

ORIGINAL

1 BELL SOUTH TELECOMMUNICATIONS, INC.
2 REBUTTAL TESTIMONY OF CARLOS GARCIA
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
4 DOCKET No. 020119-TP & 020578-TP
5 NOVEMBER 25, 2002
6

7 Q. PLEASE STATE YOUR NAME, YOUR BUSINESS ADDRESS, AND
8 YOUR POSITION WITH BELL SOUTH TELECOMMUNICATIONS, INC.
9 ("BELL SOUTH").
10

11
12 A. My name is Carlos Garcia. My business address is 600 N.W. 79th
13 Avenue, Room 668, Miami, Florida. I am employed by BellSouth as the
14 Market Manager for Inbound Sales/Small Business Services in Florida.
15

16
17 Q. ARE YOU THE SAME CARLOS GARCIA WHO FILED DIRECT
18 TESTIMONY IN THIS PROCEEDING?
19

20 A. Yes.
21

22 Q. WHAT IS THE PURPOSE OF YOUR REBUTTAL TESTIMONY?
23

24 A. My rebuttal testimony responds to the direct testimony of Mr. Joseph
25 Gillan and Ms. Danyelle Kennedy, filed on behalf of the Florida

1 Competitive Carriers Association (“FCCA”), as well as to the direct
2 testimony of Michael P. Gallagher, filed on behalf of Florida Digital
3 Network, Inc. (“FDN”). My rebuttal testimony focuses on the competitive
4 Florida market for small business customers; including the types of
5 competitive offers available in the marketplace and how BellSouth has
6 responded to these offers.
7

8 Q. MR. GILLAN CONTENDS THAT ANY PROMOTION THAT IS
9 AVAILABLE ONLY TO FORMER BELLSOUTH CUSTOMERS – OR
10 EXISTING ALEC CUSTOMERS – IS DISCRIMINATORY. (p. 8, Ins. 21-
11 22 ; p. 9, Ins. 5-7). LIKEWISE, MR. GALLAGHER CONTENDS THAT
12 BELLSOUTH SHOULD BE COMPELLED TO OFFER LOWER RATES
13 TO ALL ELIGIBLE CUSTOMERS. (p. 14, Ins. 16-18) AND FURTHER
14 COMPLAINS THAT BELLSOUTH SHOULD ALERT ELIGIBLE
15 CUSTOMERS OF ITS OFFERS (p. 13, Ins. 17-18). PLEASE
16 COMMENT.
17

18
19 A. Mr. Gillan and Mr. Gallagher are confused. Marketing that is targeted
20 to former BellSouth customers is entirely reasonable and is consistent
21 with the realities of the small business competitive market. For
22 BellSouth to convince a former customer to leave an ALEC and return to
23 BellSouth requires an extra effort. Typically, former customers leave
24 and establish service with an ALEC due to either a specialized bundle of
25

1 services offered by the ALEC or the ALEC's pricing. To compete in the
2 marketplace, BellSouth must respond to their offerings by, among other
3 things, offering lower prices for its services. The ALECs should not be
4 heard to complain when BellSouth responds to the pressures that were
5 created by the ALECs themselves.

6
7 Moreover, from a "cost of doing business" perspective, it is reasonable
8 to differentiate between former BellSouth customers and brand new
9 customers. Former customers have credit histories and established
10 network facilities (loops) to provide telephone service. Brand new
11 customers have no such credit histories, and in order to provide service
12 BellSouth may have to place new network facilities. From a competitive
13 perspective, therefore, marketing that reasonably recognizes different
14 types of customers makes sense and is necessary to compete in
15 Florida.

16
17 Finally, the January and June Key Customer offers are available to all
18 types of customers – whether the customers are new or returning
19 customers, or existing customers – and BellSouth takes reasonable
20 steps to inform all types of customers of these offerings. BellSouth
21 proactively sent direct mail to thousands of potentially eligible customers
22 – both former and existing BellSouth customers -- to notify them of these
23 offerings. (See attached as Exhibit CG-5 BellSouth's Response to
24 FCCA and Mpower's First Set of Interrogatories, August 13, 2002, Item
25

1 No. 8a.). Thus, contrary to Mr. Gallagher's assertions, BellSouth in fact
2 "alerted" customers of these offerings and did not restrict the offerings
3 to former BellSouth customers only, although it would certainly be
4 reasonable for BellSouth to target future marketing efforts to former
5 customers.

6

7 Q. IS MR. GILLAN'S RECOMMENDATION THAT THE COMMISSION
8 PROHIBIT CONTACT WITH FORMER CUSTOMERS UNTIL 30 DAYS
9 AFTER SERVICE HAS BEEN TRANSFERRED TO ANOTHER
10 PROVIDER REASONABLE? (p. 10, Ins. 14-15).

11 A. No. Among other things, Mr. Gillan's recommendation includes a
12 restriction on "customer service representatives." What Mr. Gillan may
13 not realize is it is not unusual for ALECs to encourage customers to
14 return service to BellSouth on a temporary basis when transferring
15 service from another ALEC. For example, if a customer were leaving
16 ALEC-A for ALEC-B, it is not unusual for ALEC-B to encourage the
17 customer to first return service to BellSouth and ultimately transfer from
18 BellSouth to ALEC-B. Thus, ALECs direct customers to interact with
19 BellSouth, and BellSouth incurs costs to provision this temporary service,
20 which ultimately benefits only the ALECs as the ALECs keep the
21 customer going forward and retain the associated revenue stream.
22 Mr. Ruscilli will also address the policy impacts of Mr. Gillan's faulty
23 recommendation in further detail.

24

25 Q. MR. GALLAGHER DISCUSSES THE IMPACT OF LOSING "A 100-LINE

1 CUSTOMER.” (P. 6, Ins. 17-21). IS THIS DISCUSSION
2 APPROPRIATE IN THIS PROCEEDING?

3

4 A. No. Mr. Gallagher’s discussion has no bearing to the consideration of
5 BellSouth’s small business offerings, which is the focus of this
6 proceeding. Customers with 100 lines typically have monthly revenue
7 that exceeds \$3,000 and therefore such customers would not meet the
8 eligibility requirements for the Key Customer offering.

9 In fact, there are significant differences between large and small
10 business customers. Small business customers typically purchase from
11 1 to 8 business lines versus large business customers that may
12 purchase hundreds of lines. Large business customers also purchase
13 more complex services, which could include PBX (private branch
14 exchange) service at a given location, private line service, as well as
15 DSL service. Small business customers typically do not order these
16 complex services, especially not in the quantities that large business
17 customers do. Moreover, because large business customers generally
18 order higher volumes of complex services, they often require a single
19 point of contact with BellSouth. In contrast, a small business customer
20 typically does not require a single point of contact.

21

22 FCCA witness Gillan seems to acknowledge a distinction as well
23 because he suggests that contracts for DS1 or higher level of services
24 should be available for longer time periods than contracts for multi-line
25 POTs services. (Gillan, p. 9, Ins. 12-16). While BellSouth disagrees

1 with Mr. Gillan's suggestion that promotions for multi-line business POTS
2 service should be limited to 12 months, which I will discuss later in this
3 testimony; BellSouth agrees that different market offerings geared to
4 small and large business customers is necessary in today's competitive
5 market.

6

7 Q. MR. GALLAGHER CLAIMS THAT ALECS "CANNOT BEAT
8 DISCOUNTS" LIKE THE KEY CUSTOMER OFFERINGS WITHOUT
9 "PLACING THEIR FUTURES IN PERIL." (p. 10, Ins. 1-2). LIKEWISE,
10 MS. KENNEDY CLAIMS ALECS "WOULD NEVER BE ABLE TO
11 MATCH THE PROMOTIONAL PRICING BEING OFFERED BY
12 BELL SOUTH." (p. 4, Ins. 11-12). CAN YOU RESPOND?

13

14 A. Neither claim has any basis in reality. Attached as Exhibit CG-6 is a
15 sampling of ALEC offers, advertisements, and bills. ALECS in Florida
16 are aggressively marketing services and pricing their offerings well
17 below BellSouth's retail prices.

18

19 For example, Mpower's advertising reflects a \$24.00 rate for a business
20 line, which Mpower compares to a BellSouth rate of \$37.88. The
21 \$24.00 rate equates to an approximate 36% discount from the listed
22 BellSouth rate. Mpower also notes that its pricing reflects "3-year
23 contractual figures," demonstrating that ALECs also enter into long-term
24 contracts. Mpower's advertisement further states that the savings
25 reflected, "does not include the savings achieved from calls made in

1 [certain] area codes, that are FREE with Mpower.” Finally, Mpower’s
2 advertisement shows that it is not charging for hunting, which Mpower
3 compares to a BellSouth hunting charge of \$10 per line.

4
5 In another Mpower ad it quotes a \$26.00 rate per business line, which
6 Mpower compares to a BellSouth’s retail price of \$36.95, which reflects
7 a roughly 29% discount. This ad also demonstrates that Mpower offers
8 pricing that presumably varies based on geographic location. This ad
9 also shows free hunting compared to BellSouth’s \$10 per line rate and
10 indicates that Mpower does not charge for additional features such as
11 call forwarding/busy line and call forwarding/don’t answer as compared
12 to BellSouth’s charge of \$4.75 per feature.

13
14 Exhibit CG-6 includes samples of actual customer bills. A bill from
15 Epicus shows a multi-line price of \$29.95, which includes free hunting.
16 This bill also reflects a multi-line business discount in the amount of
17 \$4.49 per line. Thus, Epicus’ actual multi-line business price appears to
18 be \$25.46, which is 31% less than BellSouth’s tariff price of \$36.95 for a
19 multi-line business rate in rate group 12. A bill from Intermedia reflects
20 a per line price of \$20.40, which is 44% less than BellSouth’s \$36.95
21 multi-line business rate in rate group 12. A Business Solutions bill shows
22 business line rates of \$28.00 and \$22.50, which are 24% and 39% less
23 than BellSouth’s \$36.95 multi-line business rate in rate group 12. A bill
24 from FDN shows no monthly recurring cost for hunting; NewSouth’s bill
25 reflects a per line charge of \$22.82 (\$159.74 divided by 7) with hunting

1 charges of \$9.00 (\$36.00 divided by 4), which is 38% less than
2 BellSouth's tariffed per line charge and 10% less than BellSouth's
3 hunting rate (as compared to BellSouth's \$36.95 multi-line business rate
4 and \$10.00 hunting rate in rate group 12). Finally, an IDS "cost
5 analysis" compares its monthly rate of \$25.17 per line and \$8.00 for
6 hunting to BellSouth's \$36.95 monthly rate and \$10.00 hunting rate,
7 which 31% less than BellSouth's per line rate and 20% less than
8 BellSouth's hunting rate.

9
10 IDS advertises monthly savings of \$270.50 for a 6-line package, touting
11 that its rates are "30% off BellSouth's." An Allegiance "Proposal for
12 Service" offers a monthly business line charge of \$25.17 (31% less than
13 BellSouth's tariffed multi-line rate in rate group 12) with no additional
14 charge for hunting. Allegiance represents that over a three-year period,
15 it offers 39% savings over BellSouth's rates. Allegiance also note that
16 its pricing is based on "a two-year contract term."

17
18 Finally, ALECs Time Warner and AT&T Broadband waive installation
19 charges; AT&T Broadband offers hunting at no charge, and AT&T
20 Broadband bundles its offerings with different monthly rates depending
21 on whether the customer purchases the "Broadband Business Basic" the
22 "Broadband Business Bundle" or the "Broadband Business Bonus
23 Bundle," according to its Florida tariff. In sum, the notion that ALECs
24 are unable to compete with BellSouth's Key offerings simply cannot
25 stand.

1

2 Q. MR. GALLAGHER ALSO CLAIMS "ALECS COULD NOT SURVIVE
3 WERE THEY TO ADJUST PRICES TO LEVELS LOWER THAN
4 BELLSOUTH'S KEY CUSTOMER RATES." (p. 6, Ins. 4-6). HOW DO
5 YOU RESPOND?

6

7 A. This claim is unfounded. ALECS are thriving in Florida; in fact, Mr.
8 Gallagher's company, FDN, recently announced it had reached 100,000
9 lines over its three-year history. (See attached as CG-7 FDN press
10 release). During most of that three-year history, BellSouth offerings
11 similar to the January and June Key customer offerings were available.
12 ALECs aggressively market and price their services below BellSouth's --
13 touting discounts up to 40% -- and have been doing so before BellSouth
14 introduced its Key Customer offers. (See Exhibit CG-3 to my Direct
15 Testimony for Mpower flyer claiming 40% savings).

16

17 Q. HOW DO YOU RESPOND TO MR. GALLAGHER'S CONTENTION
18 THAT "BELLSOUTH CAN USE ITS MONOPOLY STATUS TO PEG
19 ALEC MARKET SHARE . . . IN THE GEOGRAPHY IT DESIRES." (p.
20 8, Ins. 4-6).

21

22 A. Mr. Gallagher has missed the mark. BellSouth serves all customers in
23 its territory -- both business and residential. FDN, and other ALECs in
24 stark contrast, can select specific geographic serving areas and
25 frequently choose not to serve residential customers. It defies logic to

1 contend that BellSouth can control ALEC market share in certain
2 geographic areas, when in fact ALECs themselves self-select the most
3 profitable locations in which to serve primarily business customers.
4

5 Q. MR. GALLAGHER ALSO CLAIMS THAT BELLSOUTH'S OFFERINGS
6 ARE DISCRIMINATORY BECAUSE A CUSTOMER IN A HOT WIRE
7 CENTER PAYS LESS FOR SERVICE THAN A CUSTOMER SERVED
8 OUT OF A WIRE CENTER THAT IS NOT DESIGNATED AS "HOT".
9 HOW DO YOU RESPOND?
10

11 A. Mr. Gallagher's claim is without basis. These customers are not
12 similarly situated, so charging them different prices is not discriminatory.
13 It is common to charge different prices in different geographic areas.
14 BellSouth's approved tariff rates in Florida already vary based upon rate
15 group. Consider the following: a multi-line business customer served out
16 of rate group 1 would pay a tariff rate of \$25.95 per line. The same
17 multi-line business customer in rate group 12 would pay a tariff rate of
18 \$36.95. If the business customer in rate group 12 receives a 20%
19 discount off the tariff rate, the result is a monthly rate of \$29.56, which
20 still exceeds the monthly rate in rate group 1. The simple reality is that
21 this Commission has approved different rates depending upon where a
22 customer lives.
23

24 Q. MR. GALLAGHER SUGGESTS THAT BELLSOUTH'S COMPETITIVE
25 OFFERS SHOULD BE LIMITED TO NO MORE THAN 120 DAYS. (p.

1 18, In. 5). PLEASE COMMENT.

2

3 A. Mr. Gillan, who suggests that competitive offers can extend for 12
4 months to 36 months, contradicts Mr. Gallagher's suggestion. (Gillan, p.
5 9, Ins. 12-16). In addition, Mr. Gallagher conveniently ignores the fact
6 that ALECs offer long-term pricing of up to 36 months. (See CG-6,
7 Mpower "3 year contractual figures"). Limiting the length of time that
8 BellSouth makes competitive offers available would frustrate, rather than
9 encourage, competition.

10

11 Q. HOW DO YOU RESPOND TO MS. KENNEDY CLAIMS (p. 9, Ins. 5-9)
12 REGARDING CERTAIN BELLSOUTH'S ADVERTISEMENTS ?

13

14 A. Ms. Kennedy erroneously claims that the size of the ads, the size of the
15 type, and the number of pages of material sent to existing customers
16 varies significantly from the ads sent to former customer. The ad that
17 Ms. Kennedy attached as DK-4 is not attached in the size and format in
18 which it was sent to customers. Both DK-3 and DK-4 are trifold
19 pamphlets, which are the same approximate size. The ad sent to
20 existing customers actually contains 5 page of substantive information,
21 including the terms and conditions of the offering. Attached as CG-8 are
22 page-by-page copies of the pamphlets in actual size. Contrary to Ms.
23 Kennedy's claims, the ads are clearly comparable.

24

25 Q. IS MS. KENNEDY'S SUGGESTION THAT BELLSOUTH LIMITED THE

1 TIME AN EXISTING CUSTOMER COULD TAKE ADVANTAGE OF KEY
2 CUSTOMER VALID?

3

4 A. No. BellSouth offered Key Customer to existing customers consistent
5 with the terms and conditions of its tariff filing with this Commission,
6 which was available through June 30, 2002. Moreover, the ad sent to
7 existing customers noted specifically that a customer's election of Key
8 Customer "is subject to and controlled by the provisions of BellSouth's
9 lawfully filed tariffs, including any changes therein as may be made from
10 time to time."

11

12 Q. DID BELLSOUTH SEND ANY SUBSEQUENT KEY CUSTOMER
13 ADVERTISEMENTS TO EXISTING CUSTOMERS?

14

15 A. Yes. Attached as CG-9 are copies of advertisements sent to existing
16 customers relating to BellSouth's June Key Customer offering. Both ads
17 note "Key Customer Program Term Election Agreement offer expires
18 December 31, 2002."

19

20 Q. MS. KENNEDY CLAIMS THAT NTC "HAS LOST 20% OF ITS FLORIDA
21 SALES EACH MONTH DUE TO THE KEY CUSTOMER PROMOTION."
22 PLEASE COMMENT.

23

24 A. Ms. Kennedy's explanation for this "loss" is that customers that "would
25 otherwise have changed service to Network Telephone's facilities-based

1 service offerings . . . remained with BellSouth . . .” It is a mystery to me
2 how there can be a customer “loss” when a customer has not actually
3 changed service from BellSouth to Network Telephone or vice versa.
4 Further, it is also not clear to me that Ms. Kennedy can legitimately link
5 an alleged loss in sales volume to BellSouth’s Key customer offering.

6

7 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

8

9 A. Yes.

10

11 471030

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BellSouth Telecommunications, Inc.
FPSC Docket No. 020578-TP
Florida Competitive Carriers Association
and Mpower Communications Corp.
First Set of Interrogatories
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REQUEST: (a) How many of the business customers identified in (7) above has BellSouth contacted directly regarding their eligibility for the "Key Customer" program?

RESPONSE: BellSouth has used both in-bound and out-bound calls in an effort to offer the January and June Key Customer offerings to all potentially-eligible customers (with certain exceptions such as customer not having a dialable telephone number, customers with unlisted or non-published numbers, and customers on "do not call" lists), but BellSouth does not keep track of these telephone contacts.

Additionally, BellSouth sent direct mail to potentially eligible customers per the following schedule.

Date Mailed	Number of Pieces Mailed in Florida
February 22, 2002	54,661
March 8, 2002	380
June 6, 2002	37,304
February 22, 2002	57,524
March 8, 2002	57,524
May 30, 2002	51,515
August 19, 2002	34,538
July 29, 2002	42,205
August 17, 2002	Approx. 16,000

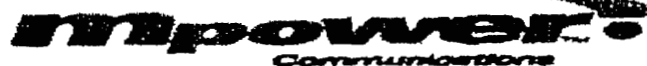
BellSouth notes that not all of the business customers identified in (7) above would be eligible for the January and June Key Customer offerings.

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RESPONSE: (Continued)

RESPONSE PROVIDED BY:

Amy Britt
Marketing Manager
1057 Lenox Park Boulevard
Atlanta, Georgia 30319



PREPARED BY MARK FRIEDLANDER 561-723-5883

				BELLSOUTH		Mpower		SAVINGS	
	QUANTITY	BELLSOUTH	Mpower	MONTHLY	YEARLY	MONTHLY	YEARLY	MONTHLY	YEARLY
CALL FWDG BUSY LINE	1	\$4.75	\$0.00	\$4.75	\$57.00	\$0.00	\$0.00	\$4.75	\$57.00
CALL FWDG DON'T ANSWER	4	\$4.75	\$0.00	\$19.00	\$228.00	\$0.00	\$0.00	\$19.00	\$228.00
ANONYMOUS CALL REJECTION	1	\$4.00	\$0.00	\$4.00	\$48.00	\$0.00	\$0.00	\$4.00	\$48.00
HUNTING/ROLLOVER	4	\$10.00	\$0.00	\$40.00	\$480.00	\$0.00	\$0.00	\$40.00	\$480.00
BUSINESS LINES	10	\$36.95	\$28.00	\$369.50	\$4,434.00	\$260.00	\$3,120.00	\$109.50	\$1,314.00
MESSAGE WAITING - STUTTER	1	\$0.75	\$0.00	\$0.75	\$9.00	\$0.00	\$0.00	\$0.75	\$9.00
CALL RETURN	1	\$6.50	\$5.00	\$6.50	\$78.00	\$5.00	\$60.00	\$1.50	\$18.00
VOICEMAIL	1	\$7.95	\$6.00	\$7.95	\$95.40	\$6.00	\$72.00	\$1.95	\$23.40
MPOWER provides FREE CALLS Sebastian to the Keys	1	???	\$0.00	???	???	\$0.00	\$0.00	???	???
			FREE	???	???	FREE	FREE		
					\$5,429.40		\$3,262.00	\$181.45	\$2,177.40
					40.1% Savings				
				Current Carrier		Mpower		SAVRGS	
	CURRENT	Mpower		MONTHLY	YEARLY	MONTHLY	YEARLY	MONTHLY	YEARLY
PICC CHARGES \$4.31 PER LINE	10	\$43.10	\$0.00	\$43.10	\$517.20	\$0.00	\$0.00	\$43.10	\$517.20
					\$517.20		\$0.00		
					100% Savings				
BELLSOUTH CHARGES									
LONG DISTANCE CARRIERS									
AN INTEREXCHANGE CHARGE=PICC									
Mpower TOTAL YEARLY SAVINGS								\$2,694.60	
Mpower SAVINGS PERCENTAGE								43% -	
DOES NOT INCLUDE TAXES OR OTHER REGULATED CHARGES. ADDITIONAL SAVINGS ON LONG DISTANCE WILL BE PROVIDED UPON REVIEW OF CALLING									

Mpower Change
242 -

3/28/02

RELIUS

PREVIOUS BALANCE	PAYMENTS RECEIVED	PAST DUE BALANCE	ADJUSTMENTS	TOTAL CHARGES	PAYMENT DUE DATE	TOTAL PAYMENT DUE
\$215.57	(\$215.57)	\$0.00	\$0.00	\$212.00	Upon Receipt	\$212.00

SUMMARY OF CURRENT CHARGES

Finance Charges: \$0.00
 Late Charges: \$0.00
 Total Charges: \$212.00

YOUR ACCOUNT IS CONSIDERED PAST DUE IF PAYMENT IS NOT RECEIVED BY 07/15/2002

FOR MORE INFORMATION ABOUT OUR AUTOMATIC CREDIT CARD PAYMENT OPTIONS, CALL 1-800-314-2429

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

Page: 3 of 4
 Invoice Date: 06/30/2002
 Closing Date: 06/30/2002
 Account Number:
 Billing Telephone No:

DETAIL SUMMARY OF CURRENT CHARGES

Previous Balance	\$215.57
Payments Received	
06/06/2002	Check 00000003804	<u>(\$215.57)</u>
		(\$215.57) .. (\$215.57)
Past Due Balance	\$0.00

Adjustments

Current Charges

* - Include prorated amount

From : To:

Regulated Charges Recurring

FCC Charge - Network Access	4 @ \$7.85	\$31.40
Complete Choice - Bus	1 @ \$142.00	\$142.00
Complete Choice - Bus (Discount)	1 @ (\$21.30)	(\$21.30)
3 Way Calling	2 @ \$0.00	\$0.00
30 Code Speed Calling	2 @ \$0.00	\$0.00
8 Code Speed Calling	1 @ \$0.00	\$0.00
Remote Activation of Call Forwarding	3 @ \$0.00	\$0.00
Hunting/Rollover Service	2 @ \$0.00	\$0.00
FCC Local Number Portability	4 @ \$0.35	\$1.40
Business Line (Multi)	3 @ \$0.00	\$0.00
Business Line (Multi)	1 @ \$29.95	\$29.95
Business Line-Multi Line (Discount)	1 @ (\$4.49)	(\$4.49)
Call Selector	3 @ \$0.00	\$0.00
Repeat Dialing (*66)	3 @ \$0.00	\$0.00
Call Return	3 @ \$0.00	\$0.00
Call Tracing (*57)	3 @ \$0.00	\$0.00
Call Block	3 @ \$0.00	\$0.00
Caller ID & Number Delivery w/Anonymous Call	2 @ \$0.00	\$0.00
Inside Wire Maintenance	4 @ \$5.00	\$20.00

Total Regulated Charges \$198.96

Usage Based Charges

Local Usage	\$0.00
Long Distance Usage	\$0.00
PICC	\$0.00
Total Usage Based Charges	\$0.00

Total Current Charges \$198.96

Taxes & Surcharges

Type	Tax Amount
Sales Tax	\$3.79
Federal Excise Tax	\$1.58
E911 Tax	\$2.05
Statutory Gross Receipts	\$1.32
Utility Users Tax	\$3.70
Telecommunications Relay Service Surcharge	\$0.60

Total Taxes & Surcharges \$13.04

Page: 4 of 4
Invoice Date: 06/30/2002
Closing Date: 06/30/2002
Account Number:
Billing Telephone No:

TOTAL PAYMENT DUE \$212.00



ACCOUNT NAME	ACCT NUMBER	SERVICE THRU	DUE DATE	PAGE
		7/18/02	8/18/02	81

MANAGEMENT REPORTS

ITEM	ITEM CHARGE INFORMATION	FROM DATE	TO DATE	QTY	AMOUNT
	Directory Number Hunting	7/19/02	8/18/02	1.00	4.25
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				25.00
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Directory Number Hunting	7/19/02	8/18/02	1.00	4.25
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				25.00
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				20.75
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				20.75
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				20.75
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Directory Number Hunting	7/19/02	8/18/02	1.00	4.25
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				25.00
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Call Forward - Universal	7/19/02	8/18/02	1.00	2.97
	Directory Number Hunting	7/19/02	8/18/02	1.00	4.25
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				27.97
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Directory Number Hunting	7/19/02	8/18/02	1.00	4.25
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				25.00
	UNIFIED VOICE				
	Local Number Portability	7/19/02	8/18/02	1.00	.35
	Business Line Charge(8-50 lines)	7/19/02	8/18/02	1.00	20.40
	TOTAL				20.75
	TOTAL ITEM CHARGE				277.47

05/15/02 09:07

BILL DATE

0002/007
04/20/02

BILLING DETAIL

Current Account Activity

Balance From Previous Month		1,142.72
Payment 04/15/02		571.36
	*** OUTSTANDING BALANCE ***	571.36
Current Basic Telephone Service - See Page 9		701.74
	Current Amount Due	701.74
	TOTAL AMOUNT DUE	1,278.10

Detail of Current Basic Telephone Service

Service for Period: 04/20/02 - 05/19/02

Description	Quantity	Rate	Amount
Basic Voicemail	1	7.50	7.50
Call Forward Busy Line	2	3.25	6.50
Call Forward Don't Answer	2	3.25	6.50
Basic Voicemail Pkg.	1	7.50	7.50
Federal Line Charge	13	7.84	101.92
Business Line FR	9	28.00	252.00
Business Line FR	4	22.50	90.00
		TOTAL SERVICE	471.92

443.92

Detail of Other Charges and Credits

Description	NOTATION	WTN	WORK ORDER	Amount
Labor Charge	032702 - 032702		MIAMS0002211	75.00
Business Line FR	03/27 TO 04/19			17.24
Federal Line Charge	03/27 TO 04/19			6.01
Business Line FR	03/27 TO 04/19			17.24
Federal Line Charge	03/27 TO 04/19			6.01
		TOTAL OCC'S		-121.50

TOTAL SERVICE CHARGES	471.92
OTHER CHARGES AND CREDITS	-121.50
Federal Tax 3.00%	17.80
State Communications Services Tax	54.42
Local Communications Services Tax	34.54
Florida Telecom. Relay - TRS	1.56
Total Basic Telephone Charges	701.74

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ORDER #: 30 TYPE: N - New 1YR CUSTOMER:
Billing Acct /

LOCATION ADDRESS INFORMATION:

CONTACT :
PHONE :
FAX :
ADDR:

BILLING ADDRESS INFORMATION:

CONTACT :
PHONE :
FAX :
ADDR:

Order Summary

Qty	Description	MRC	NRG
Local			
1	SDS02 Call Forward Busy Line	0.00	\$0.00
2	SDS03 Call Forward Dont Answer	0.00	\$0.00
3	CREXN Call Restriction-978	0.00	\$0.00
12	CREX4 Call Restriction-978/000	0.00	\$0.00
10	LFB1 Complete Voice Line-WACP	0.00	\$0.00
1	COM10 Complete Voice WACP-8	178.70	
1	COM19 Complete Voice WACP-9	209.55	
4	HTG5 Hunting - Complete Voice	0.00	\$0.00
1	SDS13 Message Waiting Indicator	0.00	\$0.00
1	COMP4 Voice Messaging Flat Rate Service	7.20	
15	WACP Wide Area Calling Plan	0.00	\$0.00
	Local Number Portability	15 * \$0.35	
	FSLC Per Line Fee - Multi	15 * \$7.84	
		117.00	
		<u>\$070.30</u>	<u>\$0.00</u>
		\$578.30	0.00

ACCOUNT LEVEL

	MRC	NRG	Description
N FL228			IntraLATA LD Plan-7 cents per min
N FL281			IntraState LD Plan-7 cents per min
N FL276			InterState LD Plan-7 cents per min

*for non-domestic rates, terms, and conditions please visit <http://www.floridadigital.net/rates.html>

Florida Digital Network



Account Number
Invoice Number
Invoice Date

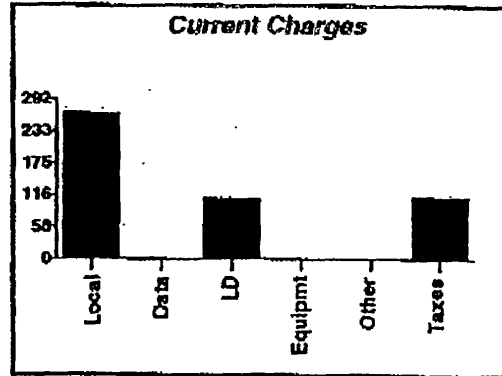
Detail of Services, Local

Small Business Solutions

July 11, 2002 through August 10, 2002

	Qty	Price	Total
Emergency Services	7	4.48	
FCC Network Access	7	64.40	
Hunting	4	36.00	
Local DSO Line	7	159.74	
Telecommunications Relay	7	0.84	
			265.46
Call Return (*68 per use)	1	0.75	
Call Return (*69 per use)	1	0.75	
			0.75
Total Small Business Solutions			266.21

Total Local Services \$266.21

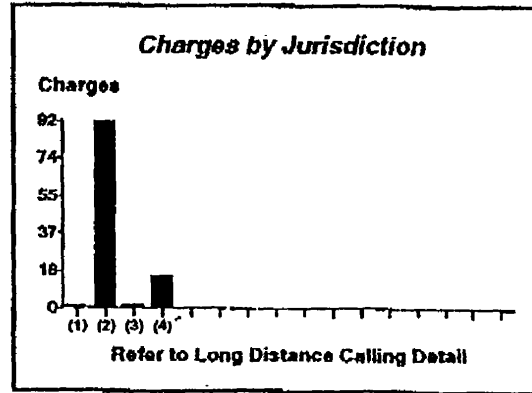


Refer to page 1

Detail of Services, Long Distance Calling

Outbound	Calls	Minutes	Charges	Total
Dir Assistance (1)	1	0.0	0.85	
Intrastate Calling (2)	529	1,325.8	62.79	
IntraLata Calling (3)	11	24.3	1.70	
Intrastate Calling (4)	91	229.1	16.04	
				111.38

Total Long Distance Calling Services \$111.38



Refer to Long Distance Calling Detail

Detail of Taxes and Surcharges

Federal Taxes	12.45
Gross Receipts Tax	9.62
Local Number Portability	2.45
Local Taxes	23.62
PICC	30.17
State Taxes	27.59
USF	6.78

Total Taxes and Surcharges \$112.66

Total Current Charges \$490.25



	# of Lines	BellSouth Charge	Current Amount	IDS Unit Charge	IDS Amount	Total Monthly Savings
Business Flat-Rate Multiline	4	\$ 36.95	\$ 147.80	\$ 25.17	\$ 100.68	\$ 47.12
9 - Line Complete Choice	2	\$ 359.00	\$ 718.00	\$ 255.75	\$ 511.50	\$ 206.50
FCC Network Access Chg.	22	\$ 7.84	\$ 172.48	\$ -	\$ -	\$ 172.48
TOTAL LOCAL MONTHLY SAVINGS						\$ 226.10
TOTAL LOCAL YEARLY SAVINGS						\$ 2,713.20

	# of Lines	BellSouth Charge	Current Amount	IDS Unit Charge	IDS Amount	Total Monthly Savings
9 - Line Complete Choice	1	\$ 359.00	\$ 359.00	\$ 255.75	\$ 255.75	\$ 103.25
Business Flat-Rate Multiline	4	\$ 36.95	\$ 147.80	\$ 25.17	\$ 100.68	\$ 47.12
FCC Network Access Chg.	13	\$ 7.84	\$ 101.92	\$ 7.84	\$ 101.92	\$ -
TOTAL LOCAL MONTHLY SAVINGS						\$ 150.37
TOTAL LOCAL YEARLY SAVINGS						\$ 1,804.44

	# of Lines	BellSouth Charge	Current Amount	IDS Unit Charge	IDS Amount	Total Monthly Savings
Business Flat-Rate Multiline	5	\$ 36.95	\$ 184.75	\$ 25.17	\$ 125.85	\$ 58.90
Remote Call Forwarding	3	\$ 10.00	\$ 30.00	\$ 8.00	\$ 24.00	\$ 6.00
Hunting Rollover	1	\$ 10.00	\$ 10.00	\$ 8.00	\$ 8.00	\$ 2.00
FCC Network Access Chg.	5	\$ 7.84	\$ 39.20	\$ 7.84	\$ 39.20	\$ -
TOTAL LOCAL MONTHLY SAVINGS						\$ 66.90
TOTAL LOCAL YEARLY SAVINGS						\$ 802.80
TOTAL LOCAL MONTHLY SAVINGS FOR ALL LOCATIONS						\$ 64.97
TOTAL LOCAL YEARLY SAVINGS FOR ALL LOCATIONS						\$ 779.44

* Same taxes apply no matter what carrier you use

Estimated Average Minutes of Usage with Current Long Distance Carrier (Long Distance Provider Unknown)				
Estimated Usage All Business Locations	Minutes	Total Amount	Per Min.	Estimated 250 minutes per location with IDS Telcom requires 125 minutes of phone usage per day for each local area with in state usage and state to state usage fees
Intrastate (Local)	750.00	\$ 60.00	\$ 0.080	
In State	750.00	\$ 75.00	\$ 0.100	
State to State	750.00	\$ 75.00	\$ 0.100	
TOTAL		\$ 210.00		

Estimated Usage Locations	Total	Month to Month	Year Term	2 Year Term
INTERSTATE	750.00	\$ 0.049 \$ 36.75	\$ 0.045 \$ 33.75	\$ 0.039 \$ 29.25
INTRASTATE	750.00	\$ 0.049 \$ 36.75	\$ 0.045 \$ 33.75	\$ 0.039 \$ 29.25
INTRALATA (Local)	750.00	\$ 0.049 \$ 36.75	\$ 0.029 \$ 21.75	Free \$ -

IDS Long Distance Charges	\$ 110.25	\$ 67.50	\$ 58.50
Current Long Distance Charges	\$ 210.00	\$ 210.00	\$ 210.00
Estimated Long Distance Usage	Mo. to Mo.	One Year	Two Year
TOTAL MONTHLY LONG DISTANCE SAVINGS	\$ 99.75	\$ 142.50	\$ 151.50
TOTAL YEARLY LONG DISTANCE SAVINGS	\$ 1,197.00	\$ 1,710.00	\$ 1,818.00
TOTAL YEARLY SAVINGS (Local and Long Distance)	\$ 8,917.44	\$ 9,430.44	\$ 9,538.44

Extended Savings over a 5-Year Period with IDS Telcom

	Month - Month	One Year	Two Year
5 - Years Savings with IDS Telcom	\$ 17,834.88	\$ 18,860.88	\$ 19,076.88
4 - Years Savings with IDS Telcom	\$ 26,752.32	\$ 28,291.32	\$ 28,615.32
3 - Years Savings with IDS Telcom	\$ 35,669.76	\$ 37,721.76	\$ 38,153.76
2 - Years Savings with IDS Telcom	\$ 44,587.20	\$ 47,152.20	\$ 47,692.20

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THE RIGHT
TO CHOOSE
THE POWER
TO SAVE!

IDS Telcom offers the best choice for your company's local and long distance needs, with No Contract or Commitments. Receive just one extremely low phone bill for all your services. Your calls will be carried on the same reliable network as Bell South with the same technicians to handle your service request. The only change you will notice is a lower phone bill each and every month!

100% SATISFACTION GUARANTEED

- > IDS Telcom covers all switching fees
- > All your services will remain the same
- > Keep all your same numbers
- > Receive just one bill for all your services
- > Great Domestic & International rates

The following is a comparison of your most recent Bell South monthly fees, features and savings IDS Telcom provides.

Type of Service	BellSouth	IDS Telcom	Monthly Savings
1 Complete Choice 6 Line Package	\$452.00	\$181.50	\$270.50
1 Memory Call Voicemail Service	\$12.95	\$10.36	\$2.59
Federal Universal Service Charge	\$2.94	\$2.94	\$0.00
FCC Local Number Portability	\$2.10	\$2.10	\$0.00
FCC Charge for Network Access	\$47.04	\$47.04	\$0.00
TRI-COUNTY CALLING	.10 cents 1 st min/ .06 cents each add'l min.	FREE	UNLIMITED
Total Monthly Savings	\$517.03	\$243.94	\$273.09

The same taxes will apply no matter the carrier you use.

30 % OFF Bell South's line charges and features 3.9 Cents Per Minute Long Distance

THE POWER TO CHOOSE THE RIGHT TO SAVE!

IDS TELCOM covers all conversion costs, and ensures a responsive, customer friendly transition. In order to take advantage of the above mentioned savings contact your account manager immediately! Respond via e-fax @ (954) 978-9975, so that we may implement your savings for the upcoming billing cycles! If you should have any additional questions feel free to contact me anytime at (954) 738-3306.

G/L
5/22/02

Allegiance Telecom Proposal for Service Miami, FL

Proposal received on 05/22/02

Monthly Charges With Allegiance

Features/Options	Qty	Unit Price	Total Price
FIXED CHARGES:			
Business Lines	12	\$ 25.17	\$ 302.04
Hunting Arrangement	4	-	-
Primary Rate Interace (PRI)		\$ 731.00	\$ 731.00
Features			
3-way calling		\$ 5.50	\$ 5.50
Auto Attendant		\$ 10.00	\$ 10.00
Voice Mail Package		\$ 7.50	\$ 7.50
Call Forwarding Variable		\$ 3.96	\$ 3.96
Call Forward Don't Answer		\$ 2.36	\$ 2.36
Call Forward No Answer		\$ 2.36	\$ 2.36
Call Waiting Originating		\$ 3.96	\$ 3.96
Call Waiting Terminating		\$ 3.96	\$ 3.96
Auto callback calling		\$ 3.96	\$ 3.96
DID 20 No. Block	20	\$ 3.00	\$ 3.00
Local Loop			
Local Loop		-	-
Full Data T-1	1	\$ 650.00	\$ 650.00
512k		\$ 483.00	\$ 483.00
384k		\$ 356.00	\$ 356.00
256k		\$ 250.00	\$ 250.00
128k		\$ 199.00	\$ 199.00
VPN and Web Hosting			
VPN Remote Access	12	\$ 25.20	\$ 302.40
VPN Connectivity			
128K		\$ 159.99	\$ 159.99
384K		\$ 349.99	\$ 349.99
Web Hosting		\$ 19.95	\$ 19.95
E-Commerce Web Hosting		\$ 39.00	\$ 39.00
Local Number Portability Charges			
LNP Charge	12	\$ 0.33	\$ 3.96
Federal Universal Service Fund	12	-	-
FCC Charge per PRI	1	\$ 39.20	\$ 39.20
FCC Charge for Network Access	12	\$ 94.08	\$ 62.72
Variable Charges			
Intra-lata/ Extended Calling Service		\$ 0.08	-
State-to-State Long Distance (\$.059/min)	1000	\$ 0.059	\$ 59.00

95 includes 50 MB disk space, 4 GB Monthly bandwidth, and 5 email accounts

339.00 per month includes 100 MB disk space, 10 GB monthl bandwidth, 25 email accounts and e-commerce options (up to 25 items)

There are no equipment charges passed on to customers.

Pricing based on a two-year contract term

Miami

May 2002

Monthly Charges with BellSouth			
Feature/Options	Qty	Unit Price	Total
FIXED CHARGES			
Business Lines	8	\$ 36.95	\$ 295.60
Hunting Arrangement	2	\$ 10.00	\$ 20.00
BellSouth T-1	1	\$ 1,100.00	\$ 1,100.00
Internet Provider	1	\$ 20.00	\$ 20.00
Local Number Portability Charges			
LNP Charge	8	\$ 0.35	\$ 2.80
Federal Universal Service Fund	8	\$ 0.50	\$ 4.00
FCC Charge for Network Access	8	\$ 7.84	\$ 62.72
Variable Charges			
Intra-lata		\$ 0.24	\$ -
Extended Calling Service (\$.08/min)		\$ 0.08	
State-to-State Long Distance (\$.09/min)	1000	\$ 0.09	\$ 90.00
Total for BellSouth			\$ 1,595.12

Monthly Charges With Allegiance			
Feature/Options	Qty	Unit Price	Total
FIXED CHARGES			
Business Lines	8	\$ 25.17	\$ 201.36
Hunting Arrangement	2	\$ -	\$ -
Full Data T-1	1	\$ 650.00	\$ 650.00
Local Number Portability Charges			
LNP Charge	8	\$ 0.33	\$ 2.64
Federal Universal Service Fund	8	\$ -	\$ -
FCC Charge for Network Access	8	\$ 62.72	\$ 62.72
Variable Charges			
Intra-lata/ Extended Calling Service		\$ 0.08	\$ -
State-to-State Long Distance (\$.059/min)	1000	\$ 0.059	\$ 59.00
Total for Allegiance Telecom			\$ 975.72

8 Lines/1.544 Data Comparison

Monthly Savings: \$ 619.40
 First Year Savings: \$ 7,432.80
 Second Year Savings: \$ 14,865.60
 Third Year Savings: \$ 22,298.40
 Percent Savings: 39%

5/2002
C2

TIME WARNER TELECOM

	Service	36 Mo	Install
7	Flat Business Lines	\$210.00	Waived
1	256 k Dedicated Internet	\$440.00	Waived
	Long Distance Inter/Intra state	\$0.059	Waived
	800 Long Distance	\$0.059	
1	Versi Pak installation		\$300.00
Total Monthly		\$650.00	
Total Install			\$300.00

waived

\$300.00

Our Service Includes:

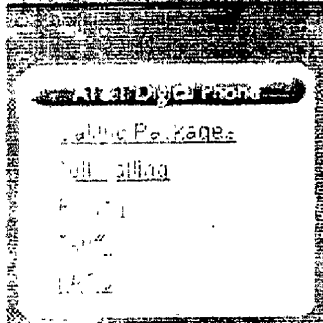
- ◆ IP Addresses and Hosting of your Primary and Secondary DNS.
- ◆ 24/7 Service and support.
- ◆ OSPF designates traffic routing based upon an algorithm of the shortest path, equaling the smallest hop count.
- ◆ BGP is available for load sharing and balancing.
- ◆ MPLS (multiprotocol label switching) creates labeled paths similar to ATM PVC's to create single hops and greatly minimize hop count. This positively affects Public Peering points, and further reduces latency, available 1st Quarter 2001.
- ◆ Packet over SONET Architecture improves network stability and scalability.
- ◆ Diverse paths out of Orlando.
- ◆ All Applicable taxes are in addition to the above rates.



Business Services

Current Promotions My Account

AT&T Broadband AT&T Digital AT&T Cable Television Customer Service Check Availability Order Now



AT&T Broadband Business Services lets you design the plan that works best for you. It's a simple, 3 step process:

1. Choose a package that meets your needs and price
2. Customize your package by choosing only those features you use
3. Save money as you add more features

To order call 1-888-824-8105

Pricing For Jacksonville Area Package

Features	Business Bonus Bundle	Business Bundle	Business Basic
	AT&T Long Distance All Features \$0 installation \$32.95 per month	AT&T Long Distance No Features \$ installation \$23.95 per month	No AT&T Long Distance No Features \$0 installation \$25.95 per month
Wire Maintenance	\$3.00 per month	\$3.00 per month	\$3.00 per month
FCC Line Charge - single line customer **tariffed	\$5.00	\$5.00	\$5.00
FCC Line Charge - multi-line customer **tariffed	\$7.84	\$7.84	\$7.84
Services			
Directory Services			
Simple White & Yellow Page Listing			
Additional DA Listing	\$1.50	\$1.50	\$1.50
DA - Call Completion	\$0.50	\$0.50	\$0.50

To see details about a speed or feature, move your mouse over the ?

DA Caption or Single Line Indent	?		\$1.50 per textline/month	\$1.50 per textline/month	\$1.50 per textline/month
Directory Assistance Listing	?		\$1.20	\$1.20	\$1.20
DA - Outside Local and LATA/NPA Serving Area	?		\$1.99	\$1.99	\$1.99
DA Per Call Charge	?		\$0.40 /call with 1 free	\$0.40 /call with 1 free	\$0.40 /call with 1 free
Foreign Listing	?		\$1.50	\$1.50	\$1.50
Non-Listed	?		\$0.60 per month	\$0.60 per month	\$0.60 per month
Non-Published	?		\$1.45 per month	\$1.45 per month	\$1.45 per month
Non-Recurring Charges	?				
Directory Listing Change	?	\$19.00	\$19.00	\$19.00	\$19.00
Feature (add, change, remove)	?	\$19.00	\$19.00	\$19.00	\$19.00
Hunting Configuration Change	?	\$19.00	\$19.00	\$19.00	\$19.00
PIC Change	?	\$5.00	\$5.00	\$5.00	\$5.00
Service Activation	?	\$56.00	\$56.00	\$56.00	\$56.00
Telephone Number Change	?	\$19.00	\$19.00	\$19.00	\$19.00
Wiring & Jacks (add, move, change)	?	\$30.00	\$30.00	\$30.00	\$30.00
Optional Calling Plans	?				
AT&T IntraLata LD	?	\$0.07 /min	\$0.07 /min	\$0.07 /min	\$0.07 /min
Inter LATA, State LD	?	\$0.07 /min	\$0.07 /min	\$0.07 /min	\$0.07 /min
Service Call Charge per Hour	?				
Overtime R&M					

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Mon-Sat 8 p.m.-8 a.m	?	\$175.00 /hr		\$175.00 /hr		\$175.00 /hr	
Premium Time > Sunday & National Holiday	?	\$230.00 /hr		\$230.00 /hr		\$230.00 /hr	
Repair & Maintenance Mon-Sat 8 a.m.-8 p.m	?	\$115.00 /hr		\$115.00 /hr		\$115.00 /hr	
Features	?		Included		\$4.00 for 1, \$6.50 for 2, \$9 for 3		\$4.00 for 1, \$6.50 for 2, \$9 for 3
Anonymous Call Rejection	?						
Call Forwarding - Remote Access	?						
Call Forwarding - Variable	?						
Caller ID (Name and Number)	?						
Caller ID Blocking Per Call	?						
Caller ID Blocking Per Line	?						
Caller ID with Call Waiting	?						
Call Return Per Call	?	\$0.50 /call - \$4.00 cap	\$4.50 cap	\$0.50 /call - \$4.00 cap	\$4.50 cap	\$0.50 /call - \$4.00 cap	\$4.50 cap
Call Return Per Line	?						
Custom Ring Service >>Call Selector<<	?						
Call Screening	?						
Call Trace Per Call	?	\$3.00 /call - \$6.00 cap		\$3.00 /call - \$6.00 cap		\$3.00 /call - \$6.00 cap	
Call Waiting	?						
Call Waiting - Long Distance Alert	?						
LD Alert	?						
Repeat Dialing (a.k.a. Continuous	?						

Redial)							
Repeat Dialing Per Call	?	\$0.75 /call - \$5.00 cap	\$4.50 cap	\$0.75 /call - \$5.00 cap	\$4.50 cap	\$0.75 /call - \$5.00 cap	\$4.50 cap
Selective Call Forwarding	?						
Speed Dial 30	?						
Speed Dial 8	?						
Three Way Calling	?						
Voice Messaging	?						
Basic	?		\$10.95 per month		\$10.95 per month		\$10.95 per month
Deluxe	?		\$14.95 per month		\$14.95 per month		\$14.95 per month
Toll Restriction	?						
0 + 7 Digit Long Distance	?						
00+	?						
00-	?						
01+	?						
011+	?						
1 + 10 Digit Long Distance	?						
1 + 7 Digit Long Distance	?						
1010XXX	?						
Local Operator Services	?						
Busy Line Interrupt	?		\$1.65		\$1.65		\$1.65
Busy Line Verification	?		\$1.25		\$1.25		\$1.25
Bill to 3rd Party	?		\$1.50		\$1.50		\$1.50
Customer Dialed Calling Card Station	?		\$0.50		\$0.50		\$0.50
Extended Referral at Disconnect	?		\$2.00		\$2.00		\$2.00
Operation Station	?		\$1.25		\$1.25		\$1.25

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Person - to - Person ?	\$3.00	\$3.00	\$3.00
Call Blocking ?			
Toll Restriction - Bill to 3rd Party and Collect ?	FREE	FREE	FREE
Toll Restriction - Bill to Collect ?	FREE	FREE	FREE
Toll Restriction - Prohibit Bill to 3rd Party ?	FREE	FREE	FREE
Hunting ?			
Integrated w/Voice Messaging ?	\$2.00	\$2.00	\$2.00
Simple - No Voice Messaging ?			
International Calling ?			
AT&T International Value Plan ?	\$2.00 per month/account	\$2.00 per month/account	\$2.00 per month/account

Pricing For Jacksonville Area Package

To see details about a speed or feature, move your mouse over the ?

Reserve Line ?	
\$0 installation	
\$12.95 per month	
Wire Maintenance ?	\$3.00 per month
FCC Line Charge - single line customer ?	\$5.00
**tariffed	
FCC Line Charge - multi-line customer ?	\$7.84
**tariffed	
Services ?	
Directory Services ?	
Simple White & Yellow Page Listing ?	
Additional DA Listing ?	\$1.50
DA - Call	

Completion	?	\$0.50
DA Caption or Single Line Indent	?	\$1.50 per textline/month
Directory Assistance Listing	?	\$1.20
DA - Outside Local and LATA/NPA Serving Area	?	\$1.99
DA Per Call Charge	?	\$0.40 /call with 1 free
Foreign Listing	?	\$1.50
Non-Listed	?	\$0.60 per month
Non-Published	?	\$1.45 per month
Non-Recurring Charges	?	
Directory Listing Change	?	\$19.00
Feature (add, change, remove)	?	\$19.00
Hunting Configuration Change	?	\$19.00
PIC Change	?	\$5.00
Service Activation	?	\$56.00
Telephone Number Change	?	\$19.00
Wiring & Jacks (add, move, change)	?	\$30.00
Optional Calling Plans	?	
AT&T IntraLata LD	?	\$0.07 /min
Inter LATA, State LD	?	\$0.07 /min
Service Call Charge per Hour	?	

Overtime R&M Mon-Sat 8 p.m.-8 a.m	?	\$175.00 /hr
Premium Time > Sunday & National Holiday	?	\$230.00 /hr
Repair & Maintenance Mon-Sat 8 a.m.-8 p.m	?	\$115.00 /hr
Features	?	Unavailable
Anonymous Call Rejection	?	Unavailable
Call Forwarding - Remote Access	?	Unavailable
Call Forwarding - Variable	?	Unavailable
Caller ID (Name and Number)	?	Unavailable
Caller ID Blocking Per Call	?	Unavailable
Caller ID Blocking Per Line	?	Unavailable
Caller ID with Call Waiting	?	Unavailable
Call Return Per Call	?	Unavailable
Call Return Per Line	?	Unavailable
Custom Ring Service >>Call Selector<<	?	Unavailable
Call Screening	?	Unavailable
Call Trace Per Call	?	Unavailable
Call Waiting	?	Unavailable
Call Waiting - Long Distance Alert	?	Unavailable
LD Alert	?	Unavailable
Repeat Dialing (a.k.a. Continuous Redial)	?	Unavailable
Repeat Dialing Per	?	Unavailable

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Call		
Selective Call Forwarding	?	Unavailable
Speed Dial 30	?	Unavailable
Speed Dial 8	?	Unavailable
Three Way Calling	?	Unavailable
Voice Messaging	?	Unavailable
Basic	?	Unavailable
Deluxe	?	Unavailable
Toll Restriction	?	
0 + 7 Digit Long Distance	?	
00+	?	
00-	?	
01+	?	
011+	?	
1 + 10 Digit Long Distance	?	
1 + 7 Digit Long Distance	?	
1010XXX	?	
Local Operator Services	?	
Busy Line Interrupt	?	\$1.65
Busy Line Verification	?	\$1.25
Bill to 3rd Party	?	\$1.50
Customer Dialed Calling Card Station	?	\$0.50
Extended Referral at Disconnect	?	\$2.00
Operation Station	?	\$1.25
Person - to - Person	?	\$3.00
Call Blocking	?	
Toll Restriction -		

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Bill to 3rd Party and Collect	?	FREE
Toll Restriction - Bill to Collect	?	FREE
Toll Restriction - Prohibit Bill to 3rd Party	?	FREE
Hunting	?	
Integrated w/Voice Messaging	?	\$2.00
Simple - No Voice Messaging	?	
International Calling	?	Unavailable
AT&T International Value Plan	?	Unavailable

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 AT&T BROADBAND BUSINESS SERVICE [1]

(N)

AT&T Broadband Business Service provides the customer with an access line and usage within a Local Calling Area for the transmission of two-way interactive switched voice or data communications. The Company's services are furnished in multi-dwelling units where facilities and equipment are available, and are subject to the terms and conditions of this Price List.

AT&T Broadband Business Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by AT&T.

AT&T Broadband Business Service is subject to monthly recurring charges, usage rates, and, for certain call types, service charges on a per access line basis.

A. Broadband Business Basic

The Broadband Business Basic offer provides the customer with an access line, touch-tone service, one commercial white page listing, one simple yellow page listing, 900/976 call blocking, and unlimited calling within the customer's Local Calling Area. Customers may order optional features individually or as part of a feature package, as shown in D., following.

B. Broadband Business Bundle

The Broadband Business Bundle provides the customer with services available in the Broadband Business Basic offer, as specified above, together with AT&T long distance service options as described in the appropriate AT&T Tariff. Customers may order optional features individually or as part of a feature package, as shown in D., following.

C. Broadband Business Bonus Bundle

The Broadband Business Bonus Bundle provides the customer with services available in the Broadband Business Bundle offer, as specified above, with the Full Feature Package as described in D., following. Hunting is also included in this offer for multi-line customers.

(N)

[1] AT&T Broadband Business Service will be available on August 15, 2001.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 AT&T BROADBAND BUSINESS SERVICE (CONT'D) [1] (N)

D. Optional Features

The customer may choose to subscribe to any one of the following feature packages per line. Monthly recurring charges associated with each feature package are applied per access line, and are in addition to any other applicable charges.

1. One Feature Selected

The One-Feature Package provides the customer with a choice of one feature from those listed in E.4.b., following.

2. Two Features Selected

The Two Feature Package provides the customer with a choice of two features from those listed in E.4.b., following.

3. Three Features Selected

The Three Feature Package provides the customer with a choice of three features from those listed in E.4.b., following.

4. Four or More Features Selected

If the customer has selected the Broadband Business Basic offer, feature charges over the third selection are free; if the Broadband Business Bundle is selected, the customer will be automatically upgraded to the Broadband Business Bonus Bundle that includes all features in the monthly charge.

(N)

[1] AT&T Broadband Business Service will be available on August 15, 2001.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 AT&T BROADBAND BUSINESS SERVICE (CONT'D) [1]

(N)

E. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE	
1. Broadband Business Basic	[2]	\$35.99	
2. Broadband Business Bundle	[2]	26.99	
3. Broadband Business Bonus Bundle	[2]	42.99	
4. Optional Features			
a. One Feature Selected	[3]	[4]	
b. Two Features Selected	[3]	6.50	
c. Three Features Selected	[3]	9.00	
d. Four or More Features Selected	[3]	[5]	(N)

- [1] AT&T Broadband Business Service will be available on August 15, 2001.
- [2] Nonrecurring charges apply as set forth in Section 3.1, preceding.
- [3] Nonrecurring charges apply as set forth in Section 3.2.1, preceding. Nonrecurring charge does not apply if installed on the same order, at the same time as an associated primary line.
- [4] Price for one feature selected is as specified in 4.b., following, for the feature selected.
- [5] If the customer has selected the Broadband Business Basic offer, feature charges over the third selection are free; if the Broadband Business Bundle is selected, the customer will be automatically upgraded to the Broadband Business Bonus Bundle that includes all features in the monthly charge.

ISSUED July 19, 2001
By:

David Lloyd, Director
188 Inverness Drive, W.
Englewood, Colorado 80112

EFFECTIVE: July 20, 2001

AT&T Broadband Phone of Florida, LLC
d/b/a AT&T Digital Phone

Florida Price List No. 2
Original Sheet No. 63.6

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (CONT'D)

3.3.5 AT&T BROADBAND BUSINESS SERVICE (CONT'D) [1]

(N)

E. Rates and Charges (Cont'd)

4. Optional Features (Cont'd)

	NONRECURRING CHARGE	MONTHLY RATE
b. Individual Features		
(1) Anonymous Call Rejection	[2]	\$4.00
(2) Call Forwarding Remote Access	[2]	4.00
(3) Call Forwarding Selective	[2]	4.00
(4) Call Forwarding Variable	[2]	4.00
(5) Call Return	[2]	4.00
(6) Call Screening	[2]	4.00
(7) Call Waiting	[2]	4.00
(8) Caller ID	[2]	4.00
(9) Caller ID with Call Waiting [3]	[2]	8.00
(10) Caller ID Blocking Per Line	[2]	0.00
(11) Distinctive Ring	[2]	4.00
(12) LD Alert	[2]	N/A
(13) Repeat Dialing	[2]	4.00
(14) Speed Dialing 8	[2]	4.00
(15) Speed Dialing 30	[2]	4.00
(16) Three-Way Calling	[2]	4.00
c. Hunting		
	[2]	N/A
d. Usage Sensitive Features		
	PER USE	MONTHLY CAP
(1) Call Return	\$0.75	\$5.50
(2) Call Trace	3.00	6.00
(3) Repeat Dialing	0.75	5.00

(N)

- [1] AT&T Broadband Business Service will be available on August 15, 2001.
- [2] Nonrecurring charges apply as set forth in Section 3.2.1, preceding. Nonrecurring charge does not apply if installed on the same order, at the same time as an associated primary line.
- [3] Customers subscribing to Caller ID with Call Waiting receive the Call Waiting and Caller ID features at no additional charge.

ISSUED July 19, 2001

By:

David Lloyd, Director
188 Inverness Drive, W.
Englewood, Colorado 80112

EFFECTIVE: July 20, 2001

Click Here

Search:

Florida
Digital
Network

News

October 08, 2002

Florida Digital Network achieves 100,000 voice and data lines in service

Focusing exclusively on sales and service in Florida – the fourth largest telecom market in the country – the 3½-year-old Florida Digital Network continues to surpass sales milestones. FDN succeeds by offering competitive technology – buttressed by aggressive pricing and locally based service – that gives customers a better deal than what’s offered by incumbent carriers.

Orlando, FL, October 8, 2002 – Florida Digital Network announced today that it now serves more than 100,000 voice and Internet lines throughout the state of Florida. CEO Mike Gallagher said Florida Digital has achieved this significant sales milestone in just 3½ years of operation thanks to the company’s 350-member workforce and strict adherence to the company’s tightly focused business plan.

“Given where we stand today – and the fact that many of the telecom companies that were around 3½ years ago are now out of business – I think this stands out as one of the most remarkable success stories in American business,” Gallagher said. “Not only have we survived, but we continue to meet the high expectations that we’ve set for ourselves.”

According to FDN’s technical support department, the 100,000th line was installed at Sanders Realty & Appraisal Corp. in south Tampa. Owner John Sanders said he chose Florida Digital to provide service because the company offers state-of-the-art telecom service with a local touch.

“It’s nice knowing that my local phone company really is a local phone company,” Sanders said. “My telephone service provider lives in my own back yard, so to speak.”

Florida Digital Network is a full-service Integrated Communications Provider (ICP), offering a complete suite of telecom services, including local telephone service, long-distance, Internet access and related services. FDN is a facilities-based carrier, providing service with its own telecommunications switching gear, which it installs in the central offices of incumbent carriers.

With 100,000 lines in service throughout the state, Florida Digital has achieved a critical mass that will increasingly demonstrate the unique benefits of its Florida-focused switching network. For example, Gallagher said, many Florida Digital customers already are enjoying the benefits of the company’s Sundial™ long-distance service. With Sundial™, Florida Digital customers calling other Florida Digital customers pay only a penny a minute in long-distance charge. As long as those customers stay “on-

net" using only Florida Digital's network – meaning their signals don't travel on the networks of other carriers – they won't incur any extra charges.

"SunDial™ is just one of the many advantages we can offer because our home base is here in Florida," Gallagher said. "The biggest is that our customers know that whenever they need to talk to us, they're dealing with someone who's practically in their back yard, not in some distant location several states away. For telecom consumers – using a local company really makes a difference."

Florida Digital launched service in Orlando in April 1999; in Fort Lauderdale in May 1999 and in Jacksonville in June of the same year. In each of those markets, Florida Digital installed Class 5 telephone switching gear, providing the underlying engineering foundation upon which the company offers service. From those beginnings, Florida Digital has steadily expanded its reach into more Florida markets than any other alternative telephone carrier in the state.

In addition to its original three markets, Florida Digital now serves Miami, West Palm Beach and the Treasure Coast cities of Vero Beach, Stuart and Fort Pierce; the Tampa Bay market, including Tampa, St. Petersburg, Clearwater and surrounding neighborhoods; the Space Coast cities of Melbourne, Cocoa and Titusville and numerous First Coast communities lying outside Jacksonville such as Ponte Vedra Beach and St. Augustine.

The company's exclusive focus on serving Florida business customers means that Florida Digital – in many cases – offers the only alternative to incumbent carriers in many of the markets it serves. And, thanks to Florida Digital's unique proprietary back-office management system, Florida Digital can more nimbly serve its telecom and Internet-service customers than the competition, Gallagher said.

Further – buoyed by a \$35 million infusion of capital in July 2002, allowing Florida Digital to retire all outstanding bank debt – Florida Digital is readying additional expansion plans throughout the state. Specific announcements will be made as Florida Digital moves the resources in place to offer service.

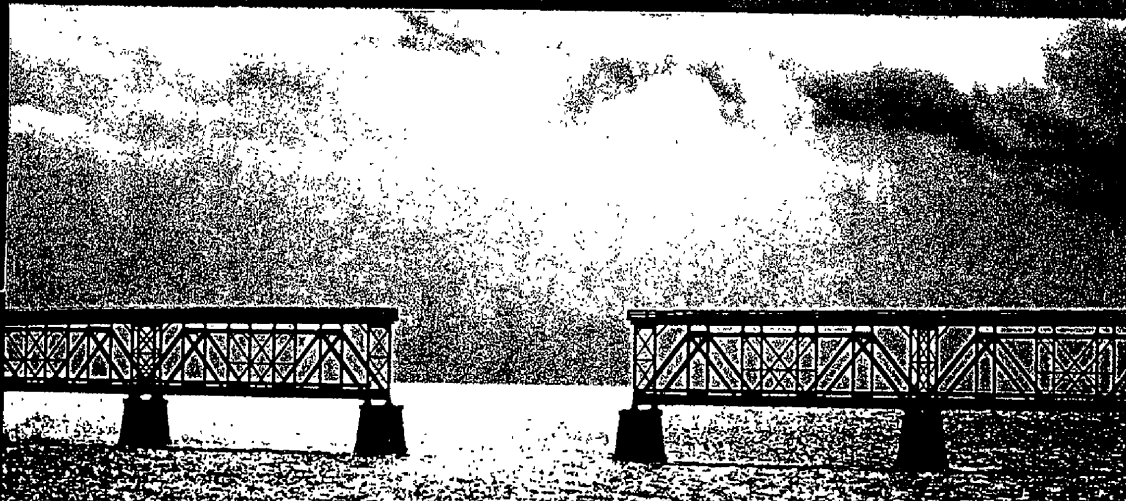
"We've come a long way in a short amount of time," Gallagher said. "And we've got many more exciting milestones ahead of us."



With other savings offers, there may be something missing — like reliable service.

save at least 25%

As a member of our Small Business Select program, you'll receive a personalized savings estimate on your preferred service.



See inside for your personalized savings estimate...

With other savings offers, there may be something missing — like reliable service.

save at least 25%



See inside for your personalized savings estimate...

With BellSouth, there's nothing missing.

Anybody can offer you savings. BellSouth offers you more.

As a BellSouth customer for over 2 years, you've continued to enjoy reliable service from industry experts and a variety of products designed to help you grow your business. But we know savings are important to you as well. You qualify for our Key Customer Program, so we are offering BellSouth savings to your small business.

Choose a Key Customer term election agreement now and save at least 25% on your monthly tariffed local phone bill — plus keep the extremely reliable and responsive service BellSouth is known for. Furthermore, J.D. Power and Associates ranked BellSouth "Highest Customer Satisfaction with Small Business Local Telephone Service Providers."** To find out how much you can save, just review the personalized savings estimate below.

**Personalized savings estimate prepared for:
Comet Machining Inc**

Your current average monthly BellSouth bill for local tariffed charges:	\$ 76
Your estimated average monthly BellSouth bill with term agreement:	\$ 57
Your estimated total annual savings:	\$ 228***

Your savings estimate is based on your average local tariffed charges for the past three months and your selection of a 36-month term election agreement. Your term election agreement may also entitle you to additional savings on a variety of BellSouth services.

Here's how to start saving:

1. Read the terms and conditions on the back of this mailer.
2. Complete and sign the attached reply card.
3. Detach the card, seal the bottom edges with tape and mail.

Hurry! Offer expires April 30, 2002!

If you've already signed a term agreement, you know how valuable BellSouth Small Business savings are, so please disregard this message. If you have any questions, please call a BellSouth Small Business specialist at 1-888-867-2982.

* Only available to BellSouth Small Business customers in specific areas without current volume, term or other contracts. Excludes analog private line service. Savings will vary and require monthly spending for local tariffed services between \$75 and \$3,000 and 3-year term agreement. 100% Hunting discount applies. Other restrictions apply.

** J.D. Power and Associates 2001 Small Business Telecommunications Study™. Study conducted among 2,511 business users with 2-99 employees. www.jdpower.com

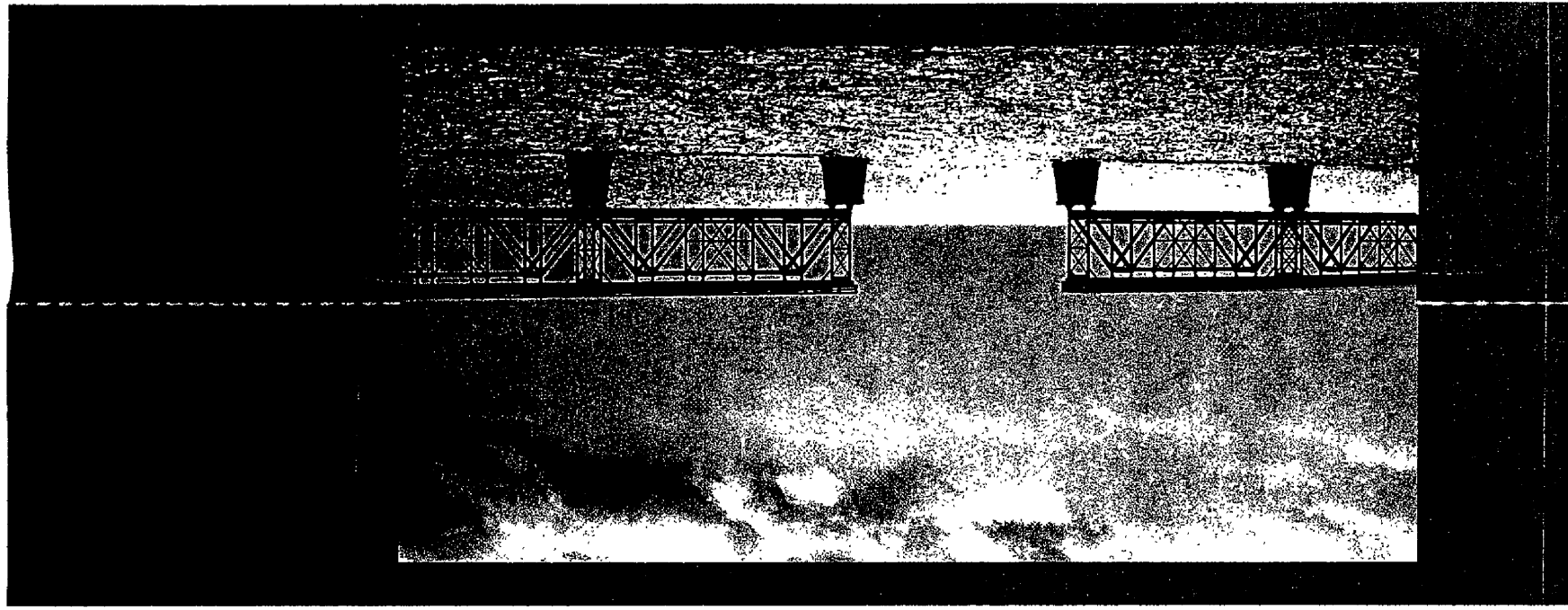
*** Estimated savings only; based upon information on approximate savings available at the start of the election period. Customer will receive savings actually incurred. Termination charges may apply.

BellSouth Key Customer Program Subscriber Election — Georgia & Florida

The undersigned Subscriber desires to participate in the BellSouth Key Customer Program (the "Program"), and agrees to the following:

1. Subscriber is a new or existing BellSouth Telecommunications, Inc. ("BellSouth") business services subscriber in Georgia or Florida and has monthly-billed BellSouth regulated charges† (as defined in the applicable BellSouth tariff) at each such location between \$75 and \$3,000. Subscriber agrees to keep local services with BellSouth under its General Subscriber Services Tariff ("G.S.S.T.") or Private Line Services Tariff, for a minimum of eighteen (18) or thirty-six (36) months from the enrollment date in the Program. The enrollment date shall be determined by the first billing cycle date in which Subscriber receives the discount off its BellSouth regulated charges as set forth in paragraph 2, below.

- 3. The Hunting Bonus Discount will apply to the Subscriber's recurring charge for the Hunting service commensurate with the term of the election Subscriber chooses. (Hunting is also defined as Rotary Line Service).
- 4. For each month during which this contract is in effect, Subscriber will receive the discount associated with Subscriber's monthly total billed BellSouth regulated charges† (as defined in the applicable BellSouth tariffs) for that particular month in each state as approved by regulatory authority. If such charges fall below the minimum revenue per month, discounts will not be applied for such locations. The applied discounts will appear as a credit in the Other Charges and Credits (OC&C) section of the Subscriber's bill. All business local service will continue after the election term has expired, after which Subscriber agrees to pay full tariffed charges.
- 5. In the event Subscriber discontinues business local service with BellSouth prior to the expiration of the term, Subscriber shall pay to BellSouth the amount of discounted charges for its local services that the Subscriber had received as a result of Subscriber's participation in the Program. In addition, Subscriber shall pay to



2. Subscriber agrees to the following term and discount:

Monthly Billed BellSouth Regulated Charges†	Eighteen (18) Month Term	Thirty-six (36) Month Term
\$75 - \$3,000.00	10%	25%
Hunting Bonus Discount*	50%	100%

†The total monthly billed charges consist of end-user monthly billed BellSouth regulated charges at qualifying locations excluding: nonregulated charges, taxes, late payment charges, charges billed pursuant to federal or state access service tariffs, charges collected on behalf of municipalities (including, but not limited to services for 911 service and dual party relay services), and charges for services provided by other companies.

BellSouth the amount of \$100 representing the costs of administration and acquisition incurred by BellSouth. Tariffed termination liability charges may apply if applicable.

- 6. In the event Subscriber changes service locations for business local service, Subscriber shall notify its BellSouth Small Business Office to advise of the change in service location.
- 7. In the event Subscriber is switched without authorization by another carrier for business local service, Subscriber must call its BellSouth Small Business Office to continue the Program once the improperly switched account has been returned to BellSouth.
- 8. This election is subject to and controlled by the provisions of BellSouth's lawfully filed tariffs, including any changes therein as may be made from time to time.

Version 010902

PLEASE RETAIN FOR YOUR RECORDS.

022002-1: Key Program Terms and Conditions



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 642 JACKSONVILLE, FL

POSTAGE WILL BE PAID BY ADDRESSEE:

BELLSOUTH
PO BOX 2556
JACKSONVILLE FL 32203-9796

Please check the term election length you are selecting and sign where indicated below. Detach this card, seal the bottom edges with tape and mail!

Hurry! Offer expires April 30, 2002!

L18004.03



Yes

I want to reduce my local regulated phone bill with the following term election agreement (term length checked below) and understand and agree to the conditions set forth on the attached form. 36-month 18-month

Signature: X _____ Date: ____/____/____

(I understand that my signature constitutes my company's (as set forth below) agreement for enrollment in the Key Customer Program under this term election agreement under the conditions set forth on the Subscriber Election; I have authority to commit my company to this term election agreement.)

Please print your name: X _____

*****3-DIGIT 332
284/1940

9042762345947ZZ6F6-003-003FL6 ZZ6F-M
Comet Machining Inc
11271 Losco Jct
Miami FL 33257

▼ DETACH, SEAL AND MAIL ▼

Title: Business Telephone:



1057 Lenox Park Blvd.
Suite 3810
Atlanta, GA 30319

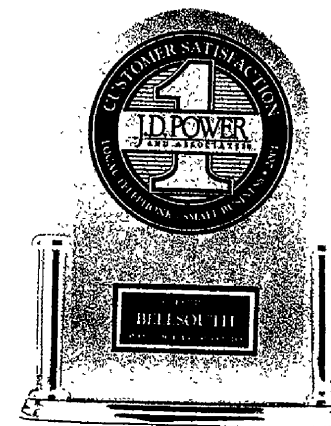
PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
BELLSOUTH

Now save at least 25% a year on your local phone bill and keep the reliable BellSouth service your small business needs!

See inside for your personalized savings estimate...

3-DIGIT 332
284/1940

9042762345947ZZ6F6-003-003FL6 ZZ6F-M
Comet Machining Inc
11271 Losco Jct
Miami FL 33257



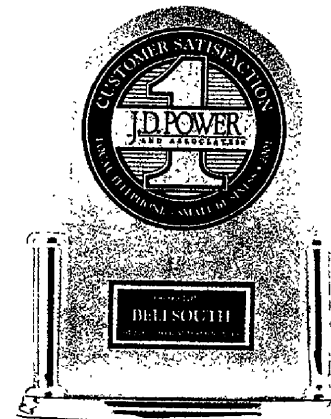
*"Highest Customer Satisfaction
with Small Business Local
Telephone Service Providers."***



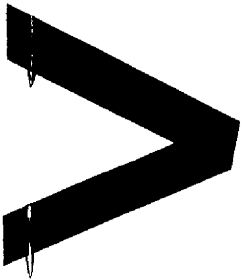
1057 Lenox Park Blvd.
Suite 3B10
Atlanta, GA 30319

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
BELLSOUTH

> Now save at least 25% a year on your local phone bill and keep the reliable BellSouth service your small business needs!
See inside for your personalized savings estimate...



*"Highest Customer Satisfaction
with Small Business Local
Telephone Service Providers."***



***Maybe you left to save
some money...***



- *Is the deal as good as you thought?*
- *Did you sacrifice reliability for savings?*
- *Do you have access to a full range of products and services?*
- *Are you getting the customer service you deserve?*

Come back to BellSouth.

***Save at
least 25%****

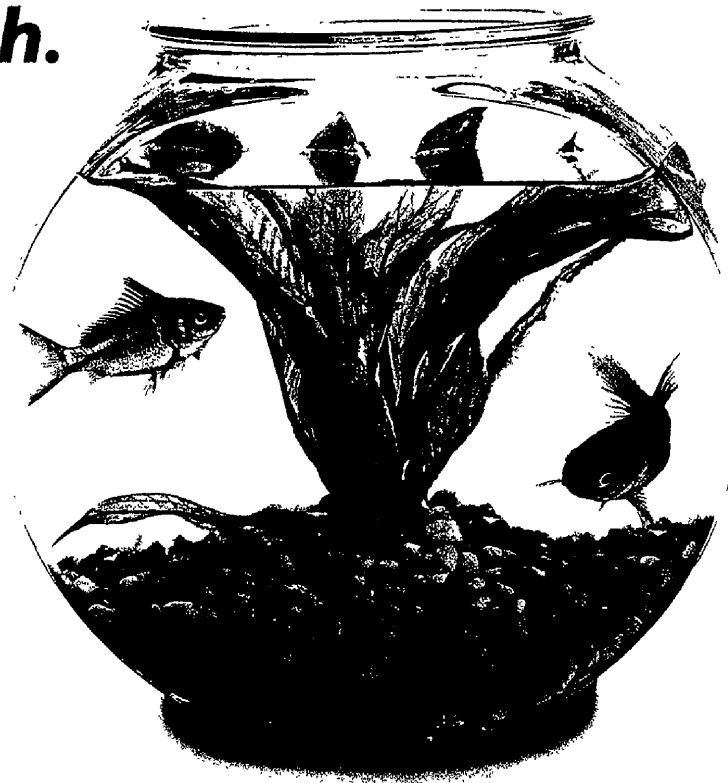
***on your monthly local
service – that's just \$22.55
per line per month.*****

Plus get:

- **Free line installation***
- **Hunting at no charge**
- **Special savings on Internet services**

Come back to BellSouth

Get at least 25% off BellSouth local service tariffed rates when you select a 36-month term agreement. You'll also get free line installation, free hunting (rollover), and you'll be eligible for special savings on BellSouth Internet services such as BellSouth FastAccess® DSL and BellSouth® Dedicated Internet Access service.



Come back to reliability

Come back to BellSouth, your trusted source for quality communications services. With 99.999% dial tone reliability, you can count on the BellSouth network to work for you. That kind of reliability is critical to keeping your business, your customers and your co-workers connected.

Come back to a wide range of products and services

BellSouth offers much more than just local phone service. From wireless to high speed Internet access, voice messaging, wireless e-mail and more, BellSouth can provide you with a solution that's right for your small business. Since it can all be billed on your BellSouth bill, you'll have only one provider to call. At BellSouth, our goal is to deliver the high-quality, affordable products and services you need to maximize your communications and grow your business.

Come back to BellSouth's superior service

At BellSouth, your savings are backed by more than 100 years of quality service. Contact a BellSouth Small Business Specialist today and let us show you how we can benefit your business.

**Come back to BellSouth
today and start saving,
call 1-888-867-3198 or visit
www.bellsouth.com/smallbusiness**



BellSouth is the 2001 recipient of the J.D. Power and Associates Award for "Highest Customer Satisfaction With Small Business Local Telephone Service Providers."†

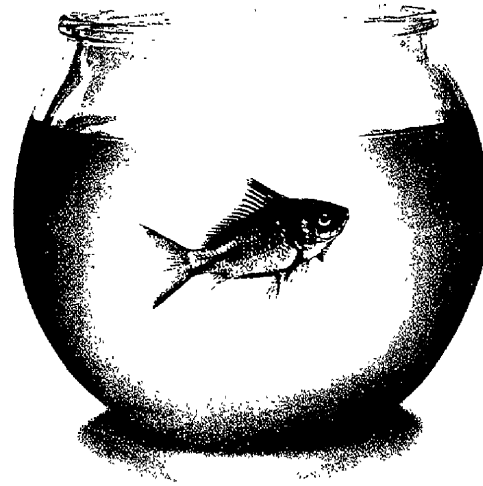
* General rates provided; therefore BellSouth is not responsible for errors associated with line rates in your area and savings cited. Available to new and existing BellSouth Small Business customers—in specific areas of GA and FL—without current volume, term or other contracts. 100% hunting discount applies. Excludes analog private line service. Savings will vary. Savings and installation waiver require monthly spending between \$75 and \$3000 for local tariffed services and a 36-month term agreement. Termination charges may apply. 18-month term agreement also available at lower discount rate.

Other restrictions apply. Call a BellSouth Small Business Specialist for details. Offer expires 6/25/02.

** Amount is the single-line flat rate business line charge that applies for customers in specific areas of GA and FL, discounted by 25%. For FL customers, the charge for multiple lines is higher.

† J.D. Power and Associates 2001 Small Business Telecommunications Study. Study conducted among 2,511 business users with 2-99 employees. www.jdpower.com

**Perhaps
it's not all you
expected.**





1057 Lenox Park Blvd.
Suite 2810
Atlanta, GA 30319

RETURN TO SENDER/ATTEMPTED NOT KNOWN

FIRST CLASS
U.S. POSTAGE
PAID
PERMIT 1167
MARIETTA, GA

ADDRESS SERVICE REQUESTED

> come back >>

to the service and quality that you and your small business deserve

PRSRTO *****AUTO**5-DIGIT 33065T14 P1
DJ'S BEST HOT DOG INC
7895 W SAMPLE RD
CORAL SPRINGS FL 33065-4747

**Act now and
save at least 25% on your
local monthly service—plus free hunting!***

1-888-867-3198 www.bellsouth.com



Think you might have to sacrifice quality >> for savings?



Quality and reliability provide stability.

The BellSouth commitment to quality and reliability has firmly established us as a leader in the telecommunications industry. So you know you can depend on BellSouth to meet all your small business communications needs. You can focus on the day-to-day demands of running your business knowing BellSouth is backing you up.

A wider range of services gives you more solutions.

As an integrated telecommunications provider, we offer an extensive range of voice, data and Internet services, including BellSouth® FastAccess® Business DSL and wireless solutions.

So if you want to get ahead of the competition, look to BellSouth for the communication tools we offer. Call today for greater savings, on one bill, with a single number for customer service.

**Save at least 20%* off our local tariffed rates
and qualify for free line installation.† Plus, keep
the reliable BellSouth service you trust.**

Call **1.866.290.6070**
or visit www.bellsouth.com/smallbusiness

 **BELLSOUTH**
Listening. Answering.™



**Valuable savings
start here.**

**Fill out the attached
card or call
1.866.290.6070**

BellSouth Key Customer Program Subscriber Election — Florida

The undersigned Subscriber desires to participate in the BellSouth Key Customer Program (the "Program"), and agrees to the following:

1. Subscriber is a new or existing BellSouth Telecommunications, Inc. ("BellSouth") business services subscriber and has monthly total billed BellSouth regulated charges* (as defined in the applicable BellSouth tariff) at each such location between \$75 and \$3,000 excluding hunting, analog private line and ISDN PRI charges. Subscriber agrees to keep local services with BellSouth under its General Subscriber Services Tariff ("G.S.S.T.") or Private Line Services Tariff for a minimum of twenty-four (24) or thirty-six (36) months from the enrollment date in the Program. The enrollment date shall be determined by the first billing cycle date in which Subscriber receives the reward as a result of its BellSouth regulated charges as set forth in paragraph 2, below.

2. Subscriber agrees to the following term and reward:

Monthly Billed BellSouth Regulated Charges*	24-Month Term	36-Month Term
\$75 — \$3,000.00	10%	20%
Hunting Bonus Reward	50%	100%

*The total billed charges consist of end-user monthly billed BellSouth regulated charges at qualifying locations excluding: nonregulated charges, taxes, late payment charges, charges billed pursuant to federal or state access service tariffs, charges collected on behalf of municipalities (including, but not limited to, services for 911 service and dual party relay services), and charges for services provided by other companies.

3. The Hunting Bonus Reward will apply to the Subscriber's recurring charge for the Hunting service commensurate with the term of the election Subscriber chooses. (Hunting is also defined as Rotary Line Service).
4. Participant must be a BellSouth customer at the time of the reward. The applied rewards will appear as a credit in the Other Charges and Credits (OC&C) section of the Subscriber's bill in a subsequent billing period, usually within one or two billing cycles. Subscriber will receive the reward associated with Subscriber's monthly total billed BellSouth charges* (as defined in the applicable BellSouth tariffs) for the previous month in each state while this term election is in effect. If such charges

fall below the minimum charges per month, rewards will not be applied for such locations. Should Subscriber's charges exceed the \$3,000 threshold, the Subscriber will only receive the maximum reward allowed under this Program for charges up to \$3,000. Unless the Subscriber takes other action, all business local service will continue after the election term has expired after which Subscriber agrees to pay full tariffed charges.

5. In the event the Subscriber terminates the term election agreement, the Subscriber must pay to BellSouth a termination charge as provided below for the number of months remaining on such agreed upon term. In addition, the Subscriber shall reimburse all rewards for line connection charges. This termination charge will appear on the Subscriber's final bill as a charge in the OC&C section.

Monthly TBR at time of enrollment	Set charge to be multiplied by number of months remaining on term
\$75 — \$149.99	\$25
\$150 — \$3,000	\$40

6. In the event Subscriber changes service locations for business local service, Subscriber shall notify its BellSouth Small Business Office to advise of the change in service location.
7. In the event Subscriber is switched without authorization by another carrier for business local service, Subscriber must call its BellSouth Small Business Office to continue the Program once the improperly switched account has been returned to BellSouth.
8. Applicable taxes and fees will be based on the full tariff price of all products and services, and no taxes or fees will be added to the amount of any reward under this program.
9. Subscribers who participate in the promotion and subscribe to new service during the promotional period will receive an additional reward equal to the line connection charges associated with the service order. This will include the line connection charge (first and additional lines, line equivalent and trunks).
10. This term election is subject to and controlled by the provisions of BellSouth's lawfully filed tariffs, including any changes therein as may be made from time to time.

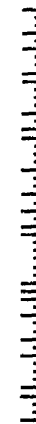
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 642 JACKSONVILLE FL

POSTAGE WILL BE PAID BY ADDRESSEE

BELLSOUTH
PO BOX 2556
JACKSONVILLE FL 32203-9796



Yes! I want to reduce my BellSouth Small Business local regulated phone bill with the following term election agreement (term length checked below) and understand and agree to the conditions set forth on the attached form. Please sign where indicated.

Hurry! Offer ends soon.

36 months 24 months

Signature

Date

(I understand that my signature constitutes my company's [as set forth below] enrollment in the Key Customer Program under this term election agreement under the conditions set forth on the Subscriber Election and the applicable tariffs. I have authority to commit my company to this term election agreement.)

KEY3-KEY-99999999999999-999999 9999-9
 John Q. Sample
 123 Main Street
 Anytown, US 12345-6789

Please print your name

Title

Business Telephone

Business E-mail

VFL-SBTC

3Q2002-3: Response

Anybody can offer you rewards, BellSouth® can offer you more. Now you qualify for our Key Customer Program.

Choose a Key Customer term election agreement now and receive rewards of at least 20% on your monthly tariffed local phone bill if you elect a 36-month term agreement. Plus, you'll keep the reliable and responsive BellSouth® service you've come to know. To find out how much your rewards can be, first review the personalized estimate below.

Personalized rewards estimate prepared for:
 Sample, Inc.

Your current average monthly BellSouth bill for local tariffed charges:	\$ 999.00
Your estimated average monthly BellSouth bill with term agreement:	\$ 999.00
Your estimated total annual rewards:	\$ 999.00**

Your rewards estimate is based on your average local tariffed charges for the past three months and your selection of a 36-month term election agreement. Your term election agreement may also entitle you to additional rewards on a variety of BellSouth services.

Here's how to start receiving rewards:

1. Read the terms and conditions on the back of this mailer.
2. Complete and sign the attached reply card.
3. Detach and mail.

Hurry! Offer ends soon.

If you've already signed a term agreement, you know how valuable BellSouth Small Business rewards can be, so please disregard this message.

If you have any questions, please call a BellSouth Small Business Sales Associate at 1-XXX-XXX-XXXX.

* Only available to BellSouth Small Business customers in specific areas without current volume and term or other contracts. Hunting Bonus Rewards may apply. Excludes analog private line service and ISDN PRI. Rewards will vary. Rewards and waiver of line installation charges require monthly spending between \$75 and \$3000 for local tariffed services and a 36-month term agreement, 24-month term election agreement also available for a lower reward. Other restrictions apply, termination charges may apply. Inquire for details. Key Customer Program Term Election Agreement offer expires December 31, 2002.

** Estimated rewards only, based upon information on approximate rewards available at the start of the election period. Customer will receive rewards actually incurred.

† Only applies to subscribers who sign a Key Customer term agreement and add additional lines during the promotional period. Subscribers will receive a reward equal to the line connection charge(s) for first and additional lines, line equivalents and trunks. Applied rewards will appear as a credit in the Other Charges and Credits (OC&C) section of the Subscriber's bill in a subsequent billing period.

Keep your peace of mind with BellSouth and receive rewards of at least 20%* a year.

BellSouth Small Business Services.



1057 Lenox Park Boulevard, Atlanta, GA 30319

FIRST CLASS
U.S. POSTAGE
PAID
BELLSOUTH

John Q. Sample
123 Main Street
Anytown, US 12345-6789



Save at least 20%* off our local tariffed rates
and qualify for free line installation.† Plus, keep
the reliable BellSouth service you trust.

Hurry! Offer ends soon.

***At least 20% savings* may be missing
from your small business local phone bill.***

See BellSouth Rewards for details.

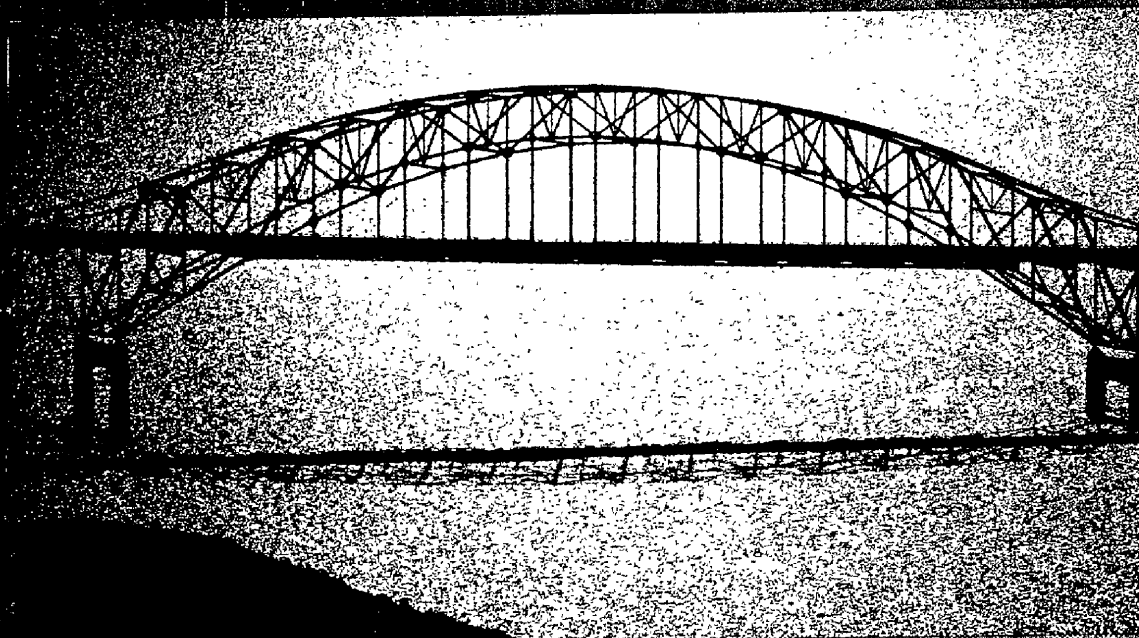


***Hurry!
Start receiving
rewards NOW!***

BELLSOUTH

At least 20% savings* may be missing from your small business local phone bill.

Click here to go inside for your personalized rewards estimate...



Hurry!
Start receiving
rewards NOW!

With BellSouth, you don't miss out on savings or service.

- Up to 35% off, at least 20%* on your local tariffed phone charges
- 99.999% single tone reliability BellSouth offers
- Free installation on line installation charges
- Free service on all services with valuable BellSouth products and services

Important second notice! See how much your business can save!

Key Customer rewards estimate prepared for: BEAUTY & FANCY NAILS INC

Your current average monthly BellSouth bill for local tariffed charges.....	\$	80
Your estimated average monthly BellSouth bill with term agreement	\$	64
Your estimated total annual rewards	\$	192**

Add special rewards to your trusted BellSouth service.

As a BellSouth customer for the past several years, you qualify for our Key Customer Program. Choose a Key Customer term election agreement now and receive rewards of at least 20% on your monthly tariffed local phone bill if you elect a 36-month term agreement – plus keep the extremely reliable and responsive service BellSouth is known for.

Sign a term election agreement today and qualify for a waiver of line installation charges!*

Have questions? Need more information?

If you have already signed a term agreement, please disregard this message. If you have any questions, please call a **BellSouth Small Business Sales Associate at 1-866-848-4115.**

Your rewards estimate is based on your average local tariffed charges for the past three months, your selection of a 36-month term election agreement and any Hunting Bonus Rewards that apply.* Your term election agreement may also entitle you to additional savings on a variety of BellSouth services

* Only available to BellSouth Small Business customers in specific areas without current volume and term or other contracts. Hunting reward may apply. Excludes analog private line service and ISDN PRI service. Rewards will vary. Rewards and waiver of line installation charges require monthly spending between \$75 and \$3,000 for local tariffed services and a 36-month term election agreement; 24-month term election agreement also available for a lower reward. Other restrictions apply; termination charges may apply. Inquire for details. Key Customer Program Term Election Agreement offer expires December 31, 2002.

** Estimated savings only; based upon information on approximate savings available at the start of the election period. Customer will receive savings actually incurred.

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1057 Lenox Park Blvd.
Suite 3810
Atlanta, GA 30319

PRESORTED
FIRST-CLASS MAIL
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BELLSOUTH

**> Now receive rewards of at least 20% a year* on your local phone bill
and keep the reliable BellSouth service your small business needs!**

See inside for your personalized rewards estimate...



1057 Lenox Park Blvd.
Suite 3B10
Atlanta, GA 30319

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
BELLSOUTH

**> Now receive rewards of at least 20% a year* on your local phone bill
and keep the reliable BellSouth service your small business needs!**

See inside for your personalized rewards estimate...

*****3-DIGIT 330
2 68/1

KEY3-KEY-9547243231001-066FL6 ZZ6F-U
Beauty & Fancy Nails Salon
8025 Kimberly Blvd
North Lauderdale FL 33068-3207



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NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 642 JACKSONVILLE, FL

POSTAGE WILL BE PAID BY ADDRESSEE:

BELLSOUTH
PO BOX 2556
JACKSONVILLE FL 32203-9796



Start receiving rewards now!

1. Read the terms and conditions on the back of this mailer
2. Check the term length you are selecting and sign where indicated below
3. Detach the card, seal the bottom edges with tape and mail

L18884.02

> Yes

I want to reduce my local regulated phone bill with the following term election agreement (term length checked below) and understand and agree to the conditions set forth on the attached form. 36-month 24-month

Signature: **X** _____ Date: ____/____/____

(I understand that my signature constitutes my company's (as set forth below) enrollment in the Key Customer Program under this term election agreement under the conditions set forth on the Subscriber Election, I have authority to commit my company to this term election agreement.)

Please print your name: **X** _____

*****3-DIGIT 330
2 68/1

KEY3-KEY-9547243231001-066FL6 ZZ6F-U
Beauty & Fancy Nails Salon
8025 Kimberly Blvd
North Lauderdale FL 33068-3207

▼ DETACH, SEAL AND MAIL ▼