

ORIGINAL

LAW OFFICES
Messer, Caparello & Self
A Professional Association

Post Office Box 1876
Tallahassee, Florida 32302-1876
Internet: www.lawfla.com

Reply to: P.O. Box 1876
Tallahassee, FL 32302-1876

April 22, 2003

RECEIVED-FPSC
APR 22 PM 5:00
COMMISSION
CLERK

BY HAND DELIVERY

Ms. Blanca Bayó, Director
Division of Records and Reporting
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

030386 - TX

Dear Ms. Bayó:

Enclosed for filing on behalf of Volo Communications of Florida, Inc. are an original and six copies of Volo Communications of Florida, Inc.'s Application for Authority to Provide Alternative Local Exchange Service Within the State of Florida. Also enclosed is a check in the amount of \$250.00 for the application fee.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

RECEIVED & FILED
th
FPSC-BUREAU OF RECORDS

Sincerely yours,

[Handwritten Signature]
Floyd R. Self

FRS/amb
Enclosures
cc: Mr. Shawn Lewis

to be used with filing and forwarded to Fiscal for deposit. Fiscal to forward deposit information to Records.
Initials of person who forwarded check:
[Handwritten Initials]

DOCUMENT NUMBER-DATE
03712 APR 22 8
FPSC-COMMISSION CLERK

1. This is an application for (check one):
- Original certificate (new company).
 - Approval of transfer of existing certificate:
Example, a certificated company purchases an existing certificated company and desires to retain the authority of both certificates.
 - Approval of assignment of existing certificate:
Example, a non-certificated company purchases an existing company and desires to retain the certificate of authority rather than apply for a new certificate.
 - Approval of transfer of control:
Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

2. Name of Company:
Volo Communications of Florida, Inc.

3. Name under which applicant will do business (fictitious name, etc.):
Volo Communications Group of Florida, Inc.

4. Official mailing address (including street name & number, post office box, city, state, zip code):
**151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714**

5. Florida address (including street name & number, post office box, city, state, zip code):
151 South Wymore Road, Suite 3000, Altamonte Springs, FL 32714

6. Structure of organization;

- Individual Corporation
- Foreign Corporation Foreign Partnership
- General Partnership Limited Partnership
- Other _____

7. If individual, provide:

Name:
Title:
Address:
City/State/Zip:
Telephone No.: Fax No.:
Internet E-Mail Address:
Internet Website Address:

8. If incorporated in Florida, provide proof of authority to operate in Florida:
 - A. The Florida Secretary of State Corporate Registration number:
9. If foreign corporation, provide proof of authority to operate in Florida:
 - A. The Florida Secretary of State Corporate Registration Number: **F02000005789**
10. If using fictitious name - d/b/a, provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:
 - A. The Florida Secretary of State fictitious name registration number: **F02000005789**
11. If a limited liability partnership, provide proof of registration to operate in Florida:
 - A. The Florida Secretary of State registration number:
12. If a partnership, provide name, title and address of all partners and a copy of the partnership agreement.

Name:

Title:

Address:

City/State/Zip:

Telephone No.: Fax No.:

Internet E-Mail Address:

Internet Website Address:
13. If a foreign limited partnership, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.
 - A. The Florida registration number:
14. Provide F.E.I. Number (if applicable): **57-1155005**
15. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:
 - A. Adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, please explain.
N/A

- B. an officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.
N/A

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

A. The application:

Name: **David O. Klein**
Title: **Representative of Volo Communications of Florida, Inc.**
Address: **485 Madison Avenue, 15th Floor**
City/State/Zip: **New York, NY 10022**
Telephone No.: **(212) 546-9090** Fax No.: **(212) 753-8101**
Internet E-Mail Address: **dklein@telfile.com**
Internet Website Address: **www.telfile.com**

B. Official point of contact for the ongoing operations of the company:

Name: **Shawn M. Lewis**
Title: **President/CEO**
Address: **151 South Wymore Road, Suite 3000**
City/State/Zip: **Altamonte Springs, FL 32714**
Telephone No.: **(407) 389-3232** Fax No.: **(407) 389-3233**
Internet E-Mail: **slewis@caerus.net**
Internet Website Address:

C. Complaint/Inquiries from customers:

Name: **Kara Yberg**
Title: **Customer Service**
Address: **151 South Wymore Road, Suite 3000**
City/State/Zip: **Altamonte Springs, FL 32714**
Telephone No.: **(866) 711-2663** Fax No.: **(407) 389-3233**
Internet E-Mail Address:
Internet Website Address:

17. List the states in which the applicant:

A. has operated as an alternative local exchange company.
N/A

B. has applications pending to be certificated as an alternative local exchange company.
N/A

- C. is certificated to operate as an alternative local exchange company.
N/A
- D. has been denied authority to operate as an alternative local exchange company and the circumstances involved.
N/A
- E. has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.
N/A
- F. has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.
N/A

18. Submit the following:

A. Financial capability.

The application should contain the applicant's audited financial statements for the most recent 3 years. If the applicant does not have audited financial statements, it shall so be stated.

The unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer affirming that the financial statements are true and correct and should include:

1. The balance sheet;
2. Income statement; and
3. Statement of retained earnings.

Attached as Exhibit 2.

NOTE: This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.

Further, the following (which includes supporting documentation) should be provided:

1. A written explanation that the applicant has sufficient financial capability to maintain the requested service.
Attached as Exhibit 3.
2. A written explanation that the applicant has sufficient financial capability to maintain the requested service.
Attached as Exhibit 3.

3. A written explanation that the applicant has sufficient financial capability to meet its lease or ownership obligations.
Attached as Exhibit 3.

B. Managerial capability; give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.
Attached as Exhibit 4.

C. Technical capability; give resumes of employees/officers of the company that would indicate sufficient technical experience or indicate what company has been contracted to conduct technical maintenance.
Attached as Exhibit 4.

****APPLICANT ACKNOWLEDGMENT STATEMENT****

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay regulatory assessment fee in the amount of .15 of one percent of gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

UTILITY OFFICIAL:


Signature

April 18, 2003
Date

President/Chief Executive Officer
Title

(407) 389-3232
Telephone No.

Address: Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

(407) 389-3233
Fax No.

CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT

I, (Name) _____,
(Title) _____ of (Name of
Company) _____ and current holder of Florida Public
Service Commission Certificate Number # _____, have reviewed this
application and join in the petitioner's request for a:

- () Sale
- () Transfer
- () Assignment

of the above-mentioned certificate.

UTILITY OFFICIAL:

<u>Shawn Lewis</u> Signature	<u>April 18, 2003</u> Date
<u>President</u> Title	<u>407-389-3232</u> Telephone No.
Address: <u>c/o Volo Communications of Florida, Inc.</u>	<u>407-389-3233</u> Fax No.
<u>151 South Wymore Road, Suite 3000</u>	
<u>Altamonte Springs, Florida 32714</u>	

INTRASTATE NETWORK (if available)

Chapter 25-24.825 (5), Florida Administrative Code, requires the company to make available to staff the alternative local exchange service areas only upon request.

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

1) _____ 2) _____
3) _____ 4) _____

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

1) _____ 2) _____
3) _____ 4) _____

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

<u>POP-to-POP</u>	<u>OWNERSHIP</u>
1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____

INTRASTATE NETWORK

Currently Leased POP Locations:

Level 3 Gateway, Orlando, Fl
Level 3 Gateway, Miami, Fl
Level 3 Gateway, Tampa, Fl
Level 3 Gateway, Jacksonville, Fl

Switches

Caerus Networks, Inc	CONX-4	Tandem	151 S. Wymore Road Altamonte Springs, Fl
Caerus Networks, Inc	CONX-5	End Office	151 S. Wymore Road Altamonte Springs, Fl

TRANSMISSION FACILITIES

Volo has made arrangements with CAP providers for the following transport:

- Dark Fiber
- SONET rings
- Other (DS3, DS1, etc)

Providers include:

- Time Warner
- Level 3
- MCI/Worldcom

Rollout

Tandem Switching in each LATA
Class 5 End Office – As needed per local calling area in each LATA


Volo Communications, Inc upon submission of application has made arrangements to apply for its CLLI codes from Telcordia.

AFFIDAVIT

By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide alternative local exchange company service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083.

UTILITY OFFICIAL:


Signature

April 18, 2003
Date

President/Chief Executive Officer
Title

(407) 389-3232
Telephone No.

Address: Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

(407) 389-3233
Fax No.

EXHIBIT

1

VOLO COMMUNICATIONS OF
FLORIDA, INC.

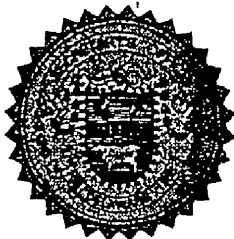
Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF INCORPORATION OF "VOLO COMMUNICATIONS OF FLORIDA, INC.", FILED IN THIS OFFICE ON THE THIRTIETH DAY OF OCTOBER, A.D. 2002, AT 9 O'CLOCK A.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE KENT COUNTY RECORDER OF DEEDS.



Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

3585656 8100

AUTHENTICATION: 2063303

020670856

DATE: 10-30-02

STATE OF DELAWARE
SECRETARY OF STATE
DIVISION OF CORPORATIONS
FILED 09:00 AM 10/30/2002
020670856 - 3585656

CERTIFICATE OF INCORPORATION
of
Volo Communications of Florida, Inc.

FIRST. The name of the Corporation is **Volo Communications of Florida, Inc.**

SECOND. Its registered office in the State of Delaware is to be located at 30 Old Rudnick Lane in the City of Dover, County of Kent. The Registered Agent in charge thereof is LexisNexis Document Solutions Inc., 30 Old Rudnick Lane, Dover, Delaware 19901.

THIRD. The purpose of the corporation is to engage in any lawful act or activity for which corporations may be organized under the General Corporation Law of Delaware.

FOURTH. The total number of shares of stock, which this corporation is authorized to issue is fifteen hundred (1,500) Shares at No Par Value.

FIFTH. The name and mailing address of the incorporator is as follows:

LexisNexis Document Solutions Inc.
30 Old Rudnick Lane
Dover, Delaware 19901

SIXTH. The Board of Directors shall have the power to adopt, amend or repeal the by-laws.

SEVENTH. No director shall be personally liable to the Corporation or its stockholders for monetary damages for any breach of fiduciary duty by such director as a director. Notwithstanding the foregoing sentence, a director shall be liable to the extent provided by applicable law, (i) for breach of the director's duty of loyalty to the Corporation or its stockholders, (ii) for acts or omissions not in good faith of law, (iii) pursuant to Section 174 of the Delaware General Corporation Law or (iv) for any transaction from which the director derived an improper personal benefit. No amendment to or repeal of this Article Seventh shall apply to or have any effect on the liability or alleged liability of any director of the Corporation for or with respect to any acts or omissions of such director occurring prior to such amendment.

EIGHTH. The name of the person who is to serve as director until the first annual meeting of the stockholders, or until successors are elected and qualified, is as follows:

Shawn M. Lewis
151 South Wymore Road
Altamore Springs, Florida 32714

I, THE UNDERSIGNED, for the purpose of forming a corporation under the laws of the State of Delaware, do make, file and record this Certificate, and do certify that the facts herein stated are true, and I have accordingly hereunto set my hand this 30th day of October, 2002.

LexisNexis Document Solutions Inc., Incorporator

By:


Joanne Carrico, Assistant Secretary

Delaware

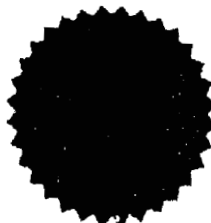
PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "VOLO COMMUNICATIONS OF FLORIDA, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE FIFTEENTH DAY OF NOVEMBER, A.D. 2002.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "VOLO COMMUNICATIONS OF FLORIDA, INC." WAS INCORPORATED ON THE THIRTIETH DAY OF OCTOBER, A.D. 2002.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE NOT BEEN ASSESSED TO DATE.



Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

3585656 8300

020705163

AUTHENTICATION: 2092134

DATE: 11-15-02



FLORIDA DEPARTMENT OF STATE

Jim Smith
Secretary of State

November 20, 2002

LEXIS

Qualification documents for VOLO COMMUNICATIONS OF FLORIDA, INC. doing business in Florida as VOLO COMMUNICATIONS GROUP OF FLORIDA, INC. were filed on November 19, 2002 and assigned document number F02000005789. Please refer to this number whenever corresponding with this office.

Your corporation is now qualified and authorized to transact business in Florida as of the file date.

A corporation annual report/uniform business report will be due this office between January 1 and May 1 of the year following the calendar year of the file date. A Federal Employer Identification (FEI) number will be required before this report can be filed. If you do not already have an FEI number, please apply NOW with the Internal Revenue by calling 1-800-829-3676 and requesting form SS-4.

Please be aware if the corporate address changes, it is the responsibility of the corporation to notify this office.

Should you have any questions regarding this matter, please telephone (850) 245-6051, the Foreign Qualification/Tax Lien Section.

Tammi Cline
Document Specialist
Division of Corporations

Letter Number: 102A00062797

Account number: FCA000000005

Amount charged: 70.00

EXHIBIT

2

VOLO COMMUNICATIONS, INC.

www.volocommunications.com

151 S. Wymore Road, Suite 3000
Altamonte Springs, FL 32714

phone: 407.389.3232
fax: 407.389.3233

March 20, 2003

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

To Whom It May Concern:

Caerus, Inc. is the parent corporation of Volo Communications, Inc. Caerus, Inc. will provide financial guarantee for Volo Communications of Florida within the state of Florida. Caerus, Inc. currently has three (3) wholly owned subsidiaries, and acts as the parent operating company.


1. Volo Communications, Inc.
2. Caerus Networks, Inc.
3. Caerus Billing, Inc.

Volo Communications, Inc. has been established as the corporate entity in which will provide telecommunications services.

Caerus Networks, Inc. is a technology (software and hardware) development company.

Caerus Billing, Inc. a 3rd party mediation and billing company providing said services.

Respectfully,



Shawn Lewis
President/CEO

CONFIDENTIAL FINANCIAL DOCUMENTS
HAVE BEEN FILED PURSUANT TO
SECTION 364.183(1), FLORIDA STATUTES AND
RULE 25-22.006(5), FLORIDA ADMINISTRATIVE CODE

EXHIBIT

3

1. **A written explanation** that the Applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.

In support of its financial qualifications, Volo Communications of Florida, Inc., submits pro forma financial statements for its first three (3) years of operations, together with the Balance Sheet and Income Statements of Caerus, Inc. ("Caerus")(Parent company of Volo Communications of Florida, Inc.) for the Calendar year ending December 31, 2002, collectively attached hereto as Exhibit 2. These statements demonstrate that Volo Communications of Florida, Inc. has the financing and working capital necessary to fulfill any obligations it may undertake with respect to its operations in the State of Florida.

Accordingly, Volo Communications of Florida, Inc. asserts that it has the financial resources necessary to operate as a facilities-based and resold local exchange telecommunications services provider in the State of Florida.

2. **A written explanation** that the Applicant has sufficient financial capability to maintain the requested service.

In addition to Exhibit 2 to the Application, attached herewith please find one copy of Caerus, Inc's bank statement covering the period of February 1, 2003 through February 28, 2003, evidencing an available balance of [REDACTED] Volo Communications of Florida, Inc. believes that these funds are sufficient to finance the services it intends to offer to the public in the State of Florida.

3. **A written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.

Volo Communications of Florida, Inc. will lease and/or own equipment for the provision of services detailed in its Application. Volo Communications of Florida, Inc. presently owns a Lucent Excel Class 4 Switch and a Caerus Network, Inc. Con-X Softswitch (with Class 4 and Class 5 functionality) that it intends to employ for the provision of local exchange services in the State.

EXHIBIT

4

Shawn M. Lewis

1788 Redwood Grove Terrace
Lake Mary, Florida 32746

Telephone: (407) 389-3232
Facsimile: (407) 389-3233
slewis@caerus.net

Qualifications: Senior executive whose management skills, technical abilities, and hands on experience allow the continued success of my business endeavors. From the ability to take a project from concept to completion, as well as manage a company from startup to sale or manager. The defined tasks fall within capabilities. Proven ability to adapt to changing markets and demands, applying new technology with old, achieving the highest valuation within the shortest time, while producing reliable results.

Experience:

Caerus, Inc.
President/CEO

Altamonte Springs, Florida
March, 2002 - Present

Founder of telecommunications services and technology company. Providing leadership, vision, and strategic advancement for the development of the next generation of telecommunication services and technology infrastructure. Responsible for research, creation, development and implementation of business plan. Oversee sales and marketing areas. Direct involvement with technology enhancement and deployment. Negotiate contracts and agreements with public utility companies, clients, investors and vendors.

Lewis Capital, Inc.
President/CEO

Miami, Florida
January, 1999 to December, 2001

Founded investment and business management company involved in small business corporations, start-up technology companies and real estate. Served as operating company for the purpose of providing access to investments, mergers, and acquisitions. During this period successfully operated a number of local business' within southern Florida, as well as providing capital investments within the technology community.

Level 3 Communications, Inc.
Executive Vice President

Denver, Colorado
May, 1998 - September, 1998

As part of the merger of Level Communications, Inc. and XCOM Technologies, Inc. named as Executive Vice President. Shortly after the merger, Level 3 Communications, Inc. moved operations to Denver, Colorado. Tendered resignation due to business and family commitments in the Northeast.

XCOM Technologies, Inc.
COO/CTO, Vice President

Boston, Massachusetts
June, 1997 - May, 1998

Co-founder, Chief Operating Officer and Chief Technology Officer of XCOM Technologies, Inc. a competitive local exchange carrier founded in 1997 to provide local and voice data services, Patent Number 6,442,169.

Solely responsible for the conception, creation, design and implementation of the first "soft switch", as well as holding the associated intellectual property rights. XCOM Technologies, Inc.'s network configuration centered around the Digital Switch 4500 (EDS 4500) an open architecture data switching platform connected to a Nortel DMS-500. The EDS 4500 was also linked connected to modified Ascend MAX TNT wide area network remote access switches and other data networking equipment.

Responsibilities included all aspects of interconnection between regional carriers; all aspects related to public switched network design, implementation and installation of Nortel DMS 500 switching components, management of 100+ network operations individuals; and customer service care. Managed cross-cultural relationships, with interface to all levels of company. Planned and staged marketing/technical road development road shows tailored to individual markets. Negotiated contracts and agreements with public utility companies, clients, investors and vendors.

The soft switch market has been estimated to be approximately Five Billion (\$5,000,000,000.00) Dollars in sales. XCOM Technologies, Inc. produced Five Million (5,000,000.00) Dollars in net profit to the bottom line within six months of operation. XCOM Technologies, Inc. was merged with Level 3 Communications, Inc. within eight months of operation. Initial value of transaction with Level 3 Communications, Inc was One Hundred Sixty Million (\$160,000,000.00) Dollars.

Complete Internet Access, Inc.
Vice President

Cambridge, Massachusetts
January, 1996 to June, 1997

Founder and Vice President of one of the original New England Internet Service Providers. Duties included network design and implementation of a statewide dial up architecture, as

well as network hosting, and various internet services. "Thecia.net" was later sold to Galaxy Internet Service.

**Boston Survey, Inc.
Consultant**

Charlestown, Massachusetts
January, 1994 to January, 1996

Conceived, created, designed and implemented "first of a kind" engineering and surveying "point and click" software package. Utilizing Windows GUI interface allowing 75% reduction in drafting and engineering time.

Media/Press Information:

Boston Globe	<i>"Lines are Drano For Local Phone Wars"</i>	October 1, 1997
Network World	<i>"XCOM Marks The Spot In The Market For Competitive Data And Voice Services"</i>	November 3, 1997
Internet Week	<i>CLEC Seeks ISP Alliances To Expand Coverage"</i>	November 17, 1997
Telepath	<i>"XCOM Urges CLEC's and ISPs To Become Allies"</i>	December 1, 1997
Internet Week	<i>"Drano For Clogged Coverage"</i>	December 15, 1997
Tele.Com	<i>"A Price Break For ISP's"</i>	January, 1998
X-Change	<i>"Generation XCOM"</i>	March, 1998
Boston Globe	<i>"Level 3 To Buy XCOM In \$160M Stock Deal"</i>	April 7, 1998
Boston Globe	<i>"Golden Start-Ups"</i>	May 10, 1998
Boston Globe	<i>"Competition Puts Strain On Area"</i>	June 1, 1998
Network World	<i>"The SS7-ization Of The Internet"</i>	
Infra@Structure	<i>"XCOM Brings New Options To ISP's"</i>	

Robert L. Hernandez

471 Spanish Trace Dr.
Altamonte Springs, FL 32714
h: 321.231.0523

MS, Systems Engineering, Boston University
BSEE, Electrical Engineering, University of Dayton

QUALIFICATIONS Senior executive whose experience includes a proven track record identifying and introducing products to market within aggressive budget and time constraints. Direct market experience includes deployment of the Level(3) Communications' softswitch-based managed-modem infrastructure, certification of the world's first softswitch, and scaling the managed-modem product to generate over \$1Billion in annual revenue. Founder of several high-technology companies.

EXPERIENCE

05/02 to Present

CAERUS, INC.

ORLANDO, FLORIDA

Corporate Vice-President

As corporate vice-president, Mr. Hernandez is responsible for the implementation of Caerus' corporate technology strategy focused on providing telecommunications services and developing the leading platform for intelligent voice applications.

01/02 to 05/02

303CONFERRING, INC.

LONGMONT, COLORADO

President/CEO

Founder of conferencing company. Led company to successfully negotiate with leading conferencing vendor to obtain carrier-grade conferencing equipment at low cost; successfully deployed network architecture and launched service within aggressive time frames. Company merged with Caerus, Inc.

11/00 to 12/01

SandCherry Networks, Inc.

BOULDER, COLORADO

VP-Networking Technology / Founder.

Provided strategic technology direction for company during its first year of operations. Provided technology definition and network architecture for leading voice-services platform, patent filed. Created strategic partnerships, and was instrumental building the engineering team for software development of the services platform.

5/98 to 11/00

LEVEL3 COMMUNICATIONS, INC.

DENVER, COLORADO

Director, Softswitch Engineering.

Responsible for the deployment and development of the softswitch into the network for launch of the managed-modem product. Successfully led software development team during development phase and deployment of softswitch. Responsible for network services architecture and prototype of switching platforms for next-generation services.

12/97 to 5/98

XCOM TECHNOLOGIES, INC

BOSTON, MA

Director, Engineering

Led software development team during development phase of world's first softswitch, and certification with Bell Atlantic. Company acquired by Level3 Communications, Inc.

1994 - 1997 MIT/LINCOLN LABORATORIES BEDFORD, MA
Consultant. Software developer responsible for the implementation of advanced signal processing algorithms for phased array radars. Successfully implemented and validated proof of concept using advanced parallel processing algorithms on next generation of parallel processor architecture.

1987 - 1994 RAYTHEON CORPORATION BEDFORD, MA
Team Lead. As part of the team, successfully developed real-time navigation algorithms for advanced air-to-air missile systems and control systems for autopilot of missile systems. Responsible for development of simulation test bed for system acceptance of missile systems for field deployment.

1983 - 1987 LITTON INDUSTRIES CANOGA PARK, CA
Software Engineer. Software engineer responsible for the development of a real-time navigation system and associated navigation algorithms. Part of team that developed first laser gyro based navigational system. Responsible for certification with Boeing for acceptance of system into commercial airline use.

EDUCATION

1986 Boston University BOSTON, MASSACHUSETTS
Masters in Systems Engineering. Concentrations in stochastic processes and digital signal processing.

1982 University of Dayton DAYTON, OHIO
BS, Electrical Engineering.

KENNETH DUARTE

1234 Woodmere Dr. • Altamonte Springs, FL 32714-2850 • 407-772-0012 (H) • Email: KenDuarte@msn.com

PROFESSIONAL PROFILE

- Detail-oriented professional with 10+ years of telecom experience managing diverse teams, improving processes, and supporting sales initiatives in various operations and customer service responsibilities.
- Excellent interpersonal and problem solving skills accented by proven leadership experience.
- Organized team player dedicated to exceeding internal and external customer expectations.

EXPERIENCE

VOLO COMMUNICATIONS, INC., Altamonte Springs, FL

Transport Director, Operations

02/2003 - Present

Negotiate and review Local and Inter-Exchange Carrier interconnection agreements to initiate a nationwide rollout of integrated voice/data solutions to business customers. Develop processes and procedures that detail each Party's operational responsibilities to implement the agreements and the Carrier's network access and integration with our network. Research current regulatory rulings to insure compliance. Performs any activities necessary to protect the company's interests and to maximize its growth during the start-up phase.

SELF-EMPLOYED

Client: Month-to-Month Agreement for Habitat for Humanity (HFH) in Tampa, FL

Efficiency Consultant

11/2001 - 06/2002

Weekly pro-bono consultant, during one-year sabbatical, to HFH Builder's Surplus Store to assist in improving sales and reducing costs with the goal of being self-financed. Offered product placement, staging area and organization techniques to streamline customers' buying experience, encourage staff productivity and maximize sales per square foot. Assisted in home building efforts.

- Helped increase HFH Builder's Surplus Store retail sales by 42% (\$71,578) over Q1/Q2 2002 results.

Client: One-Year Contract for Cable & Wireless West Indies, Ltd. in Kingston, Jamaica, W. I.

Project Management Consultant

06/2000 - 06/2001

Identified and implemented viable solutions utilizing process and project management methods to improve delivery and support of new high-speed data products. Project managed teams of Marketing, Sales, MIS, Engineering leaders and vendors to establish, test, and deliver a nationwide Internet ADSL product. Instituted the business process design capability to streamline and document life cycle processes. Advised executive management on strategic product planning and billing initiatives pertinent to their forthcoming deregulation.

- Selected by the executive team as Cable & Wireless Jamaica's representative in a regional benchmarking exercise to standardize new data product specifications, pricing, and billing methods.
- Decreased overall new data product rollout from the previous standard of three years down to one.

INTERMEDIA COMMUNICATIONS INC., Tampa, FL

Data Program Manager, Network Engineering Design & Development

10/1999 - 05/2000

Chosen by senior management to program manage a strategic solution that would reopen a \$1M per month site and meet large business customers' needs. Led a 25-person interdepartmental team through the technical and operational issues involved in a beta Voice-over-IP platform. Assembled and maintained project plans for team, vendor and executive action and review. Provided support and training to Sales and Marketing groups.

- Successfully implemented Sonus Networks softswitch project two months early and under budget.

Circuit Design & Provisioning Manager, Network Restructuring Organization

09/1998 - 10/1999

Established, organized and scheduled broadband circuit design, provisioning and billing activities involved with implementing a \$13M nationwide network co-location project. Managed 20 technical contractors in grooming circuits to the co-locates and converting its tariff billing to optimize network usage and cost.

- Exceeded Line Cost, Unbundled Network Elements (UNEs), and Circuit Conversions objectives by 10%.
- Affected a cost savings of \$6M per year through adept use of telecom circuit ordering tariffs.
- Assembled company's first written optimization, co-locate installation and facility design processes.

Service Delivery Supervisor, Customer Operations **09/1997 - 09/1998**

Led and developed an 8-person, cross-functional Service Delivery Team (SDT) to provide Frame Relay, ATM and voice services. Supervised the ordering, design, ASR provisioning, installation, and start bill steps. Reported Team progression via personally developed weekly productivity metrics. Investigated and solved underlying issues that impede 100% On-Time delivery. Handled customer service and executive escalations.

- Maintained the shortest captivity time and best On-Time Delivery average out of eight SDTs.
- Instrumental in the successful implementation of a complete departmental and functional restructuring.

Circuit Design Engineer, Customer Operations **09/1996 - 09/1997**

Designed circuit layout records for Network Operations Center and Field Operations to efficiently build and turn-up various customer and carrier voice/data circuits. Interacted with Sales, various Independent Local Exchange and Inter-Exchange Carriers to coordinate customer designs. Liaison to Network Engineering to ensure adequate and timely network facilities were available for customer use.

NYNEX CORPORATION (now known as Verizon, Inc.), Boston, MA

Network Account Manager, Business Customer Service Center **09/1994 - 04/1996**

Supported Sales as a single point of contact for a \$6.4M in annual revenue bank customer on a 24X7 basis. Negotiated and coordinated the implementation and maintenance of digital services. Led cross-functional team to ensure timely completion and billing accuracy of the customer's orders (DDS, T1, T3, PRI, Centrex). Resolved customer issues by initiating and facilitating interdepartmental workflow. Lobbied internally for resources to expedite service matters and to coordinate service installations and cut-overs.

- Exceeded customer's expectations by project managing a \$4M analog-to-digital ATM network conversion.
- Enhanced customer relationship by facilitating monthly service meetings with customer to review needs.

Loop Electronics Coordinator, Engineering & Provisioning **08/1993 - 09/1994**

Coordinated the administration of all fiber and Loop Electronic (LE) technology in 14 cities. Organized meetings and facilitated interdepartmental efforts to establish consistent usage policies on network equipment.

- Forecasted the economic utilization of LE equipment to ensure 80% usage within a \$300K annual budget.

Inside/Outside Plant Engineer, Engineering & Provisioning **06/1990 - 08/1993**

Designed fiber, copper and electronic distribution work orders to provide business and residential customers data and telephone service. Coordinated cable, pole, and conduit placement with cable TV, developers and municipalities. Monitored construction work and resolved engineering and construction issues. Interfaced with out-of-service customers to resolve service needs. Wrote Request for Proposals for select contract work.

PROFESSIONAL DEVELOPMENT

- American Leadership's "Effective Personal Productivity"
- Stephen Covey's "First Things First"
- Dale Carnegie's "How to Win Friends & Influence People"
- Various Bellcore Managerial & Technical courses ("Quality Process Workshop," "Effective Meeting Skills," "Effective Presentation Skills," "Fiber-in-the-Loop," "Data Communications," etc.)

PROFESSIONAL SKILLS

- MS Windows 98, ME, 2000 and MS Office Suite, including MS Access, MS Project and MS Visio
- Computer programs and languages: AutoCAD; Basic; FORTRAN; Pascal

EDUCATION

HARVARD UNIVERSITY EXTENSION SCHOOL, Cambridge, MA **06/1995**
Certificate of Special Studies in Administration and Management

UNIVERSITY OF MASSACHUSETTS, Amherst, MA **05/1990**
Bachelor of Science in Mechanical Engineering

KENNETH DUARTE

Michael J. Wertheimer

991 Sunswept Road NE, Palm Bay, FL 32905 • Tel: 321-676-4965 • E-mail: mike@solunet.com
Cell: 321-795-7386 wertheimer57@hotmail.com

Vice President of Sales

ADVANCED NETWORK SOLUTIONS AND EQUIPMENT:

Internet Protocol-based Networking ... WAN and Internet Access Equipment
Point-to-Multipoint ... Broadband Wireless Access ... Network Infrastructure Devices
Firewall and VPN Internet Security ... High-performance, Scalable IP Platforms ... Broadband Access
High-speed Internet and Telephony Applications ... Multi-layer Network Switching

EXECUTIVE PERFORMANCE PROFILE AND QUALIFICATIONS:

ORGANIZATIONAL LEADERSHIP – Strategic Planning / Sales & Marketing / P&L / Customer Relationships Product Development / Vendor Management / Cross-Functional Team Leadership

- Successful executive experience in both start-up/early stage companies and large, complex corporations. Ability to establish clear direction and resolve the inevitable conflicts that young companies experience as they grow, and that larger organizations face during changing market conditions. Executive presence with superior communication skills and the ability to gain and command respect from colleagues, customers and employees. Strong network of contacts with manufacturers and vendors such as Cisco, Lucent, Nortel and Juniper as well as top CTO's within the WAN marketplace.

STRATEGIC MANAGEMENT – Negotiations & Communications / Profit Revitalization / Market Analysis & Positioning / Productivity & Efficiency Improvement

- Strong conceptual, business analysis and crisis management skills with the ability to implement controls and performance measurement to optimize core operating functions. Brings a sense of urgency to drive positive organizational change, process redesign, and best practices to increase revenues and improve bottom-line.

BUSINESS DEVELOPMENT / SALES & MARKETING – National Account Development / Solution Selling / Channel Sales & Partnerships / Business Growth & Expansion / Executive Presentations

- Analyzes the strengths and weaknesses of the industry and brand positioning to create sound strategic plans that achieve revenue and profitability goals. Assumes responsibility for the sales function, including providing leadership to sales organizations, and personally participating in major account business development and relationships.

EMPLOYMENT HISTORY:

SOLUNET, INC. – 1992 to 2003

President / CEO / Chairman

- Founded Solunet as the premier VAR/Integrator in the WAN/Telco marketplace, evaluating the direction of technology and identifying opportunities to provide leading-edge network solutions. Led evolution of Solunet within an ever-changing technology landscape with current focus on wireless, security and VOIP. Partnered with Sun Capital Partners, Inc. in 2002 and currently remain 15% shareholder.

GTI / GIFFORD ELECTRONICS / SHARP ELECTRONICS – 1986 to 1992

Consultant

- Operated as a full-service solutions consultant creating business development and organizational infrastructure to maximize product portfolio success.

AMDAHL COMMUNICATIONS – 1982 to 1986

Regional Sales Director Telco

- Provided sales and business development leadership for world-class IT infrastructure services provider, within new Communications division.

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS:

SOLUNET, INC.

Responsible for the overall management and direction of the organization, including strategic planning, sales and business development, engineering services, professional services, technical support services, supplier/partner relations and marketing communications.

- Grew business from ground-up to multi-million dollar success. Transitioned new venture from concept through all strategic planning functions and market development into a highly successful, superior quality operation with 190 employees.
 - Grew revenues from \$500,000 in first year to over \$200 million in 2000 with GPM of 25% (without external funding).
 - Attained \$25 million + EBITDA in 2000.
 - Grew the service organization to 40% of overall company revenues.
 - Serviced 65% of the carrier marketplace.
 - Built national sales force of 56 sales professionals across 16 offices.
 - Developed international sales force of five, concentrating on the CALA region.
- Achieved industry recognition for innovation, reputation and fast-track growth.
 - Named "Entrepreneur of The Year" two consecutive years from E&Y and Nasdaq.
 - Attained "Fortune 500 Top Private Companies" ranking three consecutive years.
 - Achieved "Florida 100" five consecutive years for private company's.
 - Quoted in numerous trade publications on IP network infrastructure and business growth.
- Market visionary who capitalized on emerging Internet technology as critical driver for future business growth.
 - Selected leading edge technologies from early stage technology companies such as Juniper, Ascend, Redback, Foundry etc. preceding product development.
 - Developed the first networks for Amazon.com, Earthlink, and Erols (RCNC) -- complex, multiple-city projects that required leading both the technology development effort and creating the business and resource infrastructure to support development and implementation.
- Business Adaptation.
 - Developed strategy and successfully raised \$15 million in Venture Capital.

GTI / GIFFORD ELECTRONICS / SHARP ELECTRONICS

Recruited to companies based on high-level reputation and deep knowledge of the electronics industry and its customer base.

- GTI. Advised on product line capabilities and functionality for successful launch into LAN marketplace.
- Gifford Electronics. Developed strategic roadmap for penetration into data communications market.
- Sharp Electronics. Drove introduction of one of the first laptops in the market, including consulting on appropriate software and peripheral interfaces.

AMDAHL COMMUNICATIONS

Given full charge for penetrating the Bell Atlantic, Nynex and Ameritech territories, as the company transitioned into data communications space – required shift in organization culture and market perception. Responsible for creating/executing sales strategy, assembling and leading sales force and systems engineers.

- Successful Market Penetration. Recruited and developed performance-driven sales organization and team of 25 Systems Engineers to support the sales of T1 and Packet switch networks – consistently achieved over 150% of quota during entire tenure.

EARLY CAREER (prior to 1982):

- Regional Systems Engineer Manager – GENERAL DATACOM. Initially hired as Regional Systems Engineer, responsible for opening regional Bell companies. Advanced to Regional Systems Engineer Manager rapidly, based on performance and account management expertise. Supported the Bell Atlantic Region, which included the regulated side and non-regulated side (Bell Atlanticom) – penetrated new market and generated first time order valued at \$4 million.

PROFESSIONAL DEVELOPMENT / AFFILIATIONS:

New York University. Lehman College of New York. Numerous Cisco and Microsoft Certifications.
Internet Service Provider Association. Florida Internet Service Provider Association

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MICHAEL H. KHALILIAN

9762 S. Millstone Ct.
Littleton, Colorado 80130
Office: 303-683-7916
Email: m.khalilian@attbi.com

PROFESSIONAL SUMMARY:

Telecommunication and Operation Management executive with over 18 years Business, Technology, Engineering, Operations and Customer Service Management experience in the following disciplines:

- Multi-Department, Program, Project and Product Engineering and Technology Management
- Supervising, Forecasting, Budgeting/Program Cost Accounting, WBS, Proposal Preparation, Scheduling, Hiring and Manpower Planning, Contract Evaluation/Negotiation, Risk Management and P & L
- Strategic Marketing Analysis, Customer and Vendor Interface/Management, Logistics and Technical Marketing, Corporate and Network Assessments, Merger and Acquisitions
- Wallstreet, VCs, Analysts, Speaker, Advisor and Media interface
- Telecommunication (CLEC, ILEC, LEC, IXC, RBOC, ISP, ASP), Broadband and HFC/CATV Product and Service/Applications Development, Testing, Integration, Deployment Engineering Life Cycle Management
- Information Technology (IT), Back Office Support System (BOSS), National Operation Center (NOC), Call Center, EMS, NMS, OSS, Telecom Switch Surveillance, QoS/SLA, Performance Measurement
- Managing Narrowband and Broadband Networks and Services (Central Office, Cable Headend, HFC, IP Gateways, ISPs, Optical Transport, Packet Cable and Telephony Trunk Gateways/Softswitches/VoIP)
- Developing Strategy and Managing Telecom New Services (Hardware/Software) and Implementation
- Developing and Managing Telecom, Datacom, Multimedia, Transport System Architecture, Integration, Validation, Implementations, New Technology, Operations and Vendor Management
- Developing Strategies to Identify and Integrate New Business, Mergers and Acquisitions
- Production and Test Management Quality Control Process TQM/ ISO-9000 Series, NEBs, CALEA/FCC/FBI, ISC, CableLabs, Telcordia (Bellcore), ITU, IETF
- Multi Million Dollars Financial day to day Operational, Business and Technology Management

Telecommunication Experience Includes:

- Developed Architectures, Strategy, Study, Evaluations, Reports of New Telecom Network/Products Technology for NTT multiple Organization, Departments and Executive Management
- Design, Develop and Manage VoIP strategy and selection (Gateway and Softswitch components)
- Supported the development of VoIP service delivery strategy for Time Warner Communications/ Telecom/ Time Warner Cable/ AOL
- Responsible for TWC/TWTC 44 cities new technology, business and product strategy development
- Increased corporate revenues by over 30% in 1996/00 through introduction of new products and services
- Responsible for establishing Technology and Business development organizations and teams in TWTC
- Responsible for day to day management of multiple Departments, Operations and E&T Lab
- Manage over \$50 million capital and expense budgets
- Liaison to IP Carrier (Telecom) Multimedia Coalition, Softswitch Consortium and CableLabs, QWEST (US WEST Interprise), Williams and AT&T Broadband (Media One) for new business development

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- Develop and manage Level 3, AT&T Broadband (TCI, Media One), and UUNET business and technology relationships
- Develop processes to manage strategic vendors (i.e. Lucent, Cisco, Nortel, Siemens, Alcatel, Sonus, ...)
- Responsible for Technology Applications Development, including strategic service and business marketing plans, concept development, architecture definition, feature and function specification, prototyping, system engineering, test, integration, and program/project/product management
- Responsible for defining system engineering, functional requirements, service architectures, signaling and inter-working requirements for new services, features, Network Management and Vendor selection /management, contract, price negotiations and relationships, service bundling and marketing support for:

Broadband Data Services, High speed broadband backbone switching and transport architectures including WDM, SONET, DWDM, DS-X (0,1,3), OC-X (3,12,48,192) and high speed ATM, Frame Relay and TLS/NLS (LAN/WAN/VPN) architectures including Ethernet 10BaseT, Token Ring, FDDI, 100BaseT, GigE, ISP/Internet Access (Modem Pools/PRI), Voice over X (VoIP; IPDC/SGCP/MGCP/MegaCo H.248/SIP/SIP+/H.323v2, MPLS, VoATM, VoDSL), CTI, Video transport and conferencing, bridging, routing, OSS Operations Network Management HP Openview, SNMP, CMIP protocols and data service definition.

Telephony Switch Services, Basic and Enhanced services including POTS, TDM/IP Centrex, CLASS, VMS, ADSI, Complex Switch Services Applications, ISDN BRI/PRI, DLC, xDSL (SDSL, HDSL, ADSL, VDSL), AIN (SCP/SCE), Local Number Portability (LNP), Modem Pool Internet Access, SS7 (SSP / STP, TALI / Sigtran) switching architectures and platforms. Also VoIP Gateways, Softswitches, Applications Server, Media Server, Directory Server (Ascend/Lucent, Sonus, Cisco, Unisphere/Siemens, Nortel, VocalData, Convedia, Sylanro, Broadsoft, and others), TDM Class 5 and 4 Tandem telephony switches, PBX IP/TDM (7RE/5ESS, EWSD, DMS100), TMN, OSS, Network Management (NMS/EMS/SLA/QoS), Back Office Support System (BOSS) Provisioning and Billing systems and CDR mediation. (ADC, EUR, ApEngine)

Internet, CATV/ HFC Multimedia and Wireless, Digital and Analog Set-top (TWC/SA Pegasus), CMTS, DOCSIS and NCS CableLabs with Telephony services development (ADSI) Custom Calling and CLASS feature, VMS, Unify Messaging, TV Phone, Video Services (JPEG, MPEG, H.320, H.323, D-1), Internet Services (Web Hosting, VPN, VMS, IP/SIP Applications), MMDS, LMDS (2 - 38 GHz) and Billing CSG / CableMaster IP Billing mediation.

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EMPLOYMENT HISTORY:

NTT Corporation (East, West, Advanced Technology, Lab, Holding); Tokyo/Japan, USA
Chief Technologist – Advisor 4/2002 – Present

TIME WARNER Communications / Telecom (TWC, TWTC); Englewood/Littleton, CO
Senior Director/Senior Engineering - Technology / Applications / Business Development 4/1996 – 4/2002

DME Corporation; Ft. Lauderdale, FL
Program Manager - FAA/FCC Communications 2/1995 – 2/1996

SIEMENS Corporation; Boca Raton, FL
Senior Member of Technical Staff
SIEMENS Stromberg-Carlson; Lake Mary, FL
Senior Project Engineer
Product Manager Telecommunication Systems Development and GSM/PCS (BellSouth) 1993 – 2/1995

Harris Corporation; Melbourne, FL
Lead System Engineering Project Manager / Government Communication Division 1989 – 1993

McDonnell Douglas Corporation (Boeing); St. Louis, MO
System Engineer - McDonnell Aircraft and McDonnell Douglas Electronics/Chip Supply 1983 – 1989

EDUCATION:

M.B.A./Executive Management, 1995	Southern California University; Santa Ana, CA
B.S.E./Electrical Engineering, 1985	University of Central Florida; Orlando, FL

CLEARANCES:

DOD Secret and NATO Security Clearances (86 thru 89, 95)

AWARDS / MEMBERSHIPS:

Chairman of the Board of Directors and President / International Softswitch Consortium (ISC) – Voice of the Packet Communications Associations and Forum 2002-Present

SuperComm/SuperQuest Judge for new Telecom/ Datacom/ Broadband technologies 2001 and 2002

Member of Board of Directors for International Softswitch Consortium (VoIP, Next Gen Telecom, Multi-Media Carrier Coalitions) 1996 - 2002

Member of Telecom Executive Council for the United States 1999 - 2001

Member of Summit of Leaders Time Warner, Received number of Peak Performance/Mgmt Awards 1999-2001

Technical and Technology Advisor to Wallstreet, VCs and Analysts

Frequently Speaker at National and International Telecom events

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Published number of articles about Next Gen Telecom strategy
Support Publishing a Next Gen Telecom Technology Book due end of 2002

Frank Zahrt III, CCNP CCDP CCNA CCDA CCSE FCSE

Professional Qualifications:

- Current position is with Volo Communications as the Senior Network Engineer. Responsibilities include design, addressing, testing, hardware, software configuration, monitoring, security, QoS and handling whatever issues that may arise to mitigate the impact on a production environment.
- Previous position is with NEC BNS as a Senior Network Engineer providing a broad range of technical support, implementation and design services, and sales engineering assistance for a range of projects.
- Before the above position, was a Level 3 Engineer for Bank of America supporting both router implementation crews and providing a network monitoring technical escalation point. Job functions also include implementing Cisco switch and router solutions with other vendor's equipment (Bay, Synoptics, and IBM) in multi-story bank buildings for a variety of client connectivity requirements. Recent strong focus on security implementation technical project management and support.
- Cisco Certified as a **CCNP** (Cisco Certified Network Professional) with **Voice** Specialization, **CCNA** (Cisco Certified Network Associate), **CCDP** (Cisco Certified Design Professional) **CCDA** (Cisco Certified Design Associate), and a **CCSE** Cisco Sales Expert (SMB)
- **CCIE** written examination passed with lab component certification to follow.
- Extensive work with Cisco routers implementing for NationsBank, Bank of America and NEC.
- Router platform series familiarity includes the Cisco **1750, 1760, 2500, 2600, 3600, 4000, 4500, 4700, AS5350, AS5400, AS5800, AS5850, 6500 (MSFC/2), 7200 and 7500**
- **WAN** connectivity support strongly focused on **Frame-Relay, DS0, DS1, DS3, Switched 56** and **ISDN** implementation and extensive troubleshooting. **ATM** configuration and troubleshooting experience. **IGRP, EIGRP, RIP** (both IP and IPX RIP), and **OSPF** routing protocol experience. Good multihomed **BGP** experience. **DLSW, RSRB, BSTUN, STUN** and **SNA** implementation and support familiarity.
- **LAN** implementation support includes both **Token-ring, Ethernet** support. **FDDI, CDDI** and **ATM LANE** experience. **Catalyst 1900, 2800, 2900, 2950, 3500, 3550, 4000, 4500, 5000, 5500 and 6500** series support and configuration. **VLAN** with **ISL, 802.1q, 802.1p, FDDI (802.10)** and **VTP** experience. **SRS, SRB, SRT** and **SR/TLB** switching experience. **IPX / SPX** (Novell) and **NetBEUI/NetBIOS** (Microsoft) protocol traffic familiarity and control experience (**SAP** filtering and broadcast control/forwarding).
- **O/S** familiarity is extensive with **DOS, Windows 3.x, and Windows9x**. Basic experience with **AIX (UNIX)** with **SNMI MIB** management and configuration (MIB sets). **Netview** and **Maxim SNMP** management system experience.
- Experience with **NT1s, CSU/DSUs** (Kentrox, Paradyne, etc.) up to **DS3/T3** speed) and asynchronous/synchronous modems.
- Security focus with Cisco **PIX** firewall, **VPNs** and intrusion detection (**IDS**)

Education: Seminole Community College Sanford, FL

- Previously enrolled in the Associate of Science in Computer Network Engineering Program – **Microsoft NT** specialization
- GPA in Major was **3.53**

Global Knowledge Network Course – Cisco LAN switch configuration (CLSC) July 1999
Global Knowledge Network Course – Introduction to Cisco router configuration (ICRC) September 1998

Testing History:

Exam		Date	Passed
Microsoft Network Essentials		May	1998
Cisco Certified Network Associate	(CCNA)	January	1999
Designing Cisco Networks	(DCN)	December	1999
Cisco Sales Expert – Small/Medium Business		January	2000
Advanced Cisco Router Configuration	(ACRC)	February	2000
Cisco LAN Switch Configuration	(CLSC)	March	2000
Building Cisco Remote Access Networks	(BCRAN)	March	2000
Cisco Internetwork Troubleshooting	(CIT)	April	2000
Cisco Internetwork Design	(CID)	May	2000
Cisco Voice	(CVOICE)	November	2000
Building Scalable Cisco Networks	(BSCN)	May	2002
Multicast and QoS	(MQoS)	February	2003

Experience: Nov 2002 to current Volo Communications Altamonte Springs, FL

- Senior Network Engineer for Volo
- Providing comprehensive network design and addressing with careful focus on QoS and security implementation
- Handle all hardware issues with network equipment and provide PC troubleshooting and building as required.
- Design and implementing a 24x7x365 monitoring center based on both SNMP and RMON applications to rapidly isolate any issue that might arise.
- Provide backups of key data for disaster recovery

July 2000 to Nov 2002 NECBNS Orlando, FL

- Senior Network Engineer for NEC BNS with a primary support role as a design, installation, troubleshooting and sales engineer.
- Cisco Platform familiarity has grown with a more focused role in **QoS** and Core transport role for Voice deployment. **Callmanager** and **Unity** deployed in clustered, redundant groups.
- Several projects completed with hundreds of Cisco Catalyst switches across academic campuses, including 6500, 4000 and 35xx class backbone switches.

Mid 1998 to June 2000 Friendly Data Inc. Winter Park, FL

Network support and implementation Engineer

- Rapid advancement from a field tech to a Level 2 support technician to an Engineering position with NationsBank. Project scope was over 14,000 Cisco routers and Catalyst switches being deployed in Core data centers, ATMs, bank locations, malls and airports.
- Security project management for the implementation of routing asynchronous information across a TCP/IP network (BSTUN) on Cisco routers. Responsibilities included maintaining a rigid schedule and immediate resolution of a wide variety of technical issues that surface during new equipment deployment.
- Broad technical support for field technicians, level two, and level three personnel. Responsible for escalating issues to Engineering when appropriate and discovery/resolution of IOS bugs and router issues with Cisco TAC.
- Creation and review/editing of **Visio** engineering diagrams for implementation of Cisco based networks. Network deployment is typically multiple Cisco routers and Catalyst switches located in local branches or multistory buildings. These normally are connected to a frame-relay, ISDN or ATM based network for WAN transport.
- Technical documentation and engineering report creation for a variety of issues. Creation of testing procedures for WAN circuit verification that are still in use today for the NationsBank routed network deployment spanning multiple US states of deployment.
- **Instruction and training provided** to level 1-3 personnel in both the large Richmond and San Francisco NOCs (Network Operation Centers) for NationsBank and Bank of America technicians. Specifically, training in the area of a TCP/IP routed network and Cisco router and switch behavior to troubleshoot a wide variety of LAN/WAN related issues.

1997 to mid 1998 Conserv Orlando, FL

Commercial refrigeration / HVAC technician

- NOVAR Local Area Network (LAN) troubleshooting and repairing (computer driven, networked controls for large HVAC units).
- Maintaining, troubleshooting and repairing of all aspects of modern HVAC/refrigeration equipment.
- Low voltage HVAC control system troubleshooting and repairing.

1989-1997 Circuit City Stores, Inc. Altamonte Springs, FL

Lead Installation technician/Assistant Manager

- Diagnosing, repairing, and installation of modern electronics in vehicles.
- Supervision of installation technician group to drive sales and productivity
- Customer Service Assistant Manager (1990-1991)
- Computer Repair (PC) and troubleshooting

KARA YBERG

216 Afton Square #306 ♦ Altamonte Springs, Florida ♦ (407) 865-5641

OBJECTIVE

To obtain a position that will utilize my experience in the areas of: **service delivery, local market provisioning, implementation, client relations, project management, process improvement, and technical proficiency.**

PROFESSIONAL HISTORY

Volo Communications, Inc.

2002-present

Provisioning and Ordering Specialist

- Responsible for the design and implementation of a proprietary GUI application to convert local services among various carriers
- Active in the review and negotiation of Interconnection Agreements for BellSouth, Verizon and Sprint
- Delivery of customer operational support and implementation guidelines and controls

2001-2002

AT&T Local Network Services

Broadview Networks Project Manager

- Responsible for the conversion of local services from Broadview Networks (Verizon) to AT&T
- UNE-L and UNE-P conversions: orders range from 50-150 lines per project
- Utilization of various web based programs to ensure seamless transition including DMS and 5ESS switches, BES GUI billing system, One-Touch Ordering System, Access Line Database Inventory System, Harris Testing System and ProComm Voice Mail Access System
- Ensured on time delivery of service by meeting and exceeding provisioning parameters

AT&T Local Network Services

2000-2001

Lead Provisioning Design Engineer

- Analyzed, organized and prioritized the Access Service Request (ASR) for provisioning including requests for new conversions, moves, changes and disconnects
- Created and maintained billing account data
- Designed and implemented switch engineering parameters for DMS and 5ESS switches using Connect-Vu remote access or Direct Switch Port Access
- Performed cross connection of circuits (remotely) and the test and turn up of all local services utilizing numerous web-based and proprietary programs
- Trouble shooting and maintenance proficiency
- Performed ASR, LEC, billing, maintenance, test & turn-up, disco/reterm and MACD requests (Universal "end to end" agent)

Intermedia Communications

1996-2001

Local Number Portability Coordinator

- Submit/receive LSR's to coordinate LNP requests to include porting, modifying, canceling and disconnecting tn's
- Utilization of web-based GUI interfaces (Verizon, SWB, GTE, BellSouth, Sprint & AT&T)
- Input and update of lines in SOA (Service Order Activator)
- Clarification resolution
- In charge of port out and winback orders
- Root Cause Analysis projects
- Yellow and White Pages Advertising
- Processes move, add, change and disconnect requests
- Toll free lines and travel card processing and maintenance

EDUCATION

Barry University 2001

BS, Business Management/Telecommunications

SKILLS SET

Knowledge and utilization of GUI interfaces for various carriers

ASR and LEC Software Application Programming and Maintenance

DMS and SESS switch programming

Microsoft Office Suite... Word, Excel, Power Point

CARRIE ANN CARUSO

SUMMARY OF QUALIFICATIONS

Executive level consultant with expertise in revenue assurance systems. As Vice President of Revenue Assurance, was able to achieve remote access and control of 13 existing operations, identifying and blocking revenue leakage and fraud totaling over 20MUSD in annual recurring revenues. As Director of Billing and Customer Service, was instrumental in leading during an extraordinary period of rapid growth, achieving positive cash flow within 6 months and an annual run-rate in excess of \$70M in 10 months.

EXPERIENCE

MSI Cellular - Hoofddorp, The Netherlands

2000 - 2002

VP Revenue Assurance

Privately funded holdings company focused on building and operating GSM Networks in the African market

- Reported directly to CFO and Member of Board.
- Co-developed a Revenue Assurance system with supplier.
- Staffed and managed a revenue assurance team.
- Implemented Revenue Assurance Systems for each operation remotely from the Netherlands.
- Analyzed and Reported on switch CDR data in order to compare against the company's financial reports.
- Recovered leakage and fraud exceeding 20M USD annual recurring revenues.
- Assisted in placing controls and procedures.
- Made recommendations to the local operation on how to optimize network capacity and increase revenues.

Network Plus - Quincy, Massachusetts

1999 - 2000

Billing Operations Director

- Reported directly to CFO.
- Responsible for implementation of frame relay to transfer switch billing data into the corporate office.
- Managed a Team of five Billing Coordinators and Analysts.
- Managed an Implementation Team of switch engineers and billing managers during the launch of new services.
- Trained Implementation Team, Billing Coordinators and Analysts on 6 manufacturers switch output: fixed, cellular and data.
- Deployed mediation platforms in 5 states within the United States.
- Managed and collected Meet Point and Reciprocal Compensation between interconnecting operators.
- Played an intricate role in the deployment Electronic Bill Presentment and Payment.

Level Three Communications - Cambridge, Massachusetts 1997 - 1998
Director of Customer Service and Billing

A venture backed, facilities-based CLEC focused on the ISP marketplace. Formerly XCOM Technologies, which was sold to Level Three Communications.

- Reported directly to CEO and CTO
- Responsible for billing and collecting over 1 Million Dollars in Monthly Customers Revenue and Over 2 Million Dollars in Monthly Reciprocal Compensation/Termination Revenue
- Staffed and Managed Customer Service and Billing Departments
- Responsible for performing feasibility studies of all sales contracts
- Played a key role in the development and deployment of an internal tracking and billing system
- Negotiated Master Service Agreements for interoffice facilities

RCN Telecom Services - Boston, Massachusetts 1996 - 1997
Business Manager

Reseller of Bundled Services serving the metro-Boston market

- Reported directly to VP and general Manager of the Massachusetts Operations.
- Responsible for performing feasibility studies on all sales contracts.
- Managed Operations network build-out.
- Staffed and Managed a Team to implement sales, operations, and billing policies and procedures.

Clarkin, Sawyer & Philips - Boston, Massachusetts 1996
(Corporate Law Firm)

Paralegal/Assistant to Managing Partner

- Responsible for over a dozen client files: preparing articles of incorporation in the US and Mexico, researching and filing patents, organizing annual board meetings and taking minutes, preparation of quarterly taxes, and handling all client litigations and/or outsourcing

Perkins, Smith and Cohen - Boston, Massachusetts 1992 - 1995
(Full Service Law Firm)

Paralegal/Office Manager

- Responsible for all client files: oversee and manage civil, criminal, and corporate client files: which included: research of case law, drafting applications and motions for court, and meeting filing deadlines, and settlement with clients.

EDUCATION

- Bachelor of Science - University of Rhode Island

TECHNICAL SUMMARY

- Familiar with Oracle, SAS, Unix, SQL, Access, Excel, Power Point, Project
- Development experience with pre-paid/contract billing systems proprietary systems and off-the-shelf software (LHS, CABS, Homisco, Bright VSD, etc.)
- Switch vendor outputs including Ericsson, Siemens, Alcatel, Nortel and Lucent
- Accounting package experience custom and vendors such as Eclipse, SAS and SUN.
- Bellcore/Telcordia, ASR Certified.

TITLE SHEET

FLORIDA TELECOMMUNICATIONS PRICE LIST

This price list contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for alternative local exchange telecommunications services provided by Volo Communications of Florida, Inc., with principal offices located at 151 South Wymore Road, Suite 3000, Altamonte Springs, Florida 32714. This price list applies for services furnished within the State of Florida. This price list 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 By: April 22, 2003

Effective Date: April 24, 2003

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CHECK SHEET.

The sheets listed below, which are inclusive of this price list, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original price list and are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
1	Original	34	Original
2	Original	35	Original
4	Original	36	Original
5	Original	37	Original
6	Original	38	Original
7	Original	39	Original
8	Original	40	Original
9	Original	41	Original
10	Original	42	Original
11	Original	43	Original
12	Original	44	Original
13	Original	45	Original
14	Original	46	Original
15	Original	47	Original
16	Original	48	Original
17	Original	49	Original
18	Original	50	Original
19	Original	51	Original
20	Original	52	Original
21	Original	53	Original
22	Original	54	Original
23	Original	55	Original
24	Original	56	Original
25	Original	57	Original
26	Original	58	Original
27	Original	59	Original
28	Original	60	Original
29	Original	61	Original
30	Original	62	Original
31	Original	63	Original
32	Original		
33	Original		

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SYMBOLS SHEET

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

- D** - To signify discontinued rate, regulation or condition
- I** - To signify increase.
- M** - To signify that material has been transferred from another sheet or place in the price list.
- N** - To signify new rate, regulation, condition or sheet
- R** - To signify reduction.
- T** - To signify a change in text for clarification.

- A. Check Sheets** - When a price list filing is made with the Florida Public Service Commission, an updated check sheet accompanies the price list filing.
- B. Sheet Numbering and Revision levels** - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between existing sheets 14 and 15 would be 14.1. Revision levels also appear in the upper right corner of each sheet. These levels are used to determine the most current sheet version on file with the Florida Public Service Commission. For example, the 4th revised sheet 14 cancels the 3rd revised sheet 14.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line: An arrangement which connects the Customer's location to a Volo Communications of Florida, Inc. network switching center

Authorization Code: A numerical code, one or more of which are available to a Customer to enable the Customer to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the Customer for billing purposes.

Authorized User: An end user authorized by the Customer to use the service.

Collect Call: A billing arrangement where a call is billed to the called station.

Commission: The Florida Public Service Commission.

Company or Carrier: Volo Communications of Florida, Inc

Customer: The person, firm, corporation or other entity which orders or uses service and, has agreed by signature or otherwise to honor the terms of the service herein, and is responsible for the payment of rates and charges for service to call Customer locations and for compliance with price list regulations.

Exchange: The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange area.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Handicapped Person: A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated September 10, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973, "Guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Intra-LATA Toll Messages: Those toll messages which originate and terminate within the same LATA.

Measured Service: The provision of intrastate intralata long distance measured time communications telephone service to Customers who access the carrier's service at its switching and call processing equipment by means of access facilities obtained from a local exchange common carrier. Carrier is responsible for arranging for the access lines.

Message: A completed call

Operator Station. A call that is completed with the assistance of an operator and billed to the calling party.

Person-to-Person: A call for which the person originating the call specifies to the operator a particular person, department or extension that is to be reached. Person-to-Person charges only apply when the call is completed to the requested party or when the calling party agreed to talk to another person.

Third Party Billing: Service option that allows a call to be billed to an account different from that of the calling or called party.

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SECTION 2 - RULES AND REGULATIONS

2.1 UNDERTAKING OF COMPANY

Volo Communications of Florida, Inc. intends to provide resold and facilities-based local exchange telecommunications services throughout the State of Florida, excluding rural areas. Volo Communications of Florida, Inc. intends to provide its proposed services indiscriminately to both residential and business Customers in the State of Florida. Volo Communications of Florida, Inc. holds itself out to provide to its Customers the same quality of service to its Customers as that provided to it by its Underlying Carrier(s).

2.2 TIMING OF CALLS

Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.

For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

Call timing ends when either party hangs up, thereby releasing the network connection.

Calls originating in one time period as defined in Section 2.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.3 TIME PERIODS DEFINED

Unless otherwise indicated in this price list, the following time periods apply.

A. Peak: 7:00 a.m. to, but not including, 7:00 p.m. - Monday through Friday

B. Off-Peak: 7:00 p.m. to, but not including, 7:00 a.m. - Sunday through Friday
..... All day Saturday and Sunday
..... All Holidays

C. Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

D All times refer to local time

2.4 INTERCONNECTION

Interconnection with the facilities or service of other carriers shall be under the applicable terms and conditions of the other carrier's price lists. The Customer is responsible for taking all necessary legal steps for interconnecting customer-provided terminal equipment or communications systems with carrier's facilities. The Customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of the carrier and other participating carriers shall be provided at the Customer's expense.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.5 APPLICATION FOR SERVICE

Application for service may be verbally or in writing. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.

2.6 DEPOSITS

Deposits and/or advanced payments are not required.

2.7 PAYMENT AND BILLING

- A. Service is provided and billed on a monthly bases in arrears.
- B. Initial billing for set-up and installation charges or monthly service fees will not commence for any new Customer until the Customer has actually been placed in service.
- C. Billing will be payable upon receipt and past due fifteen (15) days after issuance.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.8 CANCELLATION BY CUSTOMER

A. Cancellation of service by the Customer can be made either verbally or in writing as follows:

1. Where an application for service is canceled by the Customer prior to the start of any design work or installation of facilities, no charge applies.
2. When an application which requires special design work is canceled after the design work has begun, the Company may collect charges equal to the cost incurred for the associated design work to date.
3. If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service. Any minimum contract requirements of prescribed service will be applicable.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.9 DISCONNECTION OF SERVICE BY CARRIER

- A The Company may discontinue service for any of the following reasons.
1. Non payment of bills,
 2. Tampering with the Company's property;
 3. Vacation of the premises by subscriber;
 4. Violation of rules, service agreements, or filed price list,
 5. Use of subscriber equipment which adversely affects the Company's service to its other subscribers,
 6. Fraudulent obtaining or use of service;
 7. Unlawful use of service or use of service for unlawful purposes.
- B. Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the carrier will, prior to disconnection, mail written notice of the pending disconnection to the subscriber. The Company will not disconnect service prior to the eighth business day following mailing of the notice. In the alternative, the Company may provide delivered notice and disconnect not prior to 5:00 p.m. of the next business day.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.9 DISCONNECTION OF SERVICE BY CARRIER (Cont'd)

- C. Before service is disconnected, the Company will make a good faith effort, by two (2) attempts during reasonable hours, to reach the subscriber by telephone to advise the subscriber of the pending disconnection and the reasons therefor. The Company will maintain a log or record of the attempts, showing the telephone number called and the time of call. In the alternative, the Company may provide personal notice.

Telephone or personal contact need not be attempted when the Company has attempted such contact in any two billing periods during a consecutive twelve (12) month period and the Company has notified the subscriber in writing that telephone or personal contact will not be attempted in the future before disconnecting service.

- D. All notices of delinquency or pending disconnection will include details pertinent to the situation and describe how the subscriber can make contact with the Company to resolve any differences. All notices must accurately state amounts owing for service(s) which are subject to disconnection. A new notice will be required in cases where information is incorrect.
- E. Except in case of danger to life or property, no disconnection shall be made on Saturdays, Sundays, legal holidays, or on any other day on which the Company cannot reestablish service on the same or following day.
- F. When the Company has reason to believe service is to other than the subscriber of record, the Company shall undertake reasonable efforts to inform occupants of the service address of the impending disconnection. In this case, at the request of the service users, a minimum period of five (5) days will be allowed to permit the service users to arrange for continued service.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.9 DISCONNECTION OF SERVICE BY CARRIER (Cont'd)

- G Where service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection shall be provided to the secretary, Florida State Department of Social and Health Services, as well as to the subscriber. Upon request from the secretary or designee, a delay in disconnection of no less than five (5) business days from the date of notice will be allowed so that the department may take whatever steps are necessary in its view to protect the interests of the resident patients.
- H Service will not be totally disconnected while a subscriber is pursuing any remedy or appeal provided for by Commission rules, provided any amounts not in dispute are paid when due.
- I Service will be restored when the causes of discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the Customer has been made as provided for in the price list of the carrier.
- J During temporary disconnections for non-payment of a residential subscriber's local service access to 911 will be maintained.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.10 INTERRUPTION OF SERVICE

- A. It is the obligation of the Customer to notify the carrier of any interruptions in service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control, or is not in writing or equipment connected to the terminal of the carrier.
- B. All reported interruptions of service will be restored within two (2) working days, excluding Sundays and holidays, except those caused by emergency situations, unavoidable catastrophes and force majeure.
- C. Credit allowances for service outages in excess of two (2) hours will be calculated at the following:

Credit Formula:

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

"A" -- outage times in hours.

"B" -- For the purposes of credit computation, every month shall be considered to have 720 hours.

"C" -- total fixed monthly charge for affected facility.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.11 RESTORATION OF SERVICE

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

2.12 TAXES

All State and local taxes are both current and applicable to the services the Company provides. This amount will be separately listed on each bill to the Customer.

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SECTION 3 - SERVICE DESCRIPTION AND RATES

3.1 FLAT RATE SERVICE

A. Description

Flat Rate Service provides the Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Service to points within the local calling area is included in the charge for Flat Rate Service.

Each Flat Rate Service line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Flat Rate Service Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type Dual Tone Multi-Frequency (DTMF)

Directionality: Two-way, In-Only, or Out-Only, as specified by the Customer.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.1 FLAT RATE SERVICE (Cont'd)

B Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3.25 of this price list.

Nonrecurring Connection Charge: \$25.00
Residential & Business

Monthly Recurring Charges:

-Each Service Line \$12.00

C. Optional Features and Packages Available

1. Custom Calling Features
2. CLASS Features

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.2 MESSAGE RATE SERVICE

A. Message Rate Service provides the Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of the number of completed calls during the billing period.

B. Description

Each Message Rate Service Line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Message Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Measured Rate Port has the following characteristics:

Terminal Interface:	2-wire
Signaling Type	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the Customer.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.2 MESSAGE RATE SERVICE (Cont'd)

C. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3.25 of this price list.

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's line based on the total number of calls during the billing period.

Nonrecurring Connection Charge	\$25.00
--------------------------------	---------

Monthly Recurring Charges:

-Each Base Service Line	\$12.00
-------------------------	---------

D. Optional Features and Packages Available

1 Custom Calling Features

2 CLASS Features

E. Message Usage Charges

Per Message	\$0.10
	No mandatory
	Minimum

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.3 CUSTOM CALLING SERVICE

A Subject to the availability of the service offerings of the Company's underlying carriers, the features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases

B. Description of Features

1. Three Way Calling/Call Hold

The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.3 CUSTOM CALLING SERVICE (Cont'd)

B Description of Features (Cont'd)

2. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The Customer is provided with a non-dedicated 800 number ("personal 800 number") to receive domestic calls from any point within the continental U.S. The Customer may have multiple personal 800 numbers per account. For each personal 800 number, the Company will provide to the Customer an 800 number, a security code, and a Rerouting Code which allows the subscriber to use the Call Forwarding feature, with which the Customer can receive income domestic calls. The Company has the exclusive right to determine the terminating locations for personal 800 numbers. Personal 800 Customers shall access on the same 800 number based on PIN and, thus, may not retain use of the 800 number if service is terminated.

Call Forwarding - Busy automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company or, after a designated number of rings, routes the call to the Customer's voice mailbox.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.3 CUSTOM CALLING SERVICE (Cont'd)

B. Description of Features (Cont'd)

2 Call Forwarding (Cont'd)

Call Forwarding - Variable allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

3. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting allows a Call Waiting Customer to disable Call Waiting for the duration of an outgoing telephone call. Cancel Call Waiting is activated (i.e., Call Waiting is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

4. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two (2) additional telephone numbers.

5. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.3 CUSTOM CALLING SERVICE (Cont'd)

B. Description of Features (Cont'd)

6. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight (8) numbers (single digit, or thirty (30) numbers with two (2) digits) can be selected.

C Monthly Rates

Call Forwarding

\$14.95 per month, \$0.25 per minute after twenty (20) minutes of use each month.

Monthly rates for services other than Call Forwarding are located in Section 3.22 of this price list.

D Connection Charge

\$10.00

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.4 CLASS SERVICES

A General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability, features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

B. Description of Features

1. Call ID

The Call ID feature allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Call ID service requires the use of specialized Customer Provided Equipment not provided by the Company. It is the responsibility of the Customer to provide the necessary Customer Provided Equipment.

The Automatic Redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to thirty (30) minutes until both lines are found free and then redials the call for the Customer.

The Automatic Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to thirty (30) minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.4 CLASS SERVICES (Cont'd)

B. Description of Features (Cont'd)

2 2 Automatic Redial

The following types of calls cannot be Automatically Redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

3 3 Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a Customer's number. This allows a Customer to dial back any missed or unanswered telephone calls

4. 4 Customer Originated Trace

Customer Originated Trace allows Customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the Company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the Company the Customer can use this application to combat nuisance calls.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.4 CLASS SERVICES (Cont'd)

C. Rates

Customer Originated Trace \$10.00 per call

Rates for services other than Customer Originated Trace are located in Section 3.29 of this price list.

D Connection Charge \$10.00

3.5 BUSY VERIFICATION AND INTERRUPT SERVICE

A. General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

B. Rate Application

1 A Verification Charge will apply when:

- a The operator verifies that the line is busy with a call in progress; or
- b The operator verifies that the line is available for incoming calls.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.5 BUSY VERIFICATION AND INTERRUPT SERVICE (Cont'd)

B. Rate Application (Cont'd)

2. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
3. No charge will apply when the calling party advises that the call is from an official public emergency agency.

C. Rates

Verification Charge, each request	\$2.50
Interrupt Charge, each request	\$2.50

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.6 TRAP CIRCUIT SERVICE

A. General

Trap Circuit Service is designed to allow the Customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

B. Regulations

1. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
2. The Customer shall be required to sign a written request for this service. By signing the request the Customer shall release the Company from any liability, and the Customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
3. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
4. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

C. Rates

Per Request	\$2.50
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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.7 DIRECTORY ASSISTANCE SERVICE

A. General

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

B. Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

1. Calls from coin telephones, including COCOTS.
2. Requests for telephone numbers of non-published service.
3. Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
4. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 1 of this price list, up to a maximum of fifty (50) requests per month.

C. Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Rates, per call	\$1.50
-----------------	--------

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.8 LOCAL OPERATOR SERVICE

A. Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call.

B Rates

Local Operator Assistance, per call	\$1.50
Local Operator Assistance - Flat Rate Customers	\$1.50

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.9 BLOCKING SERVICE

A. General

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business Customers:

1. 900 and 976 Blocking - allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.
2. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.9 BLOCKING SERVICE (Cont'd)

A. General (Cont'd)

- 4 Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.

5. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in A.4. of this Section, and blocking of 411 calls.
6. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business and residential Customers who subscribe to Direct Inward Dialing service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

B. Regulations

1. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
2. Blocking Service is available where equipment and facilities permit.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.9 BLOCKING SERVICE (Cont'd)

C. Rates and Charges

1. Recurring and Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

Nonrecurring Charge

900 and 976 Blocking

-Residential	\$0.00
-Business (up to 200 lines)	\$5.00

The nonrecurring charge for initial request of one and two-line business Customers is waived for ninety (90) days from the Customer's service establishment date.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.9 BLOCKING SERVICE (Cont'd)

C. Rates and Charges (Cont'd)

1. Recurring and Nonrecurring Charges (Cont'd)

Monthly Charges

Third Number Billed
and Collect Call Restriction

-Residential	\$1.00
-Business (up to 200 lines)	\$1.00

Toll Restriction

-Residential	\$2.50
-Business (up to 200 lines)	\$2.50

Toll Restriction Plus

-Residential	\$2.50
-Business (up to 200 lines)	\$2.50

Direct Inward Dialing Blocking
(Third Party and Collect Call)

-Initial Activation	\$10.00
-Monthly	\$10.00

B. Pricing for Blocking Service for a business Customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.9 BLOCKING SERVICE (Cont'd)

C Rates and Charges (Cont'd)

3 Connection charges apply as specified in Section 3.25 of this price list.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.10 CUSTOMIZED NUMBER SERVICE

A. General

1. Customized Number Service allows a Customer to order a specified telephone number rather than the next available number.
2. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers
3. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the Customer
4. When a new Customer assumes an existing service which includes Customized Number Service, the new Customer may keep the Customized Number, at the price list rate, with the written consent of the Company and the former Customer
5. The Company reserves and retains the right:
 - a. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 - b. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any Customer to another, except as otherwise provided in this Tariff; or
 - c. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3 10 CUSTOMIZED NUMBER SERVICE

B Conditions

1. Charges for Customized Number Service apply when a Customer:
 - a. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six (6) months of the date of the request.
 - b. Requests a number change from the Customer's present number to a Customized Number.
2. The Company shall not be liable to any Customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another Customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.10 CUSTOMIZED NUMBER SERVICE (Cont'd)

C. Set-up Charges

Residential Customer	\$25.00
Business Customer	\$50.00

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3 11 KEY RESIDENTIAL LINE SERVICE

A General

Key Residential Line Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. The Key Residential Line is available as a flat rate or message rated service. Key Residential Line Service is provided for connection of customer-provided key system terminal equipment. All key system lines will be equipped with touchtone and multiline hunt.

Each Key Residential Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Type: Dual-tone multifrequency (DTMF)

Directionality: Two-Way, In-Only or Out-Only, as specified by the Customer

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.11 KEY RESIDENTIAL LINE SERVICE (Cont'd)

B. Flat Rate Key Residential Line Service

1. Description

Service to points within the local calling area is included in the charge for Flat Rate Service.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3.18 of this price list.

Nonrecurring Connection Charge: \$25.00

Monthly Recurring Charges:

-Each Service Line \$12.00

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.11 KEY RESIDENTIAL LINE SERVICE (Cont'd)

C Message Rate Key Residential Line Service

1. Description

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3.18 of this price list. Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's line based on the total number of calls during the billing period.

Nonrecurring Connection Charge: \$25.00

Monthly Recurring Charges:
- Each Base Service Line \$14.50

D Optional Features and Packages Available

1 Custom Calling Features

2. CLASS Features

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.12 Basic Business Line Service

A. General

Basic Business Line Service provides a Customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.12 Basic Business Line Service (Cont'd)

B Flat Rate Basic Business Line Service

1 Description

Service to points within the local calling area is included in the charge for Flat Rate Service.

2 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3.18 of this price list.

Nonrecurring Connection Charge: \$65.00

Monthly Recurring Charges:

- Each Base Service Line \$34 00

C. Optional Features and Packages Available

1. Custom Calling Features

2. CLASS Features

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.13 Business Key System Line Service

A. Description

Business Key System Line Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. The Business Key System Line is available as a message rated service. Business Key System Line Service is provided for connection of customer-provided key system terminal equipment. All key system lines will be equipped with touchtone and multiline hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge.

Each Business Key System Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.13 Business Key System Line Service (Cont'd)

B Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3.18 of this price list.

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's line based on the total number of calls during the billing period.

Nonrecurring Connection Charge:	\$65.00
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Monthly Recurring Charges:

-Flat Rate Business Key	\$34.00
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-Message Rate Business Key	\$14.50
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C. Optional Features and Packages Available

1. Custom Calling Features
2. CLASS Features

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.14 Commercial Analog Service

A. General

Commercial Analog Service provides a Business Customer with a two wire analog, voice-grade telephonic communications channel that can be used to place or receive one telephone call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Commercial Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Commercial Analog Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.14 Commercial Analog Service

B. Flat Rate Basic Business Line Service

1. Description

Service to points within the local calling area is included in the charge for Flat Rate Service.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3.18 of this price list.

Nonrecurring Connection Charge: \$65.00

Monthly Recurring Charges:

- Each Base Service Line \$34.00

C. Optional Features and Packages Available

1. Custom Calling Features

2. CLASS Features

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3.15 TELECONFERENCING SERVICE

A. Description

Teleconferencing Service allows the Customer to establish a teleconference by a Volo Communications of Florida, Inc. operator on a dial-out or dial-in basis between multiple voice stations. The Teleconference Service provides a customized call reservation and call set-up process that may include directory speed dialing and, when requested by the conference originator, progress reports which provide information regarding the current status of the call.

Volo Communications of Florida, Inc. actively monitors Teleconference Service to ensure a high level of service quality and reliability. Upon request, and subject to availability, the operator will provide off-call monitoring. The off-call monitoring feature allows the operator to monitor the status of the call connections via a display of the conference ports used on that call. The operator is not a party to the call with off-call monitoring. With off-call monitoring, the operator is able to identify and reconnect dropped conferees.

A Teleconference may be ordered on a demand or on a reserved basis. Pre-notification to conferees of a Teleconference is also available.

B. Charges

All charges incurred for Volo Communications of Florida, Inc.'s Teleconference Service will be billed to the conference originator. Customers will be charged for each minute of port use incurred during the actual conference call and billed for such usage at the rate of \$0.25 per minute after the first twenty (20) minutes of usage for all the ports combined per month. There may be up to six (6) ports in use for each conference call. To determine the port minutes of use, multiply each port used by the number of minutes it was in use. A fractional minute of use for the port is rounded to the next highest whole minute. All conference announcements are designed for call establishment and completion and will only pertain to the conference call in question. Also, the bridge and associated features are furnished subject to the availability of components.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.15 TELECONFERENCING SERVICE (Cont'd)

B. Charges (Cont'd)

The Customer will be entitled to twenty (20) minutes of Teleconference Service use as part of its monthly subscription fee of \$14.95. After using the twenty (20) minutes of airtime, the Customer originating the Teleconference will be charged at a flat rate of \$0.25 per minute for all interlata calls, independent of distance, time or day. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full minute. Rates are per minute. Rates for Origination may be billed as sent-paid or to a Calling Card, Debit Card or Credit Card. Rates for Termination may be billed to a Calling Card, Debit Card or Credit Card or pursuant to a preexisting agreement between the Company and the Customer.

3.16 TOLL FREE NUMBER SERVICE

Toll Free Number Service Customers will be charged a one-time fee of \$500.00 for each unique toll free number obtained from the Company. A monthly charge of \$25.00 will also apply.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.17 Enterprise Digital Service

Enterprise Digital Service ("EDS") provides the Business Customer with a single digital line which can be used to place or receive up to 24 calls at a time. EDS is available as a flat rate service for local calling. Intralata and Interlata rates are billed in addition to the monthly fee. EDS is provided for connection to a customer-provided digital T1 interface.

Nonrecurring connection charge	\$999.00
Monthly recurring charge	\$300.00-\$999.00

3.18 Enhanced Enterprise Digital Service

Enhanced Enterprise Digital Services ("EEDS") provides the Business Customer with a single digital line which can be used to place or receive up to 23 calls at one time. EEDS is available as a flat rate service for local calling. Intralata and Interlata rates are billed in addition to the monthly fee. EEDS is provided for connection to a customer-provided digital T1/PR1 interface with Q.931 signaling.

Nonrecurring connection charge	\$999.00
Monthly recurring charge	\$300.00-\$1,099.00

3.19 Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that are not answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

Nonrecurring connection charge	\$5.00
Monthly recurring charge	\$3.95

3.20 Follow Me

The Follow Me service will "track down" the Customer being called no matter where he or she is and connect the caller to the Customer. The caller dials a single telephone number and is connected with the Customer.

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3.20 Follow Me (Cont'd)

Nonrecurring connection charge	\$29.95
Monthly recurring charge	\$29.95, plus \$0.10/minute per leg (a segment of multipoint circuit which lies between any two of the points)

3.21 Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another Customer specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure.

Nonrecurring connection charge	\$5.00
Monthly recurring charge	\$3.95

3.22 CONX Virtual Ports

CONX Virtual Switch Ports allow the Customer to place/receive inbound and outbound calls from/ to the PSTN. CONX ports must be used in conjunction with CONX delivery platforms and protocols.

Nonrecurring connection charge	\$50.00
Monthly recurring charge	\$5.00 – \$75.00

3.23 Return Check Charge

When a check which has been presented to the Company by a Customer in payment for charges is returned by the bank, the Customer shall be responsible for the payment of a Returned Check Charge of \$10.00.

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SECTION 3 – SERVICE DESCRIPTION AND RATES (Cont'd)

3.24 Additional Charges

Requested Service Suspensions

First Month or Partial Month \$40.00 (Per request)

Each Additional Month (Up to 1 Year Limit) \$20.00 (Per request)

Special DID rates for collocated Customers:

DS1 port charge including twenty (20) numbers \$240 - \$540 (Per month)

ISDN PRI including twenty (20) numbers \$240 - \$960 (Per month)

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.25 CONNECTION CHARGE

A. General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

B Exceptions to the Charge

1. No charge applies for a change to a service for which a lower monthly rate applies, made within ninety (90) days after any general rate increase, if a lower grade of service is offered in the Customer's exchange.
2. No charge applies for one change in the class of residence service, provided that the change is ordered within ninety (90) days of the initial connection of the Customer's exchange service.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.26 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service

Business:	\$25.00
Residence:	\$25.00

3.27 MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The Customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.
- Add: The addition of a vertical service to existing equipment and/or service at one location.
- Change: Change - including rearrangement or reclassification - of existing service at the same location

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.27 MOVES, ADDS AND CHANGES (Cont'd)

Per Move:

Residence: \$25.00

Business: \$25.00

Per Add:

Residence: \$25.00

Business: \$25.00

Per Change:

Residence: \$25.00

Business: \$25.00

3.28 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The Customer will incur a charge each time there is a change in the long distance carrier associated with the Customer's line after the initial installation of service.

PIC Change Charge: \$5.00

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3 29 Optional Features and Packages

A Custom Calling Features (per line, per month)

-Each Feature	\$5.00
-Package of 3 features	\$10.00
-Package of 6 features	\$11.00
-Package of 9 features	\$12.00

B. CLASS Features (per line, per month)

-Each Feature	\$5.00
-Package of 3 features	\$10.00
-Package of 6 features	\$11.00
-Package of 9 features	\$12.00

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.30 INTRALATA TOLL USAGE AND MILEAGE CHARGES

A. Description

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this price list. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this price list.

IntraLATA toll calling includes the following types of calls. direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

1. Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

- a Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3 30 INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

A Description (Cont'd)

1. Classes of Calls (Cont'd)

- b. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

B. Regulations and Computation of Mileage

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

1. Originating Rate Center

A Customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that Customer's account shall be the location of the Customer's rate center.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.30 **INTRALATA TOLL USAGE AND MILEAGE CHARGES** (Cont'd)

B Regulations and Computation of Mileage (Cont'd)

2. Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

3. Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four (4) digits in the "VH" column. The "H" coordinate is the next four (4) digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.30 **INTRALATA TOLL USAGE AND MILEAGE CHARGES** (Cont'd)

B Regulations and Computation of Mileage (Cont'd)

3 Calculation of Mileage (Cont'd)

- c. Square each difference obtained in step b., above
- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by ten (10). Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

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

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3.31 CALL CHARGES

Rates are based on the duration of the call as measured according to Section 2.2 above, time of day rate period of the call as described in Section 2.3 and the airline mileage between points of the call as described in Section 3.23.B. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

A Charges

- 1. Usage Charges \$0.15
- 2. Per Call Service Charges

a. The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

Customer Dialed Calling Card	\$0.30
Person to Person	\$2.00
3rd Number Billed	\$0.80
All other Operator Assistance	\$0.80

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SECTION 3 - SERVICE DESCRIPTION AND RATES (Cont'd)

3 32 TELECOMMUNICATIONS RELAY SERVICE

For calls received from the relay service, the Company will when billing relay calls discount relay service call by fifty percent (50%) off of the otherwise applicable rate for voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted sixty percent (60%) off of the otherwise applicable rate for a voice non-relay call.

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