



210 N. Park Ave.  
Winter Park, FL  
32789

P.O. Drawer 200  
Winter Park, FL  
32790-0200

Tel: 407-740-8575  
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COMMISSION  
CLERK

August 28, 2002  
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ARM

Ms. Blanca Bayo, Director  
Division of the Commission Clerk & Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0870

RE: **Interactive Services, Inc.**  
Initial Application and Tariff for Authority to Provide Interexchange  
Telecommunications Services within the State of Florida.

020932-TI

Dear Ms. Bayo:

Enclosed for filing are the original and six (6) copies of the above-referenced application and initial tariff of Interactive Services, Inc., for Interexchange Authority. Also enclosed is a check in the amount of \$250.00 for the filing fee.

Attachment IV of this application contains the financial statements of Interactive Services, Inc., which are being filed, under separate cover, concurrently with this application.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided. Any questions you may have pertaining to this filing may be directed to me at (407) 740-8575 or via email at [cneeld@tminc.com](mailto:cneeld@tminc.com). Thank you for your assistance.

Sincerely,

Craig Neeld  
Consultant to  
Interactive Services, Inc.

CN

cc: D. Franckowiak - Interactive  
file: Interactive - FL IXC  
tms: FLi0200

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ORIGINAL

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09129 AUG 29 08

FPSC-COMMISSION CLERK

**FLORIDA PUBLIC SERVICE COMMISSION**

**DIVISION OF COMMUNICATIONS  
BUREAU OF SERVICE EVALUATION**

**APPLICATION FORM  
for**

**AUTHORITY TO PROVIDE INTEREXCHANGE TELECOMMUNICATIONS SERVICE  
WITHIN THE STATE OF FLORIDA**

---

**Instructions**

- A. This form is used for an original application for a certificate and for approval of sale, assignment or transfer of an existing certificate. In case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee (See Appendix A).
- B. Respond to each item requested in the application and appendices. If an item is not applicable, please explain why.
- C. Use a separate sheet for each answer which will not fit the allotted space.
- D. If you have questions about completing the form, contact:

**Florida Public Service Commission  
Division of Communications  
Bureau of Service Evaluation  
2540 Shumard Oak Boulevard  
Gunter Building  
Tallahassee, Florida 32399-0850  
(850) 413-6600**

- E. 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 Administration  
2540 Shumard Oak Blvd.  
Gunter Building  
Tallahassee, Florida 32399-0850  
(850) 413-6251**

1. **Select what type of business your company will be conducting (check all that apply):**

- Facilities based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
- Operator Service Provider** - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- Switchless Rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers. Then offers the 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.

2. **This is an application for:**

- Original Authority** (new company)
- Approval of transfer** (to another certificated company)
- Approval of assignment of existing certificate** (to a non - certificated company)
- Approval for transfer of control** (To another certificated company.)

3. **Name of corporation, partnership, cooperative, joint venture or sole proprietorship:**

Interactive Services, Inc.

**4. Name under which the applicant will do business (fictitious name, etc.):**

Not Applicable

**5. National address (including street name & number, post office box, city, state and zip code).**

Interactive Services, Inc.  
9 S 412 Frontage Road Suite A  
Willowbrook, IL 60527  
Phone: 630-887-2900  
Fax: 630-887-2914  
Toll Free: 888-832-6474

**6. Florida address (including street name & number, post office box, city, state and zip code).**

Not applicable

**7. Structure of organization:**

- |   |  |
|---|--|
| <input type="checkbox"/> Individual                       | <input type="checkbox"/> Corporation         |
| <input checked="" type="checkbox"/> Foreign Corporation   | <input type="checkbox"/> Foreign Partnership |
| <input type="checkbox"/> General Partnership              | <input type="checkbox"/> Limited Partnership |
| <input type="checkbox"/> Other: Limited Liability Company |  |

**8. If applicant is an individual or partnership, please give name, title and address of sole proprietor or partners.**

Not applicable.

(A) Provide proof of compliance with the foreign partnership statute (Chapter 620.169 FS), if applicable.

(B) Indicate if the individual or any of the partners have previously been:

- (1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.
- (2) 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 the company, give reason why not.

9. If incorporated, please give:

- (A) **Proof from the Florida Secretary of State that the applicant has authority to operate in Florida.**

**Corporate Charter #:** Interactive Services, Inc. has applied for Secretary of State Authority in Florida. The Company will amend this application once that authority has been received.

- (B) **Name and address of the company's Florida registered agent.**

NRAI Services, Inc.  
526 E. Park Avenue  
Tallahassee, FL 32301

- (C) **Provide proof of compliance with the fictitious name statute (Chapter 865.09 FS), if applicable.**

**Fictitious Name Registration #:** not applicable

- (D) **Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:**

- (1) **adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.**

No officer, director or stockholder of the Company has been adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime. No officer, director or stockholder of the Company are involved in proceedings which may result in such action.

- (2) **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 the company, give reason why not.**

No officer, director, partner or stockholder of the Company is an officer, director or stockholder in any other Florida certificated telephone company.

10. **Who will serve as liaison with the Commission in regard to (please give name, title, address and telephone number):**

(A) **The application:**

Craig Neeld, Consultant  
Consultant to Interactive Services, Inc.  
Technologies Management, Inc.  
P.O. Drawer 200  
Winter Park, Florida 32790-0200  
Telephone: 407-740-8575  
Facsimile: 407-740-0613

(B) **Official Point of Contact for the ongoing operations of the company:**

Mr. Daniel J. Smith  
President  
Interactive Services, Inc.  
9 S 412 Frontage Road Suite A  
Willowbrook, IL 60527  
Telephone: 630-887-2900  
Facsimile: 630-887-2914  
Toll - Free: 888-832-6474

(C) **Tariff:**

Craig Neeld, Consultant  
Consultant to Interactive Services, Inc.  
Technologies Management, Inc.  
P.O. Drawer 200  
Winter Park, Florida 32790-0200  
Telephone: 407-740-8575  
Facsimile: 407-740-0613

(D) **Complaints/Inquiries from customers:**

Mr. John Howard  
General Manager  
Interactive Services, Inc.  
9 S 412 Frontage Road Suite A  
Willowbrook, IL 60527  
Telephone: 630-887-2900  
Facsimile: 630-887-2914  
Toll - Free: 888-832-6474

**11. List the states in which the applicant:**

- (A) Has operated as an interexchange carrier.**

Illinois

- (B) Has applications pending to be certificated as an interexchange carrier.**

Interactive is in the process of filing for certification as an interexchange carrier throughout the country.

- (C) Is certificated to operate as an interexchange carrier.**

Illinois

Interactive is in the process of filing for certification as an interexchange carrier throughout the country.

- (D) Has been denied authority to operate as an interexchange carrier and the circumstances involved.**

None

- (E) Has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.**

None

- (F) Has been involved in civil court proceedings with an interexchange carrier, local exchange carrier or other telecommunications entity, and the circumstances involved.**

None

**12. What services will the applicant offer to other certified telephone companies:**

- |  |   |
|--|---|
| <input type="checkbox"/> Facilities            | <input type="checkbox"/> Operators                                |
| <input type="checkbox"/> Billing & Collections | <input type="checkbox"/> Sales                                    |
| <input type="checkbox"/> Maintenance           | <input checked="" type="checkbox"/> None anticipated at this time |
| <input type="checkbox"/> Other                 |   |

**13. Do you have a marketing program?**

Yes

**14. Will your marketing program:**

- Pay commissions?
- Offer sales franchises?
- Offer multi-level sales incentives?
- Offer other sales incentives:

**15. Explain any of the offers checked in question 14 (to whom, what amount, type of franchise, etc.).**

The company will work exclusively through independent agents on a straight commission basis. The Company does not offer franchises or other incentives.

**16. Who will receive the bills for your service (check all that apply)?**

- |   |   |
|---|---|
| <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"/> University dormitory residents         |
| <input type="checkbox"/> Other                            | <input type="checkbox"/> Anyone who uses the Company's services |

**17. Please provide the following (if applicable):**

- (A) Will the name of your company appear on the bill for your services, and if not, who will the billed party contact to ask questions about the bill (provide name and phone number) and how is this information provided?**

Yes, Interactive Services, Inc.'s name will appear on the bill.

- (B) The name and address of the firm who will bill for your service.**

The Company will do its own billing to its Customers.



18. Please provide all available documentation demonstrating that the applicant has the following capabilities to provide interexchange telecommunications service in Florida.

(A) **Financial capability.**

Regarding the showing of financial capability, the following applies:

The application should contain the applicant's financial statements for the most recent 3 years, including: 1. the balance sheet; 2. income statement; 3. statement of retained earnings

See Attachment III.

Further, a written explanation, which can include supporting documentation, regarding the following should be provided to show financial capability.

1. Please provide documentation that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. Please provide documentation that the applicant has sufficient financial capability to maintain the requested service.
3. Please provide documentation that the applicant has sufficient financial capability to meet its lease or ownership obligations.

**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.

If available, the financial statements should be audited financial statements. If the applicant does not have audited financial statements, it shall be so stated. The unaudited financial statements should then be signed by the applicant's chief executive officer and chief financial officer. The signatures should affirm that the financial statements are true and correct.

(B) **Managerial capability.**

See Attachment IV.

(C) **Technical capability.**

As a reseller, Applicant relies on the technical expertise of its underlying carrier for maintenance of the network.

19. Please submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

See Attachment II.

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

- 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
- 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
- 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
- MTS for pay telephone service providers.**
- Block of time calling plan (Reach Out Florida, Ring America, etc.)**
- 800 Service (Toll free)**
- WATS type service (Bulk or volume discount)**
  - Method of access is via dedicated facilities
  - Method of access is via switched facilities
- Private line services (Channel Services) (For ex. 1.544 mbps, DS-3, etc.)**
- Travel service**
  - Method of access is 950
  - Method of access is 800
- 900 service**
- Operator Services**
  - Available to presubscribed customers
  - Available to non presubscribed customers (for example, patrons of hotels, students in universities, patients in hospitals.
  - Available to inmates
- Services included are:**
  - Station assistance
  - Person to person assistance
  - Directory assistance
  - Operator verify and interrupt
  - Conference calling

**21. What does the end user dial for each of the interexchange carrier services that were checked in services included (above).**

Customers will dial 1+ the area code (if applicable) and the terminating number called.

**22. Other:**

**\*\* 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:**

A non-refundable application fee of \$250.00 must be submitted with the application.

**5. RECEIPT AND UNDERSTANDING OF RULES:**

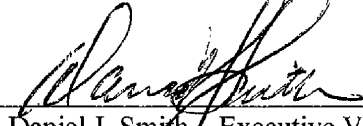
I acknowledge receipt and understanding of the Florida Public Service Commission's Rules and Orders relating to my provision of interexchange telephone service in Florida. I also understand that it is my responsibility to comply with all current and future Commission requirements regarding interexchange service.

**6. ACCURACY OF APPLICATION:**

By my signature below, I the undersigned owner or officer of the named utility in the application, attest to the accuracy of the information contained in this application and associated attachments. I have read the foregoing and declare that to the best of my knowledge and belief, the information is a true and correct statement.

**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:**



Daniel J. Smith - Executive Vice President  
Interactive Services, Inc.  
9 S 412 Frontage Road, Suite A  
Willowbrook, IL 60527

Date: 8-22-02

Telephone: 630-887-2900  
Facsimile: 630-887-2914  
Toll - Free: 888-832-6474

**APPENDICES:**

- (A) CERTIFICATE TRANSFER STATEMENT
- (B) CUSTOMER DEPOSITS AND ADVANCE PAYMENTS
- (C) INTRASTATE NETWORK
- (D) FLORIDA TELEPHONE EXCHANGES AND EAS ROUTES

**ATTACHMENTS:**

- I AUTHORITY TO OPERATE IN FLORIDA
- II PROPOSED TARIFF
- III FINANCIAL STATEMENTS
- IV MANAGERIAL AND TECHNICAL CAPABILITIES

**\*\* APPENDIX A \*\***

**CERTIFICATE OF TRANSFER STATEMENT**

I, (TYPE NAME) \_\_\_\_\_,  
(TITLE) \_\_\_\_\_, of (NAME OF COMPANY)  
\_\_\_\_\_, and current holder of certificate number  
\_\_\_\_\_, have reviewed this application and join in the petitioner's request for a transfer  
of the above-mention certificate.

**Not Applicable.**

**UTILITY OFFICIAL:**

\_\_\_\_\_

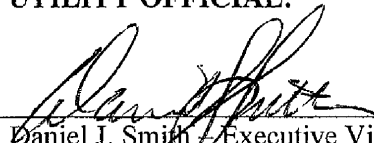
**\*\* APPENDIX B \*\***

**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 responded to 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 will file with the Commission and maintain a surety bond in an amount equal to the current balance of deposits and advance payments in excess of one month. (Bond must accompany application.)**

**UTILITY OFFICIAL:**



---

Daniel J. Smith - Executive Vice President  
Interactive Services, Inc.

Date:

9 S 412 Frontage Road, Suite A

Willowbrook, IL 60527

Telephone: 630-887-2900

Facsimile: 630-887-2914

Toll - Free: 888-832-6474

**\*\* APPENDIX C \*\***

**INTRASTATE NETWORK**

**1. POP: Addresses where located, and indicate if owned or leased.**

These switches are owned.

(1) None (3)  
(3) (4)

**2. SWITCHES: Address where located, by type of switch and indicate if owned or leased.**

These switches are owned.

(1) None (3)  
(3) (4)

**3. TRANSMISSION FACILITIES: POP-to-POP facilities by type of facilities (microwave, fiber copper, satellite, etc.) and indicate if owned or leased.**

Not applicable.

<b>POP - TO-POP</b>	<b>TYPE</b>	<b>OWNERSHIP</b>
(1)		
(2)		
(3)		

**4. ORIGINATING SERVICE: Please provide the list of exchanges where you are proposing to provide originating service within thirty (30) days after the effective date of the certificate. (Appendix D)**

Exchanges outside the LATA where POPs exist will be implemented only after appropriate facilities are secured.



5. **TRAFFIC RESTRICTIONS:** Please explain how the applicant will comply with the EAEA requirements contained in Commission Rule 25-24.471 (4)(a) (copy enclosed).

Not applicable.

6. **CURRENT FLORIDA INTRASTATE SERVICES:** Applicant has ( ) or has not (X) 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 service begin?**

Not applicable.

(B) **If the services are not currently offered, when were they discontinued?**

Not applicable.

**UTILITY OFFICIAL:**



Daniel J. Smith – Executive Vice President  
Interactive Services, Inc.  
9 S 412 Frontage Road  
Willowbrook, IL 60527

Date: 8-22-02

Telephone: 630-887-2900  
Facsimile: 630-887-2914  
Toll - Free: 888-832-6474

**\*\* APPENDIX D \*\***

**FLORIDA TELEPHONE EXCHANGES  
AND  
EAS ROUTES**

Describe the service area in which you hold yourself out to provide service by telephone company exchange. If all services listed in your tariff are not offered at all locations, so indicate.

In an effort to assist you, attached is a list of major exchanges in Florida showing the small exchanges with which each has extended area service (EAS).

**\*\* FLORIDA EAS FOR MAJOR EXCHANGES \*\***

**Extended Service Area with These Exchanges:**

PENSACOLA: Cantonment, Gulf Breeze, Pace, Milton Holley-Navarre.

PANAMA CITY: Lynn Haven, Panama City Beach, Youngstown-Fountain and Tyndall AFB.

TALLAHASSEE: Crawfordville, Havana, Monticello, Panacea, Sopchoppy and St. Marks.

GAINESVILLE: Alachua, Archer, Brooker, Hawthorne, High Springs, Melrose, Micanopy, Newberry and Waldo.

OCALA: Belleview, Citra, Dunnellon, Forest Lady Lake (B21), McIntosh, Iklawaha, Orange Springs, Salt Springs and Silver Springs Shores.

DAYTONA BEACH: New Smyrna Beach.

TAMPA:                   Central                   None  
                          East                    Plant City  
                          North                  Zephyrhills  
                          South                 Palmetto  
                          West                   Clearwater

CLEARWATER: St. Petersburg, Tampa-West and Tarpon Springs.

ST. PETERSBURG: Clearwater

LAKELAND: Bartow, Mulberry, Plant City, Polk City and Winter Haven.

ORLANDO: Apopka, East Orange, Lake Buena Vista, Oviedo, Windermere, Winter Garden, Winter Park, Montverde, Reedy Creek, and Oviedo-Winter Springs.

WINTER PARK: Apopka, East Orange, Lake Buena Vista, Orlando, Oviedo, Sanford, Windermere, Winter Garden, Oviedo-Winter Springs, Reedy Creek, Geneva and Montverde.

TITUSVILLE: Cocoa and Cocoa Beach.

COCOA: Cocoa Beach, Eau Gallie, Melbourne and Titusville.

MELBOURNE: Cocoa, Cocoa Beach, Eau Gallie and Sebastian.

SARASOTA: Bradenton, Myakka and Venice.

FT. MYERS: Cape Coral, Ft. Myers Beach, North Cape Coral, North Ft. Myers, Pine Island, Lehigh Acres and Sanibel-Captiva Islands.

NAPLES: Marco Island and North Naples.

WEST PALM BEACH: Boynton Beach and Jupiter.

POMPANO BEACH: Boca Raton, Coral Springs, Deerfield Beach and Ft. Lauderdale.

FT. LAUDERDALE: Coral Springs, Deerfield Beach, Hollywood and Pompano Beach.

HOLLYWOOD: Ft. Lauderdale and North Dade.

NORTH DADE: Hollywood, Miami and Perrine.

MIAMI: Homestead, North Dade and Perrine.

Interactive Services, Inc. intends to offer service throughout the State of Florida.

**ATTACHMENT I**

**AUTHORITY TO OPERATE IN FLORIDA**

*Interactive Services, Inc. has applied for Secretary of State Authority in Florida. The Company will amend this application once that authority has been received.*

**ATTACHMENT II**  
**PROPOSED TARIFF**

TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the description, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Interactive Services, Inc. Interactive with its principal office located at 9 S 412 Frontage Road, Suite A. This tariff is on file with the Florida Public Service Commission, and copies may be inspected during normal business hours at the Company's principal place of business.

---

ISSUED: August 29, 2002

EFFECTIVE:

ISSUED BY: Daniel J. Smith, Executive Vice President  
Interactive Services, Inc.  
9 S 412 Frontage Road Suite A  
Willowbrook, IL 60527

FLI0200

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**CHECK SHEET**

Pages, as listed below, are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<b>PAGE</b>	<b>REVISION</b>	<b>LEVEL</b>
1	Original	*
2	Original	*
3	Original	*
4	Original	*
5	Original	*
6	Original	*
7	Original	*
8	Original	*
9	Original	*
10	Original	*
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22	Original	*
23	Original	*
24	Original	*
25	Original	*
26	Original	*
27	Original	*
28	Original	*
29	Original	*
30	Original	*
31	Original	*

\* included in this filing

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ISSUED: August 29, 2002

EFFECTIVE:

ISSUED BY: Daniel J. Smith, Executive Vice President  
Interactive Services, Inc.  
9 S 412 Frontage Road Suite A  
Willowbrook, IL 60527

FLI0200

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ISSUED: August 29, 2002

EFFECTIVE:

ISSUED BY: Daniel J. Smith, Executive Vice President  
Interactive Services, Inc.  
9 S 412 Frontage Road Suite A  
Willowbrook, IL 60527

FLI0200



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ISSUED: August 29, 2002

EFFECTIVE:

ISSUED BY: Daniel J. Smith, Executive Vice President  
 Interactive Services, Inc.  
 9 S 412 Frontage Road Suite A  
 Willowbrook, IL 60527

FL10200

**SYMBOLS**

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

- D Deleted or Discontinued Material
- I Change Resulting In An Increase To A Customer's Bill
- M Moved From or To Another Tariff Location
- N New Material
- R Change Resulting In A Reduction To A Customer's Bill
- T Change In Text or Regulation But No Change In Rate or Charge

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ISSUED: August 29, 2002

EFFECTIVE:

ISSUED BY: Daniel J. Smith, Executive Vice President  
Interactive Services, Inc.  
9 S 412 Frontage Road Suite A  
Willowbrook, IL 60527

FLI0200

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**SYMBOLS**

**A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

**B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.

**C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

**D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain 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 page is the most current on file with the Commission.

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**SECTION 1 -TERMS AND ABBREVIATIONS**

**1.1 Definitions**

**Authorization Code** - A pre-defined series of numbers to be dialed by the Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

**Authorized User** - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Carrier's services under the terms and regulations of this tariff.

**Commission** - Refers to the Florida Public Service Commission.

**Company** - Refers to Interactive Services, Inc., issuer of this tariff.

**Customer** - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Carrier's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff.

**Dedicated Access** – Where originating or terminating access between the Customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is the responsibility of the Customer, and is generally billed by the access provider directly to the Customer.

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**SECTION 1 - TERMS AND ABBREVIATIONS, (CONT'D.)**

**1.1 Definitions, (Cont'd.)**

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

**Interactive** - Used throughout this tariff to refer to Interactive Services, Inc., issuer of this tariff.

**LATA** - Local Area of Transport and Access.

**LEC** - Local Exchange Company.

**Personal Identification Number (PIN)** - See Authorization Code.

**Switched Access Origination/Termination** – Where originating or terminating access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier

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**SECTION 1 - TERMS AND ABBREVIATIONS, (CONT'D.)**

**2.1 Abbreviations**

**LATA** - Local Access Transport Area

**LDA** - Local Distribution Area

**LEC** - Local Exchange Carrier

**MTS** - Message Toll Service

**NSF** - Non-Sufficient Funds

**OSP** - Operator Service Provider

**PBX** - Private Branch Exchange

**SAL** - Special Access Line

**V&H** - Vertical and Horizontal

**WATS** - Wide Area Telephone Service

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

The Company's services and facilities are furnished for communications originating at specified points within the State of Florida under terms of this tariff.

The Company 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. 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 the Interactive 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 Use**

**2.2.1** Services provided under this tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.

**2.2.2** The services the Company offers shall not be used for any unlawful purpose for any use for which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.3 Limitations of Service**

- 2.3.1 Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.
- 2.3.2 The Company 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.
- 2.3.3 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.

**2.4 Assignment and Transfer**

All facilities provided under this tariff are directly or indirectly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Liability of the Company**

- 2.5.1** 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.
- 2.5.2** 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.
- 2.5.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer and or End Users of its service 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 apparatus or systems, or (iii) for any act or omission of the Customer, or (iv) for any personal injury or death of any person, or for any loss of or damage to Customer's premises or any other property, whether owned by Customer 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.
- 2.5.4** The Company shall not be liable for any claim, loss, or refund as a result of theft or unauthorized use of Authorization Codes issued for the use of the Company's services.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Billing and Payment for Service**

**2.6.1 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, including calls which the Customer did not individually authorize.

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 Public Service Commission. 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 which 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.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Billing and Payment for Service, (Cont'd.)**

**2.6.2 Deposits**

The Company does not require Customer deposits.

**2.6.3 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facilities. The advance payment will be applied to the first full billing cycle statement and additional one (1) month advance payment will be required for each subsequent month. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit. The Company will not condition service upon payment in advance for any person it knows to be a recipient of public assistance, supplemental security income, or additional State payments.

**2.6.4 Late Payment Fees**

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Florida state law.

**2.6.5 Return Check Charge**

A return check charge of \$25.00 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 and pursuant to Florida law and Florida Public Service Commission regulations.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Billing and Payment for Service, (Cont'd.)**

**2.6.6 Billing Dispute**

- A) Any objections to billed charges must be reported to the Company or its billing agent in writing within thirty (30) days of the closing date printed on the invoice or statement issued to the Customer. Disputes may be submitted orally or in writing. Adjustments to Customers' account shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.
- B) Late payment fees will not be applied during the period when a bill is disputed regardless of the outcome of the dispute.
- C) Customers may contact the Company's business office at the following toll free number: 1-888-832-6474.
- D) If the Customer is not satisfied with the outcome of the billing dispute, the Customer may contact the Commission at the following address:

Florida Public Service Commission  
Division of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.7 Taxes and Fees**

- 2.7.1 State and local taxes (e.g., gross receipts tax, sales tax, municipal utilities tax) are not included in the rates under this tariff, but shall be listed as separate line items on the Customer's bill.
- 2.7.2 To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.7.3 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Such adjustments shall be listed in this tariff.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.8 Refunds or Credits for Service Outages or Deficiencies****2.8.1 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 to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.5 herein. No credit is issued for outages less than ½ hour in duration. Credit for outages greater than ½ hour in duration is issued for fixed recurring monthly charges only. Outage credits are calculated in thirty minute intervals. The amount of the credit is determined by pro-rating the monthly recurring charge for the time of the outage (in thirty-minute intervals). It shall be the obligation of the Customer to notify the 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 the Customer and connected to the Company's terminal. Interruptions caused by Customer-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 local exchange company access.

Credit allowances for interruptions of service billed on a usage basis shall be limited to the rate applicable to the initial period of the call to compensate for re-establishment of the connection.

**2.8.2 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.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.9 Cancellation or Termination of Service by Customer**

The Customer may cancel service verbally or in writing at any time. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Charges may be avoided by dialing another carrier's access code. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

**2.10 Refusal or Discontinuance by Company**

**2.10.1** Service may be suspended by the Company, without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore services as soon as it can be provided without undue risk, and will, upon request by the Customer, assign new authorization codes to replace ones that have been deactivated.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.10 Refusal or Discontinuance by Company, (Cont'd.)**

**2.10.2** The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given five (5) days notice to comply with any rule or remedy any deficiency:

- A.** For nonpayment of undisputed charges, provided that suspension or termination of service shall not be made without five (5) working 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.
- B.** For non-compliance with or violation of any State, Municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- C.** For use of telephone service for any purpose other than that described in the application.
- D.** For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
- E.** With five (5) working days notice for noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.
- F.** Without notice in the event of Customer, Subscriber or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.10 Refusal or Discontinuance by Company, (Cont'd.)**

**2.10.2 (Cont'd.)**

- G.** Without notice in the event of tampering with the equipment or services owned by the Company 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, Interactive may, before restoring service, require the Customer or Subscriber 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.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.11 Cost of Collection and Repair**

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

**2.12 Interconnection**

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

**2.13 Terminal Equipment**

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

**2.14 Applicable Law**

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

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**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 General**

The Company provides long distance service for communications originating and terminating within the State of Florida. The Company's services are available twenty-four (24) hours per day, seven (7) days a week. Intrastate service is offered in conjunction with interstate service.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration. Customers are billed based on their use of the Company's services.

Customers reselling or rebilling telecommunications services must have a Certificate of Public Convenience and Necessity as an interexchange carrier from the Florida Public Service Commission.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.2 Timing of Calls**

Billing for calls placed using the Company's service is based in part on the duration of the call as follows, unless otherwise specified in this tariff:

- 3.2.1 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.2.2 Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3 The initial and additional billing increments are stated in the description of each service.
- 3.2.4 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

**3.3 Minimum Call Completion Rate**

The Customer can expect a call completion rate of 99% per 100 calls attempted during peak use periods for all Feature Group D (1+) services. The Company will engineer its switching systems on the basis that ninety-nine percent (99%) of the Customers accessing their system will be served during the busy hour.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)****3.4 Miscellaneous Rates and Charges****3.4.1 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access The Company service and is unrelated to the Company service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)****3.5 Switched Outbound Service**

Switched Outbound Service permits outward calling to any valid termination point utilizing Customer-provided switched access. Calls are billed in six (6) second increments after the initial minimum period of eighteen (18) seconds. Intrastate service is offered in conjunction with Interstate service. Rates are not mileage or time-of-day sensitive. There is no minimum monthly usage associated with this service.

**3.6 Dedicated Outbound Service**

Dedicated Outbound Service permits outward calling utilizing Customer-provided Dedicated Access. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds. Intrastate service is offered in conjunction with interstate service. Rates are not mileage or time-of-day sensitive. The minimum billing thresholds are based upon total monthly usage billing in all jurisdictions, subject to a \$1,500.00 requirement per month per T-1 used to access Dedicated Outbound Service.

**3.7 Proprietary Calling Card Service**

Calling Card Service is available to residential and business Customers for placing calls while away from home or office. Calls are originated by dialing a toll-free access number, followed by an account identification number and personal identification number. Calls may originate from standard residential, business or pay telephone access lines and may terminate to any interstate or intrastate location. Calls are billed in sixty (60) second increments after an initial period for billing purposes of sixty (60) seconds.

**3.8 Directory Assistance**

Directory Assistance is available to Customers. 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.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)****3.9 Operator Services**

The use of the Company's Operator Services allows the Customer to select from the special call handling or billing arrangements specified below. Call charges, and applicable service charges will be assessed to the call originator, the called party's telephone number or a third party's telephone number based upon the call type (i.e., operator dialed, collect, third party billed, or Customer dialed credit card billed, with or without the use of an operator's assistance) initiated by the call originator and the appropriate acknowledgment of other parties, where applicable. The following type of billing is available:

**3.9.1 Customer Dialed Calling/Credit Card**

This is a service whereby the End User dials all of the digits necessary to route and bill the call without any operator assistance. Such calls may be billed either to a telephone company issued calling card or a commercial credit card.

**3.9.2 Operator Station**

This is a service whereby the caller places a non-person-to-person call with the assistance of an operator (live or automated). When placing an operator station call, the caller is connected to a non-specified individual at the terminating end. Such calls may be billed to a calling card, credit card, the called number (collect) or a valid third party telephone number.

**3.9.3 Person-to-Person**

This is a service whereby the person originating the call specifies to the Company's operator a particular person to be reached, or a particular person, station, room number, department, or office to be reached through a PBX attendant. Person-to-person calls may be billed to a calling card, credit card, the called number (collect) or a valid third party telephone number.

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**SECTION 4 - RATES**

**4.1 Exemptions and Special Rates**

**4.1.1 Discounts for Hearing Impaired Customers**

- A. 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. 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 rate period.
- B. The credit to be given on a subsequent bill for calls placed 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.

**4.1.2 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. The Company 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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ISSUED: August 29, 2002

EFFECTIVE:

ISSUED BY: Daniel J. Smith, Executive Vice President  
Interactive Services, Inc.  
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**SECTION 4 - RATES, (CONT'D.)**

**4.1 Exemptions and Special Rates, (Cont'd.)**

**4.1.3 Operator Assistance for Handicapped Persons**

Operator station surcharges will be waived for operator assistance to a caller who identifies him or herself as being handicapped and unable to dial the call because of the handicap.

**4.1.4 Directory Assistance for Handicapped Persons**

Pursuant to FPSC rules and regulations, the Company will not charge for the first 50 phone calls made to directory assistance by properly certified handicapped Customers.

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**SECTION 4 - RATES, (CONT'D.)**

**4.2 Public Telephone Surcharge**

Rate per Call \$0.35

**4.3 Switched Outbound Service**

Intrastate Rate Per Minute: \$0.089

**4.4 Dedicated Outbound Service**

Intrastate Rate Per Minute: \$0.069

**4.5 Proprietary Calling Card Service**

Per Minute Charge \$0.25  
Per call charge \$0.50

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**SECTION 4 - RATES, (CONT'D.)****4.6 Directory Assistance**

Per call charge	\$1.25
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**4.7 Operator Services****4.7.1 Usage Charges**

Per Minute Rate:	\$0.30
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**4.7.2 Service Charge**

A per-call service charge applies in addition to the per minute usage rates when applicable. The service charge applies in all rate periods.

	<b>Per Call</b>
Customer Dialed Calling Card/Automated	\$1.75
Operator Dialed Calling Card	\$1.75
Operator Station	
Collect	\$1.75
Third Party Billed	\$1.75
Person to Person	\$3.25

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**SECTION 4 - RATES, (CONT'D.)**

**4.8 Promotions and Contracts**

From time to time, the Company may provide promotional offerings to introduce a current or potential Customer to a service not being used by the Customer. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges.

**4.8.1 Demonstration of Service**

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed three (3) days. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

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**ATTACHMENT III**  
**FINANCIAL STATEMENTS**

1. Please provide documentation that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. Please provide documentation that the applicant has sufficient financial capability to maintain the requested service.
3. Please provide documentation that the applicant has sufficient financial capability to meet its lease or ownership obligations.

**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.

*Interactive's Financial Statements are filed confidentially, under separate seal.*

### **Financial Capability**

Interactive Services, Inc. is an established company with the financial capability to begin and maintain operations in the state of Florida. Additional investments by the company's principals will be provided as required.

The company has sufficient financial capability to provide interexchange service throughout the state of Florida.

The company has sufficient financial capability to maintain interexchange service throughout the state of Florida.

The company does not have any plans to lease or own any equipment in connection with the services it intends to offer in the state of Florida. The company has sufficient financial capability to meet its contractual obligations to its underlying carrier.

The company submits its financial income statements, separately, under confidential seal for the periods ending December 31, 2001 and June 30, 2002, respectively.

**ATTACHMENT IV**  
**MANAGERIAL AND TECHNICAL CAPABILITIES**

## **Management Profiles**

### **Daniel G. Howard – President and Chief Executive Officer**

Daniel Howard has served as President and Chief Executive Officer and Director since founding Interactive Services, Inc. (“Interactive”) in 1994. Prior to Interactive, he was employed by Ameritech for ten years in a sales capacity, accomplishing several first for Ameritech including ISDN PRI and Intelligent Networking. Mr. Howard has a variety of experience in voice and data communications with a working knowledge from complex voice solutions to SONET/ATM. He received a Bachelors of Business Degree in Management and Policy from Western Illinois University.

### **Daniel J. Smith – Executive Vice President**

Daniel Smith has served as Executive Vice President and Chief Operating Officer and Director since 1995. Prior to Interactive, Mr. Smith was national account manager for companies like 3M, R.J. Reynolds, and Whirlpool. Mr. Smith comes from a wide background of management, training, and sales capacities, most recently in interexchange carrier, network, and usage environments. He has built and managed top-ranked operational and sales teams. His education at the University of Minnesota concentrated on Industrial Relations.

### **John Howard – General Manager**

John Howard has served as Vice President, General Manager, Director and Corporate Secretary since joining Interactive in 1999. Prior to that he spent eight years as Manager of Corporate Security for Ameritech. Mr. Howard holds a Master of Science Degree from National-Louis University in Managerial Leadership and a B.S. from Western Illinois University. He is also a Certified Protection Professional (CPP), an accreditation from the American Society for Industrial Security.

### **David G. Franckowiak – Chief Financial Officer**

David Franckowiak has served as Chief Financial Officer, Director and Treasurer since joining Interactive in 2001. From 1997 to 2001, he was CFO of several emerging companies including Endorex Corporation, a publicly traded biotech company. His experience includes a \$20 million public offering which was more complex than an IPO, SEC registrations, investor relations, strategic planning and monitoring, risk management, internal control and financial reporting. Prior to 1997, Mr. Franckowiak was a manager with a Big Five public accounting firm. He earned his Master of Accountancy and B.S. from DePaul University and both CPA and CMA designations.