often the first contact that mariners make with Seafarers' House. Employees and volunteers get to know many of the mariners who return to Port Everglades, and countless warm friendships have developed over the years.

## PHONE ROOM

Our phone room can be considered the heart of our operations since it is where seafarers speak with their families. To be able to make





low cost phone calls home to their loved ones is an instant morale booster for these hard working people. As a nonprofit organization, Seafarers' House can offer the best telephone rates in Port Everglades. We are constantly striving to give mariners longer, cheaper talk time with their families. In 2001, call volume continued to grow, and we were again able to announce several rate reductions during the year. We are proud to announce that in addition to the 48 direct-out lines we added the capacity to use phone cards on an additional 21 phones. The expansion of our telecommunication services was funded by the Woman's Seamen's Friend Society of Connecticut and by Holland America Line. Mariners made 176,218 phone calls at Seafarers' House in 2001, not including the phone card based calls made from the 21 new phones. A total of almost 1,8 million phone minutes were logged by mariners at Seafarers' House during 2000 on all phones, including phone card based calls. In 2001 a total of almost 1,7 million minutes were counted.

**INTERNET ACCESS**

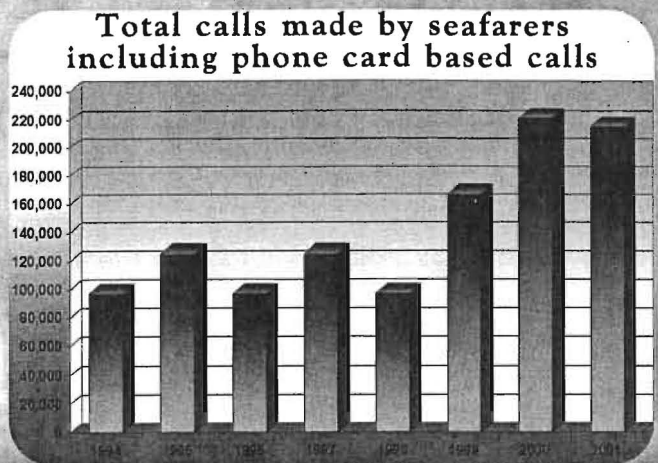
When in late 1999 a grant by the ITF Seafarers' Trust in London enabled us to add Internet Access at 4 new PC stations, we soon realized that the demand for this new service would surpassed all expectations. In 2001 another 8 stations were added in an expansion made possible by funding from the Woman's Seamen's Friend Society of Connecticut and by the ITF Seafarers' Trust in London. 4,594 hours of internet

access were logged by mariners at Seafarers' House during 2001. Seafarers use the Internet to write emails to friends and family, read native newspapers and magazines, or research job opportunities. Seafarers' House also offers the use of a high-quality scanner, which can be used by seafarers to send pictures home to their loved ones.



**MONEY ORDERS & MONEY REMITTANCES**

Seafarers' House provides low cost money orders as well as safe, economical wire transfers to 30 countries in Asia, Latin America, the Caribbean and parts of Europe. Crew members work hard to support their families back home. Seafarers are paid in cash in ports where





# SERVICE HIGHLIGHTS



they do not have bank accounts; they require a safe, reliable and cost effective way of sending hard earned money home to their loved ones. Seafarers' House has earned the reputation of a trustworthy partner in helping mariners to meet this need. In 2001, Seafarers' House transacted 3,639 money orders. The number of wire transfers grew to 9,685 during this past year. A total of \$7.23 million were transferred in 2001. The Electronic Paycard was introduced at Seafarers' House in 1999. It uses cutting edge technology and ATMs worldwide to help mariners transfer their money faster than ever. The mariner receives two ATM cards, which can be purchased through us. One card can be used to make deposits or withdrawals by the seafarer who sends the other card home to a relative who uses it at ATMs around the world to withdraw the funds as soon as one hour after the deposit is made.

## SEAFARERS' HOUSE STORE

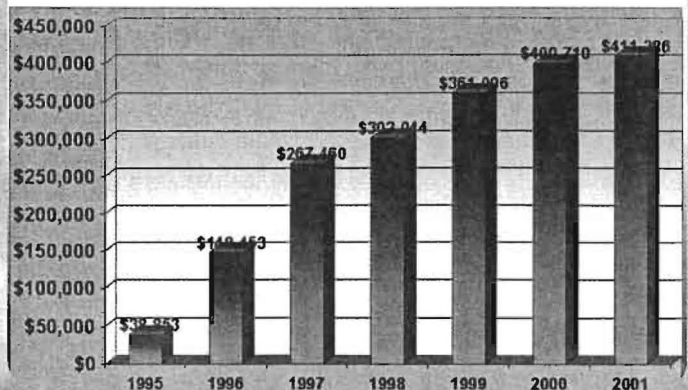
Our small convenience store is well-stocked with items seafarers have a hard time finding at nearby shops, like Philippine Batchoy, Indonesian Goreng (noodle products) and Jamaican cakes. This taste from home is for many

seafarers an appreciated treat. And often seafarers have to choose to either to find a place that allows them to make a phone call or find a shopping center close to the port. Seafarers' House offers them a chance to call home and shop and so much more, all within a friendly, safe, convenient, and trustworthy environment of people who care. In 2001 we introduced the Point of Sale (POS) system to our store. This system allows us to serve mariners faster, and track inventory needs more efficiently. Prior to its acquisition the POS had been carefully researched. Seafarers are responding very positively to this fast new service.

## POSTAL SERVICES

Since 1996, Seafarers' House has served as a contract unit for the U.S. Postal Service at Port Everglades. Crew members, port workers and businesses utilize our postal services, which also include the rental of mail boxes. Mariners can rely on registered mail for sending their money orders or simply sending a parcel home to their loved ones.

**Total annual sales at Seafarers' House store**







## DISTRIBUTION OF DONATED ITEMS

Throughout the year, Seafarers' House receives gifts-in-kind to distribute among mariners. National Geographic magazines are an all-time favorite with mariners. The impressive pictures from around the world are always welcome no matter what language the mariners speak.

We are very fortunate to be supported by many caring individuals and organizations that supply us with homemade cookies, candies and other goodies that disappear fast in our center. School supplies for children and clothing are also always in demand, especially for those mariners whose job will take them to colder climates. The support of the religious

community is especially encouraging, notably the Gulf Stream Baptist Association for their donations of gifts - toiletry sets for men and school supplies for children - and the First Baptist Church, Ft. Lauderdale, for delivering hundreds of wrapped presents for seafarers.

Our faithful friends at Bethel Lutheran Church and Sunday School in St. Paul, Minnesota, continue to lead other Christian Churches and schools near and far that help us remember seafarers and their families. The support of these dedicated individuals and organizations makes our community a better place!





# S

## ervices to other Port Chaplains

### PHONE CARDS

Seafarers' House is a reputable supplier of telephone cards to maritime ministries around the U.S. and Canada. Three highly respected phone cards are being offered: SeaFare Card® (launched in 1993), and The Chaplain Card® (1998) and the Lighthouse Card (2001). New phone card suppliers come and go every day, on a business landscape that is confusing and risky for chaplains and seafarers alike. That is why 89 agents in 70 North American ports have, at one time or another, been grateful for the chance to depend upon Seafarers' House to provide them with reliable phone card products.

### LOWER LONG DISTANCE TELEPHONE RATES

The Seamen's Church Institute of Florida extends the benefits of its low long distance rates to cooperating port chaplains, enabling smaller chaplaincies to offer better service to mariners. Businesses and residential users alike are welcome to participate in our program. In 2001, 10 accounts were taking advantage of this service.

### COOPERATIVE MARITIME MINISTRY GRANTS

The Seamen's Church Institute of Florida voluntarily donates 2% of all SeaFare Card® and Chaplain Card® deposits collected by Port Chaplains to grants that promote new cooperation in maritime ministry. During 2001 we funded office equipment costs of \$2,437 to establish the newly formed ecumenical Portland Seafarers Mission in Oregon.



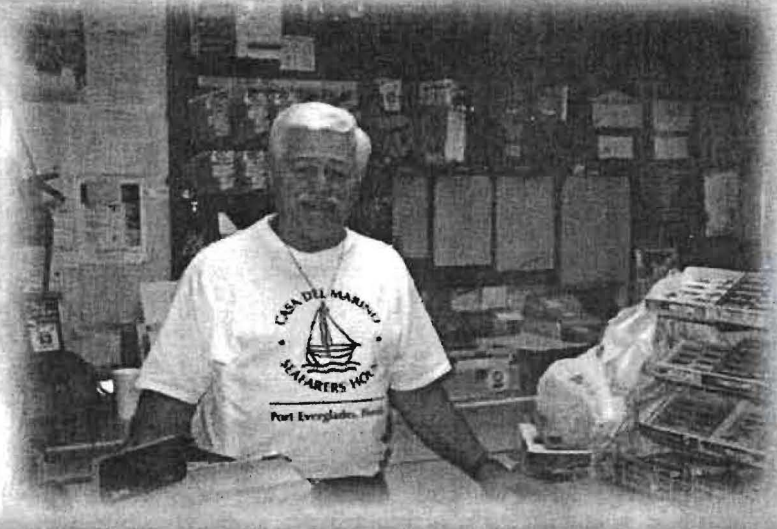
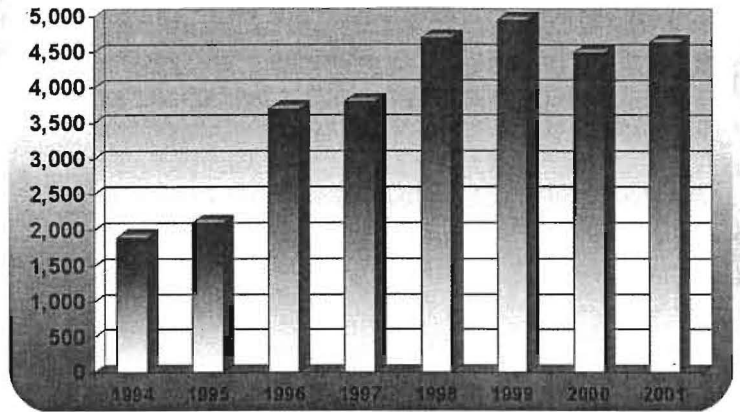


# A helping Hand: Volunteer Activity

Our volunteers bring talent, energy, warmth, commitment and laughter to Seafarers' House. In 2001, 144 volunteers played a key role in our success through their donation of 4,627 hours. Our volunteers work side by side with our employees and assist mariners with telecommunications, purchases at our store, transportation to and from their ships, or assist with administrative, maintenance and operational tasks.

Another whole group of volunteers plan and execute the special events that provide critically needed fundraising and friend raising for Seafarers' House. We strongly encourage the interaction of our volunteers with the mariners, and most of them would say they receive much more than they give from the time they invest at Seafarers' House.

Volunteer Hours worked at Seafarers' House





# VOLUNTEERS & DONORS

*On behalf of visiting seafarers, a special "Thank You" to our 2001 volunteers ...*

Advent Lutheran Church	Pat Du Mont	Theresa Heiss	Alice Linder	Regent Bank
Muriel Albury	Gisela Eisele	Carlos Hernandez	Buddy Lochrie	Bernadine Rodriguez
Flora Almany	Lynn Erickson	Sigrid Herppich	Lutheran Brotherhood	Jessica Rodriguez
Madelin Antoine	Judy Estep	HOBi	Lee MacRobbie	Will Rose
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Hristo Balkanski	Victoria Fazio	Michael Hopkins	Tom McDonald	Kristin Schwarz
Troy Barbernitz	Carolyn Fazio	Mike Hosley	Kyle McDowell	Arthur Scott
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Jo Benedict	Harris Franklin	Ted Johnston	Allan Milledge	St. Paul's Lutheran Youth
Cliff Berry, Sr.	Patti Frederick	Denise Johnston	Jairo Molinares	Group
Cliff Berry II	Paula Garcia	Harry Jones	Vicki Nemzoff	Eugene Sweeney
Clayton Brantly	Cynthia Gill	Bill Keith	Stephen Nielsen	Anne Swoboda
LaRue Brown	Hector Gonzalez	Margaret Kempel	Cathy Nochella	Temple Sole
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Madge Campbell	Greene Beech Advertising &	Kiffen, Lewis, Rodriguez &	John O'Connell	Carlos Traverso
Alonso Cedeno	Design	Smith	Joan Ojala	Butch Vanderwyde
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Estee Cicia	Cheryl Grenning	Winnie King	Maureen Orts	Jennie Vermeulen
George Colleluori	Hans Grenning	Bernie King	Joe Overmeyer	Cathy Vogel
Ed Condon	Elaine Grossman	Radoslav Kontev	Pia Paige	Margot Watson
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Larry Doyle	Gary Hartjen	Auelie Leng	Dan Quinn	James Yager
Marlin Drake	Healthsouth	Horace Leng	Martha Quintero	Zion Lutheran School

*With gratitude to our donors and event sponsors ...*

*The help and hope to mariners was made possible by the generosity of the following individuals, churches and organizations in 2001:*

## INDIVIDUALS

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Christine Dietrich	Mr. & Mrs. George Jones		Martin & Elpitha Shaw	



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Church, Deerfield Beach, FL

## Friends of Seafarers' House

*Close to 200 people gathered on December 9th, 2001, in the Vista Lounge aboard the beautiful m/s Sun Princess to celebrate the founding of Friends of Seafarers' House. Special thanks go Steve Nielsen and Princess Cruises for their generous hospitality; and also to Patricia Du Mont, Chairperson, Host Committee, for her role in making the event—as well as the entire membership campaign—a success.*

Leadership 1000 Membership

Arthur Novacek

Leadership 500 Membership

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Raymond Vickers, P.A.  
Leadership 250 Membership  
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Edward C. Conrad  
Rabbi Robert Frazin, D.D.  
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Steven & Iris Laine  
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Madeline Antoine  
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Anna Beach  
Daniel Ben-Joseph  
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HC Branham  
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North Ridge Wellness Center  
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Sunset  
Soroptomist International of  
Ft. Lauderdale



## *Seafarers' House benefited from five fund raising special events during 2001*

### 2001 INTERNATIONAL GOLDEN COMPASS AWARD DINNER

Clifford L. Berry, Chairman and Founder of Cliff Berry Inc., was honored as the 2001 recipient of the International Golden Compass Award. The black-tie dinner on April 21 raised a record \$128,000 for the operating budget of Seafarers' House. Ms. Kristi Krueger, WPGL/Channel 10 news anchor, graced the gala as its celebrity MC, and Mr. Gerhard Kurz served as Honorary Chair. The award is presented annually to men and women who have achieved distinction in the maritime world, whose vocation or avocation is the sea, or who have assisted seafarers or those who minister them.



### 20TH ANNUAL PORT EVERGLADES GOLF & TENNIS TOURNAMENT

The 20th Annual Port Everglades Golf and Tennis Tournament benefiting Seafarers' House was held on October 19, 2001. The event was once again under the capable leadership of the



Tournament's Committee chair, Gene Ciccarelli and coordinator Janice Kimmel. 115 golfers and tennis players enjoyed a sporting afternoon and evening banquet. The tournament also included silent auction of eight major cruises and a raffle. The event, which was held in the wake of September 11, raised \$20,442 benefiting the mission at Seafarers' House. An additional \$1,716 was raised for the New York Relief Fund of the American Red Cross.

### MOTOR SERVICES HUGO-STAMP, INC OKTOBERFEST

On October 24, 2001, over 500 people came to celebrate the traditional Oktoberfest, hosted by Motor Services Hugo Stamp, Inc. and Governor Control, Inc. Once again, hosts, Are and Lisa Friesecke, chose Seafarers' House as the beneficiary of donations made by guests attending their annual Oktoberfest, and over \$2,000 was raised for Seafarers' House. Thank you Are and Lisa Friesecke, and your donors for your generous support!

### 6TH ANNUAL BROWARD BUSINESS LEADERS LUNCHEON

On November 2, 2001, the 6th annual Broward Business Leaders' Luncheon was held aboard Holland America Line's beautiful m/s Volendam. The event was chaired by Cathy Nochella. More than 300 prominent Florida business leaders and government officials attended this exclusive affair generously hosted by Holland America Line. The purpose of the luncheon was to provide government and business leaders an opportunity to network in the relaxed atmosphere of a luxurious cruise ship, while raising funds for Seafarers' House. Over the years, the luncheon has become a prestigious event, which is appreciated and supported by the business community of Fort Lauderdale. We are proud to announce, that \$26,186 was raised to support our mission.

### CLIFF BERRY'S CHRISTMAS PARTY FOR PORT EVERGLADES

On December 13, all Port Everglades was once again invited to enjoy Cliff Berry's famous barbequed chicken. A raffle and silent auction raised \$850 for the mission of Seafarers' House. Florida Power & Light made available its picnic facility for this event, since the terminal used in previous years is no longer available due to enhanced security provisions.



2001 International Golden Compass Award Dinner Honoring Cliff Berry, Sr.

- |  |  |   |
|--|--|---|
| A-1 Lock & Key                           | First Union National Bank of Florida               | Port Consolidated                               |
| Advanced Maintenance Eng                 | Jean Fitzgerald                                    | Port Everglades Association, Inc.               |
| Advent Lutheran Church                   | Florida Power & Light                              | Port Everglades Clean-Up Committee              |
| American Express Tax & Business Services | Florida Transportation Services, Inc.              | Port Everglades Department of Broward County    |
| American Maritime Officers               | Gee & Jenson Engineers, Architects, Planners, Inc. | Port Everglades Pilot's Association             |
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| Nick Bellissimo                          | The Hazardous Materials Specialist, Inc.           | Reed & Company                                  |
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| Bowne of Miami, Inc.                     | ILA - Local 1526                                   | RTM Star Center                                 |
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## Port Everglades 20th Annual Golf Tournament

*We are grateful to the following individuals and organizations who supported this event...*

Admiralty Bank  
Manuel Almira  
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## Motor Services Hugo-Stamp Oktoberfest

*We are thankful for the support by the following...*

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Port Everglades Launch Services, Inc.  
Shipwright Consulting Group, Inc.  
Mr. Edward D. Siren, Jr.  
Mr. Willy & Mrs. Johan Van Grieken



## Broward Business Leaders' Luncheon

*We are grateful to everyone who supported this event, especially the following...*

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Holland America Line-Westours, Inc.

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Temple Bat Yam





# FINANCIALS

*Seamen's Church Institute of Florida, Inc.  
Revenue, Expenses Changes in Net Assets as of December 31, 2001*

## REVENUE

Direct Public Support		346,857
Program Services		1,773,975
Interest on Savings & Temporary Cash Investments		5,758
Other Revenue		3,245
	<b>Total Revenue</b>	<b><u>2,129,835</u></b>

## EXPENSES

Program Services		1,332,814
General Administration		778,758
Depreciation Expense		44,931
Fund Raising		10,254
	<b>Total Expenses</b>	<b><u>2,166,757</u></b>

## NET ASSETS

Excess or (Deficit) for the year		<u>-36,922</u>
Net assets of fund balances at the beginning of the year		344,049
<b><u>NET ASSETS AT THE END OF THE YEAR</u></b>		<b><u>307,127</u></b>

*Seamen's Church Institute of Florida, Inc.  
Balance Sheet as of December 31, 2001*

## ASSETS

Cash - Non Interest Bearing		166,049
Cash - Interest Bearing		199,327
Accounts Receivable	62,433	
Less: Reserve for Bad Debts	<u>(4,468)</u>	
Net Accounts Receivable		57,965
Inventories for Sale or use		33,162
Other Assets		<u>8,396</u>
Building & Equipment	633,806	
Less: Accumulated Depreciated	<u>(359,587)</u>	
Net Building & Equipment		<u>274,219</u>
	<b>TOTAL ASSETS</b>	<b><u>739,118</u></b>

## Liabilities And Net Assets/Fund Balance

Accounts Payable & Accrued Expenses	120,753	
Other Liabilities	<u>165,585</u>	
Total Liabilities		286,338
Restricted Funds		
Designated for Capital Projects	141,126	
Cooperative Maritime Ministry Grant Fund	<u>4,527</u>	
Total Restricted Funds		145,653
Equity		
Investment in Fixed Assets	274,219	
Unrestricted Funds	<u>32,908</u>	
Net Equity		<u>307,127</u>
<b>Total Liabilities &amp; Net Assets/Fund Balance</b>		<b><u>739,118</u></b>



Our mission is  
to improve the lives of seafarers and their families  
through ecumenical service.



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*A Multi-Faith Ministry*

*We invite you to visit our website at ...*

**[www.seafarershouse.org](http://www.seafarershouse.org)**

P.O. Box 13034, Port Everglades, FL 33316 (954) 467-7330 • Fax (954) 766-2699  
[info@seafarershouse.org](mailto:info@seafarershouse.org) • [www.seafarershouse.org](http://www.seafarershouse.org)



# Faces at Seafarers' House





## MANAGEMENT INFORMATION

# DAVID MESENBRING

1207 SW 21 Ct.  
Ft. Lauderdale, FL 33315

## FORMAL EDUCATION

**Master of Arts:** University of Chicago Divinity School  
**Bachelor of Arts:** Kalamazoo College

## PROFESSIONAL EXPERIENCE

**Lecturer**  
1978-present  
Educator to church, university and media audiences in 75 North American cities using theological, missiological, historical and social perspectives on southern Africa, North/South encounter, and ecumenism.

**Executive Director:**  
1991-present  
SEAMEN'S CHURCH INSTITUTE OF FLORIDA, INC.  
Administer development of an ecumenical, non-profit agency linking volunteers who want to expand their world view with international seafarers who need help contacting their families.

**Consultant:**  
1985-1987  
1989-1991  
PRIMARY CLIENTS: Policy recommendations and field appraisals for Jubilee Ministry grants by the Episcopal Church; research and writing for the Kaiser Family Foundation's Office for Health and Development in Southern Africa; Research and analysis of US church funding in South Africa for the Institute of International Education; Author discussion guides on international development issues for: the Presbyterian Church, Theology in a Global Context Program, Trinity Church, Wall St.; documentary media programs on South Africa.

**Grantmaker:**  
1987-1989  
TRINITY GRANTS PROGRAM, NEW YORK  
Program Associate for Third World Grants responsible for: grants to indigenously managed, church-based development projects, theological education in Africa, and anti-apartheid work of South African churches; extensive travel in Africa.

**Assistant Director:**  
1985-1986  
OFFICE ON WORLD COMMUNITY, USA NATIONAL COMMITTEE, LUTHERAN WORLD FEDERATION  
Orient a new director of this office to its work of education and advocacy concerning southern African and North/South dialogue; designed and implemented a national network for disseminating pertinent media.

**Associate Director:**  
1983-1985  
SOUTHERN AFRICA ADVOCACY, USA NATIONAL COMMITTEE, LUTHERAN WORLD FEDERATION  
Nurtured active awareness about southern Africa among North American Lutherans; established two grantmaking programs; produced and distributed print and media resources; served as the Lutheran World Federation's Alternate Representative to the United Nations.

**DAVID MESENBRING  
RESUME**

**Media Distributor:**  
1979-1983

**VILLON FILMS, SEATTLE**

Established a business serving library, university, church and broadcast agencies with media programs designed to broaden the North American worldview.

**Educator:**  
1975-1977

**REPUBLIC OF SOUTH AFRICA**

Gained broad experience in urban and rural areas of the country while working as a lecturer, writer and administrator for St. Bede's Theological College, TEE College of Southern Africa and the Anglican Diocese of Johannesburg; helped research, edit, smuggle and publish the writings of a murdered friend: Steve Biko - I Write What I Like (Harper and Row, 1979) ; learned to speak an African language.

**Program Director:**  
1974-1975

**CROSSROADS INTERNATIONAL STUDENTS CENTER**

Organized social and educational programs promoting cross-cultural encounter at this Christian "home away from home" for foreign students in Chicago.

**ADDITIONAL SKILLS and EXPERIENCE**

**CLERGY:**

Holds call to Specialized Ministry issued by the Florida-Bahamas Synod Council, Evangelical Lutheran Church in America. Has served as President of Associated Lutheran Ministers of Broward County.

**LANGUAGE:**

Outstanding facility for foreign language acquisition as demonstrated with Spanish, French and Xhosa.

**ROSSITER LECTURER:**

Two presentations on "The Renewal of Christian Mission" at Bexley Hall, Colgate Rochester Divinity School

**ELECTRONIC:**

Strong experience with word processing, data processing and telecommunications technologies.

**TRAVEL:**

Extensive travel, largely church-related, in Europe, Brazil, Belize, Guatemala and 25 African countries.

**DAVID MESENBRING  
RESUME**

**PUBLICATIONS**

<b>Episcopal Life</b>	"Biko's Role Recalled as World Eyes Mandela", (Episcopal Church USA, July 1990)
<b>Progress</b>	"Promising Partnership Unclaimed: Churches and Foundations at Work in Southern Africa", (Kaiser Family Foundation, Spring 1990)
<b>Faithful Defiance</b>	Discussion Guide for use with the video portrait of Desmond Tutu nationally cablecast by VISN (Trinity Church, 1989)
<b>The Kairos Covenant</b>	Study guide for encountering the Kairos Document of South African theology (Theology in a Global Context Program, 1986 and Friendship Press, 1987)
<b>Lift Up Your Hearts</b>	Discussion guide for use with a video series on Christian mission produced by the Presbyterian Church USA, 1986
<b>Africa News</b>	"Woza Albert - A Rare Treat", Vol. XX, No. 15, April 11, 1983
<b>Africa Today</b>	"Paulo Freire's African Education", 1980
<b>Rikka Magazine</b>	"Unfinished Business - The Legacy of Steve Biko", Vol. VII, No. 1, Spring 1980
<b>Worldview Magazine</b>	"The Two White Races in South Africa", Vol. 22, No. 10, October 1979
<b>Rapport</b>	"Contrasting Western and African Forms of Christianity", December, 1978 (Afrikaans language Sunday Newspaper, South Africa)
<b>South African Outlook</b>	"Planning Tomorrow's Future With Today's People", 1977

**DAVID MESENBRING  
RESUME**

**FILM/VIDEO PRODUCTION EXPERIENCE**

**Faithful Defiance:**  
1989

A Portrait of Desmond Tutu  
Script Consultant and study guide author; won Golden Eagle  
Award

**The Cry of Reason**  
1988

Primary Consultant to the production of this 16mm film on  
Beyers Naude of South Africa; nominated for Academy Award  
as "Best Documentary"

**Lift Up Your Heart**  
1986

Consulting Editor and study guide author of this video series  
on mission for the Presbyterian Church USA

**Mandela:Nelson and Winnie**  
1985

Associate Producer and Interviewer for this 16mm film  
broadcast by PBS and in Europe

**Winds of Change**  
1984

Co-producer, Editor and study guide author of this video  
series featuring Allen Boesak and Desmond Tutu; sold 500  
copies among North American churches in less than one year

## **STATEMENT OF FINANCIAL CAPABILITY**

Seamen's Church Institute of Florida Inc. dba Seafarer's House has sufficient financial capability to provide the requested service in the State of Florida and has sufficient financial capability to maintain the requested service and to meet its lease or ownership obligations. In support of Seamen's Church Institute of Florida Inc. dba Seafarer's House's stated financial capability, a copy of the Revenue, Expenses Changes in Net Assets as of December 31, 2000 and December 31, 2001 and Balance Sheet as of December 31, 2000 and December 31, 2001 is attached to its application.