

ORIGINAL

WILKINSON ) BARKER ) KNAUER ) LLP

2300 N STREET, NW  
SUITE 700  
WASHINGTON, DC 20037  
TEL 202.783.4141  
FAX 202.783.5851  
www.wbklaw.com

June 11, 2002

Florida Public Service Commission  
Division of Records and Reporting  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Attn: Tommy Williams

020505-TI

RECEIVED- FPSC  
02 JUN 12 AM 11:20  
COMMISSION CLERK

Re: *North American Telephone Network, LLC – Application for Interexchange Authority*

Dear Mr. Williams:

North American Telephone Network, LLC (“NATN”), by its attorneys, hereby files an original and six (6) copies of its application to provide interexchange telecommunications service within the State of Florida.<sup>1</sup> We have enclosed a check in the amount of \$250.00 to cover the application fee. In addition, we have enclosed a letter describing the changes NATN has instituted in order to ensure that it remains in compliance with all Florida Public Service Commission rules and regulations. Please date stamp and return the enclosed extra copy of the application in the envelope provided.

DISTRIBUTION CENTER  
02 JUN 12 AM 10:05

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

Initials of person who forwarded check:  
[Signature]

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

By: [Signature]  
Timothy J. Cooney  
Kathryn P. Wildrick

DOCUMENT NUMBER-DATE  
06113 JUN 12 02  
FPSC-COMMISSION CLERK

Attachments

<sup>1</sup> As described in NATN’s application, NATN previously held authority to provide interexchange telecommunications service in Florida under Certificate No. 4460. This authority was cancelled effective November 5, 2001 by Order No. PSC-01-2173-CO-T1 for failure to pay Regulatory Assessment Fees. These fees will be paid in full (plus penalties and interest) on June 12, 2002.

RECEIVED & FILED  
[Signature]  
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE  
06111 JUN 12 02  
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

020505-71

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 32339-0850**  
**(850) 413-6480**

1. This is an application for  $\checkmark$  (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:  
North American Telephone Network, LLC ("NATN")
3. Name under which applicant will do business (fictitious name, etc.):  
North American Telephone Network, LLC
4. Official mailing address (including street name & number, post office box, city, state, zip code):  
4151 Ashford Dunwoody Road  
Suite 675  
Atlanta, GA 30319
5. Florida address (including street name & number, post office box, city, state, zip code):  
c/o CT Corporation System, 1200 South Pine Island Road, Plantation, FL 33324
6. Select type of business your company will be conducting  $\checkmark$  (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.
- ( ) **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                               | ( ) Corporation         |
| ( ) Foreign Corporation                      | ( ) Foreign Partnership |
| ( ) General Partnership                      | ( ) Limited Partnership |
| ( X ) Other <u>Limited Liability Company</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:**  
Not Applicable.

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

(a) **The Florida Secretary of State Corporate Registration number:**  
M9600000056

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:**  
Not Applicable.

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

(a) **The Florida Secretary of State registration number:** Not Applicable.

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

**Name:** Not Applicable.

**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:** Not Applicable.

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

16. Provide the following (if applicable):

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

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

**Name:** Not Applicable.

**Title:** \_\_\_\_\_

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

**City/State/Zip:** \_\_\_\_\_

**Telephone No.:** \_\_\_\_\_ **Fax No.:** \_\_\_\_\_

(c) How is this information provided?

Not Applicable.

17. Who will receive the bills for your service?

- (X) Residential Customers    (X) 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:** Perry Phillips, LLC

**Title:** Attorney at Law

**Address:** 211 Roswell Street

**City/State/Zip:** Marietta, GA 30060

**Telephone No.:** (770) 218-8100    **Fax No.:** (770) 421-6034

**Internet E-Mail Address:** pPhillips@jrbrlaw.com

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

And:

**Name:** Dave Surette

**Title:** Controller-NATN

**Address:** 4151 Ashford Dunwoody Road, Suite 675

**City/State/Zip:** Atlanta, GA 30319

**Telephone No.:** (404) 256-4673    **Fax No.:** (404) 250-9277

**Internet E-Mail Address:** dsurette@tpamerica.com

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

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

**Name:** Jack Wilkes

**Title:** COO-NATN

**Address:** 4151 Ashford Dunwoody Road, Suite 675

**City/State/Zip:** Atlanta, GA 30319

**Telephone No.:** (800) 811-2490 **Fax No.:** (404) 252-9652

**Internet E-Mail Address:** jackwilkes@natn.com

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

(c) Complaints/Inquiries from customers:

**Name:** Catrina Fountain

**Title:** Customer Service Specialist

**Address:** 4151 Ashford Dunwoody Road, Suite 675

**City/State/Zip:** Atlanta, GA 30319

**Telephone No.:** (800) 811-2490 **Fax No.:** (404) 252-9652

**Internet E-Mail Address:** cfountain@natn.com

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

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

NATN has operated and is operating as an interexchange company in every state

except Alaska and Hawaii.

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

NATN does not have any applications pending to be certified as an interexchange

telecommunications company (except for Florida).



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

NATN is certificated to operate as an interexchange carrier in every state except

Alaska and Hawaii (and Florida).

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

NATN has never been denied authority to operate as an interexchange

telecommunications company.

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

NATN's Florida interexchange carrier certification, Certificate No. 4460, was

cancelled on November 5, 2001 by Order No. PSC-01-2173-CO-TI for failure to pay

Regulatory Assessment Fees (which were paid in full, including all penalties and

interest on June 12, 2002). NATN continued to operate as an interexchange carrier in

Florida after November 5, 2001 without knowledge that its certification had been

cancelled. This application is a result of discussions with Florida PSC staff regarding

NATN's payment and recertification obligations. On March 2, 2001, the FCC

imposed a forfeiture on NATN for late payment of universal service contributions.

Back payment is ongoing. 16 FCC Rcd 4836. The forfeiture has not been finally

adjudicated.

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

NATN has never been involved in civil court proceedings with an interexchange

carrier, local exchange company, or other telecommunications entity.

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 of NATN's officers, directors, or any of its largest stockholders has been adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime.

(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.

None of NATN's officers, directors, or any of its largest stockholders has been an officer, director, partner, or stockholder in any other Florida certificated telephone company.

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

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

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

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

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

c. X **MTS with statewide flat rates per minute (i.e. not distance sensitive)**

- Method of access is FGA
- Method of access is FGB
- 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 experience of each.

**See Attachment A.**

**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.

**See Attachment A.**

**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. **See Attachment B.**

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.

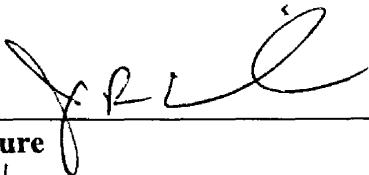
**THIS PAGE MUST BE COMPLETED AND SIGNED**

**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:**

Jack Wilkes  
**Print Name**

  
**Signature**

COO  
**Title**

6/10/02  
**Date**

(800) 811-2490  
**Telephone No.**

(404) 252-9652  
**Fax No.**

**Address:** 4151 Ashford Dunwoody Road  
Suite 675  
Atlanta, GA 30319

**THIS PAGE MUST BE COMPLETED AND SIGNED**

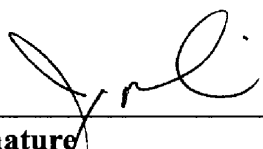
**CUSTOMER DEPOSITS AND ADVANCE PAYMENTS**

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):

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

**UTILITY OFFICIAL:**

Jack Wilkes  
Print Name

  
Signature

COO  
Title

6/10/02  
Date

(800) 811-2490  
Telephone No.

(404) 252-9652  
Fax No.

Address: 4151 Ashford Dunwoody Road  
Suite 675  
Atlanta, GA 30319

**THIS PAGE MUST BE COMPLETED AND SIGNED**

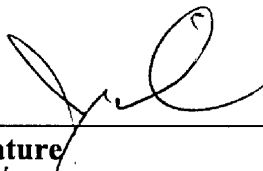
**AFFIDAVIT**

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:**

Jack Wilkes  
Print Name

  
Signature

COO  
Title

6/10/02  
Date

(800) 811-2490  
Telephone No.

(404) 252-9652  
Fax No.

Address: 4151 Ashford Dunwoody Road  
Suite 675  
Atlanta, GA 30319



**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?

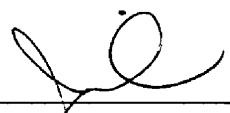
NATN has previously provided interexchange service in Florida under Certificate No. 4460. This authority was cancelled by Order No. PSC-01-2173-CO-TI, issued November 5, 2001, for failure to pay Regulatory Assessment Fees. These fees were paid in full (plus penalties and interest) on June 12, 2002. NATN also received ALEC authority under Certificate No. 5785, but never provided local service.

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

Pursuant to discussions with Florida PSC staff, NATN has continued to provide interexchange service in Florida pending payment of its Regulatory Assessment Fees (plus penalties and interest) and recertification.

UTILITY OFFICIAL:

Jack Wilkes \_\_\_\_\_  
**Print Name**

  
\_\_\_\_\_  
**Signature**

COO \_\_\_\_\_  
**Title**

6/12/02  
\_\_\_\_\_  
**Date**

(800) 811-2490 \_\_\_\_\_  
**Telephone No.**

(404) 252-9652 \_\_\_\_\_  
**Fax No.**

**Address:** 4151 Ashford Dunwoody Road  
Suite 675  
Atlanta, GA 30319

**CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT**

I, (Name) Not Applicable.

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

and current holder of Florida Public Service Commission Certificate Number

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

( ) transfer

( ) assignment

of the above -mentioned certificate.

UTILITY OFFICIAL:

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Telephone No.**

\_\_\_\_\_  
**Fax No.**

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

## **Attachment A**

### **North American Telephone Network, LLC Managerial and Technical Capability**

#### **James K. Noble, Jr. – Chairman of the Board, Stockholder**

Mr. Noble has spent his entire career in the call center industry, originally with divisions of Time Life and The Hearst Corporation, where he held a variety of operational and management positions. After opening and managing his own call centers and identifying a need for call processing automation, Mr. Noble worked to develop the ATOMS solution. Mr. Noble founded Nobles Systems Corp. in 1989 to sell and support ATOMS. In addition, Mr. Noble serves as President and CEO of NSDI Teleperformance, a telemarketing service bureau that he co-founded in 1991. Mr. Noble is an active member of the Direct Marketing Association (DMA), American Telemarketing Association (ATA), American Collectors Association (ACA), and the Telecommunications Reseller's Association (TRA).

#### **Chris Hodges – Stockholder**

Mr. Hodges currently serves as the Senior Vice President of Sales and Marketing for Noble Systems Corp. Mr. Hodges has dedicated over 20 years to the telecommunications and contact center industries. As an original stockholder and Vice President of Sales for one of the nation's largest computer chains, Mr. Hodges was responsible for the development of all sales and marketing programs and took the start-up company to \$120 million in sales in less than four years. Mr. Hodges started, and later sold, two other computer related companies and formed an independent consulting firm providing sales, marketing, and sales management consulting services to the computer, telecommunications and contact center industries. Mr. Hodges co-founded NSDI Teleperformance in 1991 to create one of America's first fully integrated customer contact centers and continues to serve on the company's board and oversee its Sales and Marketing functions. Mr. Hodges also serves as President of the Call Center Management Institute.

#### **Jack Wilkes – COO**

Mr. Wilkes has been COO for NATN for the past three years. Prior to NATN, Mr. Wilkes worked in related businesses. Mr. Wilkes was GM for IMS of Atlanta for the previous 10 years, which was an outsource agency contracted to provide in-bound and outbound services for a variety of telecommunications businesses, including the NATN customer service department for three years. Mr. Wilkes has also served in management in the telemarketing/call center industry since 1977.

## **Attachment A (Cont'd)**

### **North American Telephone Network, LLC Managerial and Technical Capability**

#### **Hans K. Kasper – Director**

Mr. Kasper has over 15 years experience in the telecommunications industry, including hands-on experience in the maintenance, design, and construction of digital radio and fiber optic networks. His most recent position was with Business Telecom, Inc., and its subsidiary FiberSouth, where he served as Director of Operations and Vice President of Operations, respectively. His responsibilities at FiberSouth included the design and construction of a one hundred mile fiber optic network connecting Raleigh, Cary, Durham and the Research Triangle. His duties included development of the company's business and marketing plans, securing rights of way, and negotiating franchise agreements with various municipalities. Prior experience included four years with MCI, as operations support manager, and three years with Sprint, as technical account executive.

#### **Mike Brooks – VP of Information Technology**

Mr. Brooks started his career at APAC Customer Services in 1992. In Mr. Brooks nine years at APAC, he held many positions in the Information Technology department including, System Analyst, Manager of Internal Business Systems, and Director of Application Development. In these rolls, Mr. Brooks has interfaced with many Fortune 500 clients including Citibank, Discover, and AT&T. In April 2001, Mr. Brooks joined North American Telephone Network, LLC. While at NATN Mr. Brooks has designed and set-up a centralized processing system, which includes the use of Frame Networks, Cisco Routers and Hubs, Remote Network Services, and Informix Relational Databases. Mr. Brooks' current technical knowledge includes multiple versions of Oracle, Designer and Developer 2000, Visual Basic, Java, two tier and three tier client server applications. Mr. Brooks' system experience includes 10 years of Unix/Linux Operating Systems, along with knowledge of Tandem, AS/400, AIX and windows operating systems.

**Attachment B**  
**Financial Capability**

**North American Telephone Network, LLC.**

**Balance Sheet**  
As of December 31,

**DRAFT**

**ASSETS**

	<u>2001</u>	<u>2000</u>
Current Assets:		
Accounts Receivable, Net	\$434,290	\$633,633
Other Current Assets	\$71	\$7,366
Total Current Assets	<u>\$434,361</u>	<u>\$640,999</u>
Property & Equipment, Net	\$239,258	\$340,488
Other Assets	\$1,827,156	\$439
Total Assets	<u><u>\$2,500,775</u></u>	<u><u>\$981,926</u></u>

**LIABILITIES & CAPITAL**

Current Liabilities:		
Bank Overdraft	\$40,225	\$72,238
Current portion of capital lease obligation	\$4,064	\$236,626
Accounts Payable	\$4,315,204	\$2,220,626
Notes payable related parties	\$137,000	\$548,317
Accrued Liabilities	\$39,158	\$19,328
Notes payable	\$373,711	\$400,000
Total Current Liabilities	<u>\$4,909,362</u>	<u>\$3,497,135</u>
Long Term Liabilities:		
Capital Lease Obligation, net of current portion	\$62,563	\$207,131
Loan from Member - J.K. Noble Jr.	\$888,000	\$448,000
Total Long-Term Liabilities	<u>\$950,563</u>	<u>\$655,131</u>
Capital:		
Member's Interest - J.K. Noble, Jr.	\$1,638,145	\$1,638,145
Member's Interest - C. Hodges.	\$1,092,096	\$1,092,096
Retained Earnings	(\$5,900,581)	(\$5,939,623)
Net Income	(\$188,811)	\$39,042
Total Capital	<u>(\$3,359,150)</u>	<u>(\$3,170,340)</u>
Total Liabilities & Capital	<u><u>\$2,500,775</u></u>	<u><u>\$981,926</u></u>

*The accompanying statements are true  
to the best of my knowledge.*  
*David J. Swett, Controller.*

The accompanying notes are an integral part of these statements

**North American Telephone Network, LLC.****Statement of Income**

For the year ended December 31,

**DRAFT**

	2001	2000
Revenues	\$6,880,952	\$4,061,588
Operating expenses		
Cost of sales	4,196,060	2,281,732
Selling, general and administration	2,600,447	1,575,448
Depreciation and amortization	109,200	95,366
	<u>6,905,707</u>	<u>3,952,546</u>
Operating income	(24,755)	109,042
Interest expense	164,056	70,000
Net income	<u>(188,811)</u>	<u>39,042</u>

The accompanying notes are an integral part of these statements

**North American Telephone Network, LLC.**  
**Balance Sheet**  
As of December 31,

DRAFT

**ASSETS**

	<u>2000</u>	<u>1999</u>
Current Assets:		
Accounts Receivable, Net	\$633,633	\$631,250
Other Current Assets	\$7,366	\$33,753
Total Current Assets	\$640,999	\$665,003
Property & Equipment, Net	\$340,488	\$498,988
Total Assets	\$981,926	\$1,164,430

**LIABILITIES & CAPITAL**

Current Liabilities:		
Bank Overdraft	\$72,238	\$76,091
Current portion of capital lease obligation	\$236,626	\$236,626
Accounts Payable	\$2,220,626	\$2,963,926
Notes payable related parties	\$548,317	\$40,578
Accrued Liabilities	\$19,328	\$1,460
Notes payable	\$400,000	\$400,000
Total Current Liabilities	\$3,497,135	\$3,718,681
Long Term Liabilities:		
Capital Lease Obligation, net of current portion	\$207,131	\$207,131
Loan from Member - J.K. Noble Jr.	\$448,000	\$2,085,545
Total Long-Term Liabilities	\$655,131	\$3,384,372
Capital:		
Member's Interest - J.K. Noble, Jr.	\$1,638,145	\$600
Member's Interest - C. Hodges.	\$1,092,096	\$400
Retained Earnings	(\$5,939,623)	(\$7,337,755)
Net Income	\$39,042	\$1,398,132
Total Capital	(\$3,170,340)	(\$5,938,623)
Total Liabilities & Capital	\$981,926	\$1,164,430

The accompanying notes are an integral part of these statements

**North American Telephone Network, LLC.**  
**Statement of Income**  
For the year ended December 31,

**DRAFT**

	<u>2000</u>	<u>1999</u>
Revenues	\$4,061,588	\$11,601,709
Operating expenses		
Cost of sales	2,281,732	2,825,080
Selling, general and administration	1,575,448	7,064,736
Depreciation and amortization	95,366	107,963
	<u>3,952,546</u>	<u>9,997,779</u>
Operating income	109,042	1,603,930
Interest expense	70,000	205,798
Net income	<u>39,042</u>	<u>1,398,132</u>

The accompanying notes are an integral part of these statements



**NORTH AMERICAN TELEPHONE NETWORK, LLC**  
**NOTES TO FINANCIAL STATEMENTS**  
**DECEMBER 31, 2001 and 2000**

**Note 1. Summary of Significant Accounting Policies**

**DRAFT**

***Organization***

North American Telephone Network, LLC (the "Company") is a Limited Liability Company organized in the State of Georgia effective October 27, 1995. The Company provides long distance services as a switch based reseller to business and residential customers located throughout the United States. Long distance traffic is routed by underlying carriers, allowing the Company to avoid extensive capital outlays for switching and other telephone network equipment. The Company's long distance service offerings include outbound service, inbound toll-free 800 service, telephone calling cards, pre-paid calling cards and dedicated private line services for data.

The Company provides long distance services to several related companies, which are owned by members of the Company: National Service Direct, Inc. and its affiliates (provides telemarketing services), Noble Systems, Inc (sells computer Hardware and Software). The Company acquires new customers from National Service Direct, Inc. and its affiliates, and the Company has also acquired computer systems and software from Noble Systems Inc.

***Business Risks and Credit Concentrations***

The Company operates in the highly volatile telecommunications industry. The industry is characterized by intense industry -wide competition for market share resulting in aggressive pricing and market practices, continually changing customer demand patterns, and rapid and significant changes in Technology. The industry is also subject to varying degrees of governmental regulation at the federal, state, local and international levels. The foregoing competitive and regulatory factors could adversely affect the Company's financial results.

Substantially all of the Company's underlying carrier services is provided by one Telecommunications Company under an agreement which expires in May, 2003. Management believes that it could make alternative arrangements for these services should the need arise.

Financial instruments that potentially subject the Company to concentrations of credit risks include accounts receivable. The Company continually evaluates the credit worthiness of its customers; however the Company generally does not require collateral. The risk is mitigated by the large number of entities comprising the Company's customer Base, and their geographical dispersion across several states. Management does not believe that the Company has a significant concentration of risk.

**NORTH AMERICAN TELEPHONE NETWORK, LLC**  
**NOTES TO FINANCIAL STATEMENTS**  
**DECEMBER 31, 2001 and 2000**

***Use of Estimates***

The preparation of financial statements, in conformity with generally accepted principles, requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reported period. Actual results could differ from those estimates.

***Revenue Recognition***

The Company recognizes revenue as services are performed based on customer usage, net of estimated credits and uncollectible amounts. The Company sells its services to its customers primarily on a measured time basis.

***Financial Instruments***

The fair market value of financial instruments is determined by reference to various market data and other valuation techniques as appropriate. The Company believes that the fair values of financial instruments approximate their recorded values.

***Allowance for Doubtful Accounts***

Management has provided an allowance for doubtful accounts to provide for amounts, which may eventually become uncollectible and to provide for any disputed charges.

***Property and Equipment***

Property and Equipment are stated at cost. Depreciation for financial statement purposes is provided by the straight-line method over the estimated economic lives of the depreciable assets. Maintenance and repairs are charged to operations as incurred, while major renewals and betterments, which substantially extend the useful life of property and equipment, are capitalized.

***Organization Costs***

Organization and other startup costs have been capitalized and are being amortized over 60 months using the straight-line method.

***Income Taxes***

The Company has elected to be taxed as an "S" Corporation under the provisions of Subchapter S of the internal Revenue Code. As such, the profits of the Company are taxed on the individual income tax returns of the members. Accordingly, no provision for income taxes has been made in the accompanying financial statements.

***Customer Acquisition***

The Company regularly obtains new customers by means of purchasing "orders," which represent previously solicited parties who have agreed to allow their long distance service to be provided by the Company. The customer acquisition costs are capitalized over four years and amounted to \$ 1,827,156 and \$0 for the years ending December 31, 2001 and

**NORTH AMERICAN TELEPHONE NETWORK, LLC**  
**NOTES TO FINANCIAL STATEMENTS**  
**DECEMBER 31, 2001 and 2000**

DRAFT

2000, respectively. The Company has the option to acquire as many or as few customers as it desires.

**Note 2. Accounts Receivable**

Accounts receivable consist of the following:

	<u>2001</u>	<u>2000</u>
Total Customers	\$497,689	\$633,633
Less: Reserve for bad debt	(63,399)	(0)
Customers, Net	<u>\$ 434,290</u>	<u>\$633,633</u>

**Note 3. Property and Equipment**

Property and Equipment consists of the following:

	<u>Lives</u>	<u>2001</u>	<u>2000</u>
Furniture and Fixtures	7	\$ 46,816	\$ 38,846
Software	3	66,226	66,226
Computer Equipment	5	<u>520,736</u>	<u>520,736</u>
		633,779	625,808
Less accumulated depreciation		<u>(394,521)</u>	<u>(285,321)</u>
Property and Equipment, Net		<u>\$ 239,258</u>	<u>\$ 340,488</u>

Depreciation expense for the periods ended December 31, 2001 and 2000 was \$109,200 and \$95,366.

**Note 4. Related Party Transactions**

During 1996, the Company began leasing its corporate headquarters on a month-to-month basis on a cost sharing arrangement with a related party. Rent expenses paid to the related party for the years ended December 31, 2001 and 2000 \$89,960 and \$70,658, respectively.

**NORTH AMERICAN TELEPHONE NETWORK, LLC  
NOTES TO FINANCIAL STATEMENTS  
DECEMBER 31, 2001 and 2000**

Amounts due to related companies aggregates \$359,629 and \$548,317 as of December 31, 2001 and 2000 respectively. Amounts due from the related companies aggregate \$100,896 and \$0 as of December 31, 2001 and 2000 respectively.

**Note 5. Notes Payable – Members**

Notes payable members consists of unsecured promissory notes dated December 31 2001 and 2000 totaling \$1,025,000 and \$448,000 respectively, obtained from Company officers/members. The terms of the promissory notes call for interest to accrue at 10% per annum and the entire unpaid principal and any accrued interest to be fully and immediately payable upon demand of note holders.

**Note 6. Note Payable**

On March 31, 1997, the Company obtained a \$400,000 demand loan from an individual, which accrues interest at 19%. The two principal members if the Company personally guarantees the note. As of December 31, 2001, the balance was \$373,711. Interest has been paid through December 31, 2001.

TITLE SHEET  
FLORIDA TELECOMMUNICATIONS TARIFF  
OF  
**NORTH AMERICAN TELEPHONE NETWORK, LLC.**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of resold telecommunication services provided by North American Telephone Network, LLC. ("NATN") with principal offices located at 4151 Ashford Dunwoody Road, Suite 675, Atlanta, Georgia 30319. This tariff applies to 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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EFFECTIVE:

BY: Jack Wilkes, COO  
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Atlanta, Georgia 30319

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**CHECK SHEET**

This tariff contains Sheets 1 through 50, inclusive, each of which is effective as of the date shown on each sheet. Original and revised pages as named below comprise all changes from the original tariff.

<b>SHEET</b>	<b>REVISION</b>	<b>SHEET</b>	<b>REVISION</b>
1	Original	28	Original
2	Original	29	Original
3	Original	30	Original
4	Original	31	Original
5	Original	32	Original
6	Original	33	Original
7	Original	34	Original
8	Original	35	Original
9	Original	36	Original
10	Original	37	Original
11	Original		
12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		
18	Original		
19	Original		
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21	Original		
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24	Original		
25	Original		
26	Original		
27	Original		

*\* Indicates new or revised sheet with this filing*

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**SYMBOLS**

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

D - Delete or Discontinue

I - Change Resulting in an Increase to a Customer's Bill

M - Moved from another 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.

When changes are made to any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised sheet(s) through the use of the above mentioned symbols.

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**TARIFF FORMAT**

**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 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.  
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**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 the check sheet 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 1.0 - TECHNICAL TERMS AND ABBREVIATIONS**

**1.1 Abbreviations**

The following abbreviations are used herein only for the purposes indicated below:

C.O.	-	Central Office
Corp.	-	Corporation
FCC	-	Federal Communications Commission
FPSC	-	Florida Public Service Commission
IXC	-	Interexchange Carrier
LATA	-	Local Access and Transport Area
LEC	-	Local Exchange Carrier
MTS	-	Message Telecommunications Service
NATN	-	North American Telephone Network, LLC
PBX	-	Private Branch Exchange

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)****1.2 Definitions**

**Access Line** - An arrangement which connects the Customer's location to a North American Telephone Network, L.L.C. switching center or point of presence.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Carrier's service.

**Available Usage Balance** - The amount of usage remaining in a Debit Account at any particular point in time. Each Debit Account begins with an initial usage amount which is depleted as services provided by the Company are utilized by the Customer.

**Customer** - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

**Company or Carrier** - North American Telephone Network, L.L.C. unless otherwise clearly indicated by the context.

**Commission** - The Florida Public Service Commission.

**Day** - From 8:00 am up to but not including 5:00 pm local time except Saturday and Sunday.

**Debit Account** - An account which consists of a pre-paid usage balance depleted on a real time basis during each Debit Service Call.

**Debit Card** - A card issued by the Company which provides the Customer with a Personal Account Code and instructions for accessing the Carrier's network.

**Debit Service Call** - A service accessed via a Toll Free (i.e. "1-800/1-888") number or other access code dialing sequence whereby the Customer or Authorized User dials all of the digits necessary to route a call. Network usage for each call is deducted from the available usage balance on a Company-issued Debit Account.

**Dedicated Access** - See Special Access Origination/Termination.

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)**

**1.2 Definitions (Cont'd)**

**Evening** – From 5:00 pm up to but not including 11:00 pm local time except Saturday.

**Holidays** – The Company's holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

**LEC** - Local Exchange Company

**NATN** - Used in this tariff to refer to North American Telephone Network, L.L.C. unless clearly indicated by the text.

**Night/Weekend** – From 11: 00 pm up to but not including 8:00 am, all day Saturday, and Sunday between 8:00 am up to but not including 5:00 pm local time.

**Personal Account Code** - A pre-defined series of numbers to be dialed by the Customer or Authorized User upon access to the Carrier's network which identifies the Debit Account from which charges for service shall be debited and which validates the caller's authorization to use the services provided.

**Renewal** - A method of replenishing a Debit Account's Available Usage Balance with additional minutes of use as authorized and paid for by the Customer.

**Retailer** - A person or other legal entity who contracts to distribute services of the Company at terms and conditions specified in this tariff.

**Special Access Origination/Termination** - Where access between the customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is billed by the access provider directly to the end user.

**Subscriber** - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service, and authorizes NATN to presubscribe the service to NATN's network.

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)**

**1.2 Definitions (Cont'd)**

**Switched Access** - Where access between the Customer and the Carrier is provided on local exchange company circuits capable of accessing the local switched network. The cost of switched Feature Group access is billed to the Carrier.

**Terminal Equipment** - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls.

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**SECTION 2.0 - RULES AND REGULATIONS**

**2.1 Undertaking of NATN**

North American Telephone Network, LLC is a resale common carrier providing resold long distance telecommunications services to Customers within the State of Florida as described in this tariff.

NATN's services and facilities are furnished for communications originating at specified points within the State of Florida under terms of this tariff. Not all services are available at all locations in Florida.

NATN provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff. NATN 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 NATN's services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

**2.2 Applicability of Tariff**

This tariff is applicable to telecommunications services provided by North American Telephone Network, LLC within the state of Florida.

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Atlanta, Georgia 30319



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**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)****2.3 Payment and Credit Regulations****2.3.1 Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company or its authorized agent any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Florida PSC. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist that reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this tariff.

**2.3.2 Deposits**

The Company does not require a deposit from the Customer or Subscriber.

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**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)**

**2.3 Payment and Credit Regulations (Cont'd)**

**2.3.3 Advance Payments**

For Customers for whom the Company determines 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 a new advance payment may be collected for the next month.

**2.3.4 Taxes and Universal Service Fees**

Company reserves the right to bill any and all applicable taxes in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, Gross Receipts Tax, and federal and state universal service fees. Such taxes and fees will be itemized separately on Customer invoices.

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**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)****2.4 Refunds or Credits for Service Outages or Deficiencies****2.4.1 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer or Subscriber, or to the failure of channels, equipment and/or communications systems provided by the Customer or Subscriber, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer. Interruptions caused by Customer-provided, Subscriber-provided or Company - provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via LEC access. For purposes of credit computation every month shall be considered to have 30 days. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than twenty-four hours. For message rated toll services, credits will be limited to, at maximum, the price of the initial period of individual call that was interrupted.

The Customer shall be credited for an interruption of one day (24 hours) or more at the rate of 1/30th of the monthly charge for the services affected for each day that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A \times B}{720}$$

"A" - outage time in hours

"B" - total monthly charge for affected facility

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4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

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**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)****2.4 Refunds or Credits for Service Outages or Deficiencies (Cont'd)****2.4.2 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.4.3 Liability**

- (A) The liability of the Company for any claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff shall not exceed an amount equivalent to the proportionate charges to the Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs.
- (B) The Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage), for any interruption, delay, error, omission, or other defect in any service facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

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**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)**

**2.4 Refunds or Credits for Service Outages or Deficiencies (Cont'd)**

**2.4.3 Liability (Cont'd)**

- (C) The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Subscriber against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material data, information, or content revealed to, transmitted, processed, handled, or used by Company under this tariff, or (ii) for connecting, combining, or adapting Company's facilities with Customer's or Subscriber's apparatus or systems, or (iii) for any act or omission of the Customer or Subscriber, or (iv) for any personal injury or death of any person, or for any loss of or damage to Subscriber's or Customer's premises or any other property, whether owned by Customer, Subscriber or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure or removal of equipment or wiring provided by the Company if not directly caused by negligence of the Company.
  
- (D) The Company will provide credit on charges disputed by Customer in writing that are verified as incorrect by Company. If objection in writing is not received by Company within a reasonable period of time after bill is rendered (as determined by current law and regulatory policy), the account shall be deemed correct and binding upon the Customer.

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**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)**

**2.5 Minimum Service Period**

The minimum service period is one month (30 days).

**2.6 Cancellation by Customer**

Unless otherwise specified elsewhere in this tariff or by mutually accepted contract between the Customer and the Company, service may be canceled by the Subscriber or Customer on not less than 30 days prior written notice to the Company.

**2.7 Refusal or Discontinuance by Company**

**2.7.1** Service may be suspended by the Company, without notice to the Customer, by blocking traffic to certain cities or NXX exchanges when the Company deems it necessary to take such action to prevent unlawful use of its service. NATN will restore services as soon as it can be provided without undue risk.

**2.7.2** NATN may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given 15 days notice to comply with any rule or remedy any deficiency:

- (A) For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- (B) For use of telephone service for any purpose other than that described in the application.
- (C) For neglect or refusal to provide reasonable access to NATN or its agents for the purpose of inspection and maintenance of equipment owned by NATN or its agents.

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EFFECTIVE:

BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)**

**2.7 Refusal or Discontinuance by Company (Cont'd)**

- (D) For noncompliance with or violation of Commission regulation or NATN's rules and regulations on file with the Commission, provided five (5) working days' written notice is given before termination.
- (E) For nonpayment of bills, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in extreme cases. Such notice will be provided in a mailing separate from the customer's regular monthly bill for service.
- (F) Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect NATN's equipment or service to others.
- (G) Without notice in the event of tampering with the equipment or services owned by NATN or its agents.
- (H) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, NATN may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- (I) Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.
- (J) For periods of inactivity over sixty (60) days.

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EFFECTIVE:

BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)**

**2.8 Limitations of Service**

- 2.8.1** Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.
- 2.8.2** NATN reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this tariff, or in violation of law.
- 2.8.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.8.4** NATN reserves the right to discontinue the offering of service or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

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EFFECTIVE:

BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319



**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)**

**2.9 Use of Service**

Service may be used for any lawful purpose for which it is technically suited. Customers or Subscribers reselling or rebilling NATN's Florida intrastate service must have a Certificate of Public Convenience and Necessity as an interexchange carrier from the Florida Public Service Commission.

**2.10 Terminal Equipment**

Company's facilities and service may be used with or terminated in Customer-provided or Subscriber-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer or Subscriber, except as otherwise provided. Subscriber or Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

**2.11 Applicable Law**

This tariff shall be subject to and construed in accordance with Florida law.

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EFFECTIVE:

BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

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**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)****2.12 Cost of Collection and Repair**

Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer or the Subscriber is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

**2.13 Tests, Pilots, Promotional Campaigns and Contests**

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winner of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time the Company may waive all processing fees for a Customer.

These promotions will be approved by the FPSC with specific starting and ending dates with promotions running under no circumstances longer than 90 days in any twelve month period.

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EFFECTIVE:

BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 2.0 - RULES AND REGULATIONS (Cont'd)**

**2.14 Restoration of Service**

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

**2.15 Other Rules**

- 2.15.1** NATN reserves the right to validate the credit worthiness of Customers or Authorized Users through available verification procedures.
- 2.15.2** The Company reserves the right to discontinue service, limit service, or to impose requirements on Subscribers or Customers as required to meet changing regulations, rules or standards of the FPSC.
- 2.15.3.** Reseller and rebillers of the Company's services must be certificated.

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 3.0 - DESCRIPTION OF SERVICE**

**3.1 Quality and Grade of Service Offered**

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 90% during peak use periods for Feature Group D 1+ dialing. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

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4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 3.0 - DESCRIPTION OF SERVICE (Cont'd)**

**3.2 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

- Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.
- Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.
- Step 3 - Square the differences obtained in Step 2.
- Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula: 
$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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BY: Jack Wilkes, COO  
 4151 Ashford Dunwoody Road, Suite 675  
 Atlanta, Georgia 30319

**SECTION 3.0 - DESCRIPTION OF SERVICE (Cont'd)**

**3.2 Calculation of Distance (Cont'd)**

EXAMPLE: Distance between Miami and New York City -

	V	H
Miami:	8,351	529
New York:	<u>4,997</u>	<u>1,406</u>
Difference:	3,354	-877
Square and add:	$11,249,316 + 769,129 = 12,018,445$	
Divide by 10:	$12,018,445 / 10 = 1,201,844.5$	
Round up:	1,201,845	
Take square root:	$\sqrt{1,201,845} = 1,096.3$	
Round up:	1,097 miles	

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 3.0 - DESCRIPTION OF SERVICE (Cont'd)**

**3.3 Timing of Calls**

Billing for calls placed over the network is based in part on the duration of the call. Timing of each call begins when the called party answers the call (i.e. when two way communications are established.) Timing begins when the called station is answered. Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. Call timing ends when either party hangs up.

**3.3.1** Minimum call duration for billing purposes is one minute unless otherwise specified in the rate schedule section of this tariff.

**3.3.2** Calls are measured and billed in one minute increments unless otherwise indicated in the individual rate schedules of this tariff.

**3.3.3** There is no billing applied for incomplete calls.

**3.3.4** When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

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4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 3.0 - DESCRIPTION OF SERVICE (Cont'd)**

**3.4 Rate Periods**

The appropriate rates apply for day, evening and night/weekend calls based on the following chart.

Times	Mon	Tues	Wed	Thur	Fri	Sat	Sun
8:00 am to 5:00 pm	Daytime Period						
5:00 pm to 11:00 pm	Evening Period						Eve.
11:00 pm to 8:00 am	Night/Weekend Period						

The appropriate rates apply for Peak and Non-Peak calls based on the following chart.

Times	Mon	Tues	Wed	Thur	Fri	Sat	Sun
8:00 am to 5:00 pm	Peak Period						
5:00 pm to 8:00 am	Non-Peak Period						

Calls on the following Company-recognized holidays are rated at the evening rate period unless a lower rate would normally apply:

- New Year's Day - January 1
- Memorial Day - As nationally observed
- Independence Day - July 4
- Labor Day - As nationally observed
- Thanksgiving Day - As nationally observed
- Christmas Day - December 25

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319



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**SECTION 3.0 - DESCRIPTION OF SERVICE (Cont'd)**

**3.5 Service Offerings**

**3.5.1 NATN Travel Card Services**

NATN Travel Card Service permits Customers to place calls using NATN's service when away from their primary place of business or residence. Callers must dial a "Toll Free" access code and individual identification number to use the service.

NATN Travel Card Services are listed in Section 4 following. The minimum and additional billing increments, as well as any applicable per call service charges are provided for each specific service.

**3.5.2 800 Access Nationwide Long Distance**

800 Access Nationwide Long Distance allows Customers to place direct dialed calls between locations within the state of Florida. Customers access the NATN network by dialing a Toll Free (i.e. "800/888) number or other access dialing sequence and entering a Personal Account Code.

The minimum and additional billing increments, as well as any applicable per call service charges are provided for each specific service.

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

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**SECTION 3.0 - DESCRIPTION OF SERVICE (Cont'd)****3.5 Service Offerings (Cont'd)****3.5.3 Directory Assistance**

When and where Directory Assistance is available to Customers of North American Telephone Network, Inc., a Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Directory Assistance, Per Call      \$0.85

**3.5.4 Contract Services**

At the option of the Company, services may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and the Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.

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BY:                      Jack Wilkes, COO  
                              4151 Ashford Dunwoody Road, Suite 675  
                              Atlanta, Georgia 30319

**SECTION 4.0 - RATES**

**4.1 General**

Customers are billed based on their usage of NATN's services. Rates may vary by service type, time of day, day of week, distance, and calling volume. NATN fixed recurring charges, not dependent upon usage, are billed in advance. Usage-based charges are billed after each usage cycle.

Customers are charged individually for each call placed through the Carrier. Call duration is determined as described in Section 3.3 of this tariff. For distance or time of day sensitive offerings, charges are determined based on mileage calculations and applicable rate periods found in Sections 3.2 and 3.4 unless otherwise specified in this tariff.

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

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**SECTION 4.0 - RATES (Cont'd)****4.2 Exemptions and Special Rates****4.2.1 Discounts for Hearing Impaired Customers**

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll calls placed between TDDs. Discounts do not apply to surcharges or per call add-on charges for operator services when the call is placed by a method that would normally incur the surcharge.

- A) The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening/night rate period.
- B) The credit to be given on a subsequent bill for such calls placed by TDDs with the assistance of the relay center will be equal to 50% of the rate for the applicable rate period. If either party is both hearing and visually impaired, the call shall be discounted at 60% of the applicable rate.

**4.2.2 Emergency Call Exemptions**

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. NATN will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

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EFFECTIVE:

BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 4.0 - RATES (Cont'd)**

**4.2 Exemptions and Special Rates (Cont'd)**

**4.2.3 Directory Assistance for Handicapped Persons**

Pursuant to FPSC rules and regulations, the Company will not charge for the first 50 phone calls made per billing cycle to directory assistance for lines or trunks serving individuals with disabilities.

**4.2.4 Telecommunications Relay Service Discount**

Intrastate toll calls received from the relay service shall be discounted by 50 percent of the 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 will be discounted 60 percent off the applicable rate for voice nonrelay calls. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges.

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 4.0 - RATES (Cont'd)**

**4.3 Late Payment Charge**

A late fee of 1.5% per month will be charged on any past due balance.

**4.4 Return Check Charge**

A return check charge of \$15.00 or 5% of the balance due (whichever is greater) will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Florida law and FPSC regulations.

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

**SECTION 4.0 - RATES (Cont'd)**

**4.5 NATN Toll Free**

NATN Toll Free is a Switched Access inbound service designed for residential and business Customers billing a minimum of \$5.00 per month in combined interstate and intrastate inbound usage. Service is billed in whole minute increments following a minimum billing duration of one minute. Customers who fail to use \$5.00 per month will be billed a non-recurring charge for the difference. The following intrastate per minute rates apply:

<b>Mileage</b>	<b>Peak</b>	<b>Non-Peak</b>
All Miles	\$0.099	\$0.099

**4.6 NATN Calling Card**

NATN Horizon Plus is a calling card service designed for residential Customers. The minimum monthly charge is \$1.85. Service is billed in whole minute increments following a minimum billing duration of one minute. Customers access the service by dialing the Company's Toll Free access number followed by the Customer's Authorization Code and destination telephone number. The following intrastate per minute rates and per call surcharges apply:

<b>Mileage</b>	<b>Per Minute Rate</b>	<b>Per Call Surcharge</b>
All Miles/All Times	\$0.099	\$0.35

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319

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**SECTION 4.0 - RATES (Cont'd)****4.7 NATN T-Link**

NATN T-Link is a Dedicated Access outbound and inbound service designed for business Customers billing a minimum of \$1,500.00 per month in combined interstate and intrastate usage. Service is billed in six (6) second increments following a minimum billing duration of eighteen (18) seconds. Customers must designate NATN as their primary interexchange carrier on their local access lines. Customers who fail to use \$1,500.00 per month will be billed a non-recurring charge for the difference. The following intrastate per minute rates apply:

<b>All Mileage</b>	<b>Peak</b>	<b>Non-Peak</b>
Outbound	\$0.105	\$0.105
Inbound	\$0.115	\$0.115

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EFFECTIVE:

BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319



**SECTION 4.0 - RATES (Cont'd)**

**4.8 800 Access Nationwide Long Distance**

800 Access Nationwide Long Distance allows Customers to place direct dialed calls between locations within the state of Florida. Customers access the NATN network by dialing a Toll Free (i.e. "800/888) number or other access dialing sequence and entering a Personal Account Code. Service is billed in whole minute increments following a minimum billing duration of one minute. NATN offers the following 800 access services.

<b>Service</b>	<b>Rate</b>	<b>Monthly Minimum</b>
Presubscribed Rate 1	\$ .079	\$10.00
Presubscribed Rate 2	\$ .069	\$25.00
Presubscribed Rate 3	\$ .059	\$30.00
Presubscribed Rate 4	\$ .049	\$50.00
Presubscribed Rate 5	\$ .059	\$10.00
Presubscribed Rate 6	\$ .049	\$25.00
Presubscribed Rate 7	\$ .039	\$50.00
Presubscribed New 1	\$ .039	\$25.00
Presubscribed New 2	\$ .049	\$10.00

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BY: Jack Wilkes, COO  
4151 Ashford Dunwoody Road, Suite 675  
Atlanta, Georgia 30319