

ORIGINAL

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August 14, 2002

Via Overnight Mail

Chief Clerk
Florida Public Service Commission
2540 Shumard Oak Drive
Tallahassee, FL 32399

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RE: Revised tariff for Reduced Rate Long Distance, LLC

Dear Sir or Madam:

Enclosed please find an original and four (4) copies of the tariff revision for Reduced Rate Long Distance, LLC. The revisions are set forth as follows:

- 1) Check Sheet, 2nd Revised Sheet 2;
- 2) New arbitration section, Section 2.12, Original Sheet 11.1.

An additional copy of this letter has been enclosed to be file stamped and returned in the envelope provided.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Becky Heggelund

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SECTION 2 - RULES AND REGULATIONS continued

2.12 Arbitration

(N)

The parties agree that any controversy or claim arising out of Company's providing of telecommunications services to Customer shall be resolved through alternative dispute resolution means in the following manner:

- (a) Initially, the parties will engage in non-binding mediation. Mediation shall be held in Daytona Beth, Florida. The mediator shall be jointly appointed by the parties and shall have expertise in both telecommunications and commercial dispute resolution.
- (b) In the event that the dispute of claim is not satisfactorily resolved through mediation within forty-five (45) days of notice of such claim or dispute by a party, the parties agree to submit such dispute or claim to binding arbitration. Arbitration shall be held in Volusia County, Florida. Any judgment, decision or award by the arbitrator shall be final and binding on the parties and may be enforced in any court having jurisdiction over a party against whom any such judgment, decision or award is to be enforced. The parties specifically and knowingly waive any rights under State or Federal constitutions or statutes which grant a party the right to trial by jury for any claim that might arise out of Company's providing of telecommunications services to Customer or which purports to give a party the right to appeal an arbitrator's judgement, decision or award. The rules and procedures of the American Arbitration Association shall apply.
- (c) The parties shall bear their own costs and expenses, including, but not limited to, attorney's fees, for any mediation or arbitration, unless otherwise directed by the mediator or arbitrator.

(N)

Issued: August 15, 2002

Effective: September 15, 2002

By: Beth Wieler, V.P. Operations
Reduced Rate Long Distance
480 Fentress Blvd, Suite M
Daytona Beach, FL 32114