

May 14, 2003

ORIGINAL

Citywide-Tel  
450 E. Highway 50  
Suite 4  
Clermont, FL 34711

COMMISSION  
CLERK

MAY 16 AM 11:01

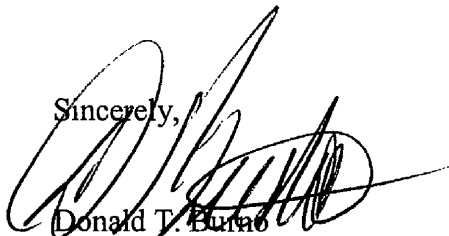
RECEIVED FPCO

To Whom It May Concern:

030450-TI

Attached are an original Application Form for Authority to Provide Interexchange Telecommunications Service within the State of Florida, and six (6) copies. Also included is the required application fee.

Sincerely,



Donald T. Burno  
(352) 243-1320, ext 10  
(Fax) 242-6190  
Burnoinc@cfl.rr.com

Check received with filing and forwarded to Fiscal for deposit. Fiscal to forward deposit information to Records.

Initials of person who forwarded check:



DOCUMENT NUMBER-DATE

04386 MAY 16 8

COMMISSION CLERK

1. This is an application for  $\checkmark$  (check one):
- Original certificate** (new company).
  - Approval of transfer of existing certificate:** Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.
  - Approval of assignment of existing certificate:** Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.
  - Approval of transfer of control:** Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.
2. Name of company:  
BURNO INC., DBA CITYWIDE-TEL
3. Name under which applicant will do business (fictitious name, etc.):  
CITYWIDE-TEL
4. Official mailing address (including street name & number, post office box, city, state, zip code):  
450 E. HWY 50  
SUITE 4  
CLERMONT, FL 34711
5. Florida address (including street name & number, post office box, city, state, zip code):

6. Select type of business your company will be conducting  $\sqrt{}$ (check all that apply):

- Facilities-based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
- Operator Service Provider** - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- Switchless Rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers, then offers resold service by enrolling unaffiliated customers.
- Prepaid Debit Card Provider** - any person or entity that purchases 800 access from an underlying carrier or unaffiliated entity for use with prepaid debit card service and/or encodes the cards with personal identification numbers.

7. Structure of organization;

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

8. **If individual**, provide:

**Name:**

**Title:**

**Address:**

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

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

**Internet E-Mail Address:**

**Internet Website Address:**

9. **If incorporated in Florida**, provide proof of authority to operate in Florida:

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

P97000035487

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

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

11. **If using fictitious name-d/b/a**, provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:

(a) **The Florida Secretary of State fictitious name registration number:**

G99174900132

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

(a) **The Florida Secretary of State registration number:**

13. **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:** \_\_\_\_\_

14. **If a foreign limited partnership**, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

(a) **The Florida registration number:**

15. Provide **F.E.I. Number** (if applicable):

16. Provide the following (if applicable):

(a) Will the name of your company appear on the bill for your services?

( ) Yes ( ) No

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

**Name:**

**Title:**

**Address:**

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

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

(c) How is this information provided?

17. Who will receive the bills for your service?

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Residential Customers | <input checked="" type="checkbox"/> Business Customers               |
| <input type="checkbox"/> PATs providers                   | <input type="checkbox"/> PATs station end-users                      |
| <input type="checkbox"/> Hotels & motels                  | <input type="checkbox"/> Hotel & motel guests                        |
| <input checked="" type="checkbox"/> Universities          | <input checked="" type="checkbox"/> Universities dormitory residents |
| <input type="checkbox"/> Other: (specify)_____.           |  |

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

(a) The application:

**Name:** DONALD T. BURNO

**Title:** PRESIDENT

**Address:** 450 E HWY 50, SUITE 4

**City/State/Zip:** CLERMONT, FL 34711

**Telephone No.:** (352) 243-1320 Fax No.: (352) 242-6190

**Internet E-Mail Address:** BURNOINC@CFL.RR.COM

**Internet Website Address:**

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

**Name:** DONALD T. BURNO

**Title:** PRESIDENT

**Address:** 450 E HWY 50, SUITE 4

**City/State/Zip:** CLERMONT, FL 34711

**Telephone No.:** (352) 243-1320 **Fax No.:** (352) 242-6190

**Internet E-Mail Address:** BURNOINC@CFL.RR.COM

**Internet Website Address:**

(c) Complaints/Inquiries from customers:

**Name:** DONALD T. BURNO

**Title:** PRESIDENT

**Address:** 450 E HWY 50, SUITE 4

**City/State/Zip:** CLERMONT, FL 34711

**Telephone No.:** (352) 243-1320 **Fax No.:** (352) 242-6190

**Internet E-Mail Address:** BURNOINC@CFL.RR.COM

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

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.

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

- (c) is certificated to operate as an interexchange telecommunications company.
  
- (d) has been denied authority to operate as an interexchange telecommunications company and the circumstances involved.
  
- (e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.
  
- (f) has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.



20. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(a) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, please explain.

(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.

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

a.   X   **MTS with distance sensitive per minute rates**

  X   Method of access is FGA  
       Method of access is FGB  
  X   Method of access is FGD  
  X   Method of access is 800

b.   X   **MTS with route specific rates per minute**

  X   Method of access is FGA  
       Method of access is FGB  
  X   Method of access is FGD  
  X   Method of access is 800

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

Method of access is FGA

Method of access is FGB

Method of access is FGD

Method of access is 800

d.  **MTS for pay telephone service providers**

e.  **Block-of-time calling plan (Reach Out Florida, Ring America, etc.).**

f.  **800 service (toll free)**

g.  **WATS type service (bulk or volume discount)**

Method of access is via dedicated facilities

Method of access is via switched facilities

h.  **Private line services (Channel Services)**

(For ex. 1.544 mbs., DS-3, etc.)

i.  **Travel service**

Method of access is 950

Method of access is 800

j.  **900 service**

k.  **Operator services**

Available to presubscribed customers

Available to non presubscribed customers (for example, to patrons of hotels, students in universities, patients in hospitals).

Available to inmates

1. **Services included are:**

- Station assistance
- Person-to-person assistance
- Directory assistance
- Operator verify and interrupt
- Conference calling

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

23. Submit the following:

**A. Managerial capability;** give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

**B. Technical capability;** give resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance.

**C. Financial capability.**

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

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

1. the balance sheet;
2. income statement; and
3. statement of retained earnings.

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

**Fannie E. Brand**  
10609 Sunburst View Dr  
Clermont, FL 34711  
(352) 243-9547

**SUMMARY/OBJECTIVE:**

Well-rounded marketing, sales and service professional with extensive work experience in a state-of-the-art environment. Exploring career opportunities where my entrepreneurial spirit and history of proven results can be used to achieve aggressive business growth objectives.

**WORK EXPERIENCE: SBC Communications Inc./Southern New England Telecommunications Corp. (SNET), New Haven, Connecticut., 1987 – 2000**

**Service Executive/Global Markets**

Provided total service assurance, single point of contact and integrated solutions to SBC's Global Accounts, (Aetna, Lucent Technologies, Instinet, Automatic Data Processing), within the 13-state regions, for all SBC family of products and services.

**Sales Application Specialist**

Developed new accounts by proactively contacting and selling Toll Plans to existing and potential customers. Provided resolution to customer service problems, directly or in conjunction with other corporate internal resources.

**Sr. Marketing Manager**

Managed Sales Delivery team of 2 Sr. Marketing Managers, 4 Marketing Managers, focused on providing dedicated product support, implementation, customer interaction, informational seminars and training for Core Products; Local, Toll, and Centrex.

**Sr. Marketing Manager**

Directed Core Products Marketing team of 3 Marketing Managers, 1 Sr. Marketing Manager, 1 Market Analyst, involved with development and implementation of marketing strategies and programs for Toll, Local Exchange products and services for the Custom and High End General market segments. Oversaw new Business Plus Toll Plan and monthly Toll Forum.

**Marketing Manager**

Led a team of 2 Marketing Managers in the deployment of 74 SONET Metro Fiber Rings in Connecticut. The "self-healing" technology eliminated network downtime for business customers and reduced the need for costly data recovery processes and back-up arrangement.

**Quality Assurance Manager**

Functioned as a Project Manager overseeing the installation and migration of SONET Metro Fiber Ring technology statewide. Converted 125 customer's sites; 329 DS1, 15 DS3 circuits onto the SONET Platform.

**Administrative Supervisor**

Supervised 9 Business Service Representatives and 18 Service Consultants that handled the sales and service support for Voice, Data, PBX and terminal equipment for various sales channels.

**Customer Education Specialist**

Planned and implemented customer training and support covering a wide range of telecommunication systems.

**EDUCATION**

Coursework in Business Administration  
Gateway Community College, New Haven, CT  
University of Connecticut, Storrs, CT

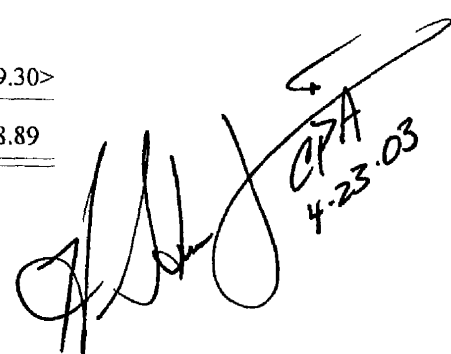
Burno Inc  
Balance Sheet  
December 31, 2002

ASSETS

Current Assets		
BARTER (ITEX)	\$	3,127.73
Regular Checking Account		2,131.54
Inventory		6,520.00
		<hr/>
Total Current Assets		11,779.27
Property and Equipment		
Automobiles		18,758.62
Accum. Depreciation-Automobil		<17,599.00>
		<hr/>
Total Property and Equipment		1,159.62
Other Assets		
Notes Receivable- Burno		34,000.00
		<hr/>
Total Other Assets		34,000.00
		<hr/>
Total Assets	\$	<u>46,938.89</u>

LIABILITIES AND CAPITAL

Current Liabilities		
Sales Tax Payable	\$	816.61
Federal Payroll Taxes Payable		749.47
FRIST USA BANK		20,055.46
Bank One Credit Line		5,684.47
BANK ONE 4041		17,190.19
		<hr/>
Total Current Liabilities		44,496.20
Long-Term Liabilities		
Line of Credit		16,348.62
CITIBANK		17,483.37
		<hr/>
Total Long-Term Liabilities		33,831.99
		<hr/>
Total Liabilities		78,328.19
Capital		
Common Stock		100.00
Retained Earnings		<66,477.58>
Net Income		34,988.28
		<hr/>
Total Capital		<31,389.30>
		<hr/>
Total Liabilities & Capital	\$	<u>46,938.89</u>

  
 CPA  
 4-23-03

Burno Inc  
Income Statement  
For the Twelve Months Ending December 31, 2002

	Current Month		Year to Date	
<b>Revenues</b>				
Service Fees	55,282.58	100.00	346,273.59	100.00
<b>Total Revenues</b>	<u>55,282.58</u>	<u>100.00</u>	<u>346,273.59</u>	<u>100.00</u>
<b>Cost of Sales</b>				
CGS - Pager Airtime	207.88	0.38	2,365.75	0.68
Cost of Goods Sold-Home Phone	11,438.72	20.69	150,001.58	43.32
Cost of Goods Sold Cellular	4,555.00	8.24	4,880.00	1.41
Cost of Sales- Freight	0.00	0.00	93.28	0.03
<b>Total Cost of Sales</b>	<u>16,201.60</u>	<u>29.31</u>	<u>157,340.61</u>	<u>45.44</u>
<b>Gross Profit</b>	<u>39,080.98</u>	<u>70.69</u>	<u>188,932.98</u>	<u>54.56</u>
<b>Expenses</b>				
Advertising Expense	743.13	1.34	25,668.63	7.41
Bank Charges	1,711.36	3.10	19,690.51	5.69
Cable Expense	213.35	0.39	1,547.82	0.45
Depreciation Expense	2,161.00	3.91	2,161.00	0.62
Insurance Expense	0.00	0.00	6,702.16	1.94
Interest Expense	7,802.94	14.11	17,359.24	5.01
Legal and Professional Expense	<7,500.00>	<13.57>	1,685.00	0.49
Licenses Expense	24.51	0.04	324.51	0.09
Maintenance Expense	320.40	0.58	1,577.81	0.46
Office Expense	624.84	1.13	6,911.28	2.00
Other Taxes	0.00	0.00	2,621.86	0.76
Sales Tax Expense	1,359.37	2.46	11,203.16	3.24
Payroll Tax Expense	169.61	0.31	4,208.54	1.22
Postage Expense	35.03	0.06	2,502.77	0.72
Rent or Lease Expense	1,419.89	2.57	13,229.78	3.82
Repairs Expense	117.50	0.21	4,223.62	1.22
Salaries Expense	0.00	0.00	5,600.00	1.62
Telephone Expense	0.00	0.00	4,327.38	1.25
Travel Expense	0.00	0.00	465.00	0.13
Utilities Expense	188.62	0.34	3,040.83	0.88
Wages Expense	2,000.25	3.62	18,578.80	5.37
Other Expense	0.00	0.00	315.00	0.09
<b>Total Expenses</b>	<u>11,391.80</u>	<u>20.61</u>	<u>153,944.70</u>	<u>44.46</u>
<b>Net Income</b>	<u>\$ 27,689.18</u>	<u>50.09</u>	<u>\$ 34,988.28</u>	<u>10.10</u>

For Management Purposes Only

Burno Inc  
Balance Sheet  
March 31, 2003

ASSETS

Current Assets		
BARTER (ITEX)	\$ 3,127.73	
Regular Checking Account	3,756.10	
Inventory	6,520.00	
Total Current Assets		13,403.83
Property and Equipment		
Automobiles	18,758.62	
Accum. Depreciation-Automobil	<17,599.00>	
Total Property and Equipment		1,159.62
Other Assets		
Notes Receivable- Burno	41,000.00	
Total Other Assets		41,000.00
Total Assets	\$	55,563.45

LIABILITIES AND CAPITAL

Current Liabilities		
Sales Tax Payable	\$ <665.74>	
Federal Payroll Taxes Payable	1,145.04	
FRIST USA BANK	26,001.10	
Bank One Credit Line	7,421.75	
BANK ONE 4041	19,597.19	
Total Current Liabilities		53,499.34
Long-Term Liabilities		
A E Line of Credit	14,489.43	
Cash Advances Payable	<210.47>	
CITIBANK	3,516.66	
MBNA-1 7148	8,000.00	
CHASE 7457	6,500.00	
Total Long-Term Liabilities		32,295.62
Total Liabilities		85,794.96
Capital		
Common Stock	100.00	
Retained Earnings	<31,489.30>	
Net Income	1,157.79	
Total Capital		<30,231.51>
Total Liabilities & Capital	\$	55,563.45

*[Handwritten Signature]*  
CFA  
4/23/03

Burno Inc  
Income Statement  
For the Three Months Ending March 31, 2003

	Current Month		Year to Date	
Revenues				
Service Fees	23,689.38	100.00	73,019.10	100.00
<b>Total Revenues</b>	<b>23,689.38</b>	<b>100.00</b>	<b>73,019.10</b>	<b>100.00</b>
Cost of Sales				
CGS - Pager Airtime	132.95	0.56	371.15	0.51
Cost of Goods Sold-Home Phone	9,291.28	39.22	33,051.61	45.26
<b>Total Cost of Sales</b>	<b>9,424.23</b>	<b>39.78</b>	<b>33,422.76</b>	<b>45.77</b>
<b>Gross Profit</b>	<b>14,265.15</b>	<b>60.22</b>	<b>39,596.34</b>	<b>54.23</b>
Expenses				
Advertising Expense	1,077.00	4.55	1,731.00	2.37
Auto Expenses	100.00	0.42	100.00	0.14
Bank Charges	1,337.09	5.64	3,743.16	5.13
Cable Expense	275.42	1.16	608.59	0.83
Insurance Expense	797.50	3.37	2,455.72	3.36
Interest Expense	280.85	1.19	1,154.66	1.58
Legal and Professional Expense	0.00	0.00	385.00	0.53
Licenses Expense	0.00	0.00	186.35	0.26
Maintenance Expense	0.00	0.00	70.00	0.10
Office Expense	1,015.23	4.29	2,981.41	4.08
Sales Tax Expense	647.68	2.73	647.68	0.89
Payroll Tax Expense	337.81	1.43	2,160.39	2.96
Postage Expense	70.84	0.30	1,140.02	1.56
Rent or Lease Expense	1,419.89	5.99	4,259.67	5.83
Repairs Expense	870.70	3.68	2,568.37	3.52
Salaries Expense	0.00	0.00	100.00	0.14
Telephone Expense	0.00	0.00	897.51	1.23
Utilities Expense	348.97	1.47	1,030.27	1.41
Wages Expense	3,983.50	16.82	12,218.75	16.73
<b>Total Expenses</b>	<b>12,562.48</b>	<b>53.03</b>	<b>38,438.55</b>	<b>52.64</b>
<b>Net Income</b>	<b>\$ 1,702.67</b>	<b>7.19</b>	<b>\$ 1,157.79</b>	<b>1.59</b>



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

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

CITYWIDE-TEL has sufficient financial capability to provide and maintain long distance service in the geographic area proposed. Our company serves approximately 500 customers, who consist of 80% pre-paid residential, which we currently do not offer long distance services, or plan to in the future. The remaining 20% of our customers are credit pass residential and small business, too whom we will offer long distance services.

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

CITYWIDE-TEL do not currently own or lease any telecommunication equipment.

**THIS PAGE MUST BE COMPLETED AND SIGNED**

**APPLICANT ACKNOWLEDGMENT STATEMENT**

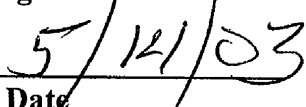
- 1. REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of its gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
  
- 2. APPLICATION FEE:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

**UTILITY OFFICIAL:**

**DONALD T. BURNO**  
Print Name

  
Signature

**PRESIDENT**  
Title

  
Date

**(352) 243-1320 EXT 10**      **(352) 242-6190**  
Telephone No.                      Fax No.

**Address: 450 E HWY 50, SUITE 4**  
**CLERMONT, FL 34711**

**THIS PAGE MUST BE COMPLETED AND SIGNED**

## CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be provided in one of the following ways (applicant, please  check one):

The applicant will **not** collect deposits nor will it collect payments for service more than one month in advance.

The applicant intends to collect deposits and/or advance payments for more than one month's service and will file and maintain a surety bond with the Commission in an amount equal to the current balance of deposits and advance payments in excess of one month.  
(The bond must accompany the application.)

UTILITY OFFICIAL:

DONALD T. BURNO

Print Name



Signature

PRESIDENT

Title

5/14/03

Date

(352) 243-1320 EXT 10

Telephone No.

(352) 242-6190

Fax No.

Address: 450 E HWY 50, SUITE 4  
CLERMONT, FL 34711


**THIS PAGE MUST BE COMPLETED AND SIGNED**

**AFFIDAVIT**

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

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

UTILITY OFFICIAL:

<u>DONALD T. BURNO</u>	
Print Name	Signature
<u>PRESIDENT</u>	<u>5/14/03</u>
Title	Date
<u>(352) 243-1320 EXT 10</u>	<u>(352) 242-6190</u>
Telephone No.	Fax No.

Address: 450 E HWY 50, SUITE 4  
CLERMONT, FL 34711

**CURRENT FLORIDA INTRASTATE SERVICES**

Applicant **has** ( ) or **has not** ( X ) previously provided intrastate telecommunications in Florida.

If the answer is has, fully describe the following:

- a) What services have been provided and when did these services begin?
  
  
  
  
  
  
  
  
  
  
- b) If the services are not currently offered, when were they discontinued?

UTILITY OFFICIAL:

DONALD T. BURN0

Print Name

  
Signature

PRESIDENT

Title

5/14/03  
Date

(352) 243-1320 EXT 10

Telephone No.

(352) 243-6190

Fax No.

Address: 450 E HWY 50, SUITE 4  
CLERMONT, FL 34711

**CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT**

BURNO INC, DBA CITYWIDE-TEL

Florida Tariff No. 1  
Original Sheet 1

TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Burno Inc., dba Citywide-Tel with principal offices at 450 Hwy 50, Suite 4, Clermont, FL 34711. This tariff applies for services furnished within the state of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

ISSUED: MAY 20, 2003

EFFECTIVE:

By:

D.T. Burno, President  
450 Hwy 50, Suite 4  
Clermont, FL 34711

CHECK SHEET

The sheets listed below, which are inclusive of this tariff, 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 tariff and are currently in effect as of the date of the bottom of this page.

SHEET	REVISION
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original

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TABLE OF CONTENTS

Title Sheet.....1

Check Sheet.....2

Table of Contents.....3

Symbols Sheet.....4

Tariff Format Sheets.....5

Section 1 - Technical Terms and Abbreviations.....6

Section 2 - Rules and Regulations.....7

Section 3 - Description of Service.....12

Section 4 - Rates.....16

Note: If you have more than 30 sheets you need to attach an index to the tariff after this page.

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SYMBOLS SHEET

NOTE: These are the only approved symbols to be used in your tariff and this list of symbols must be copied verbatim.

D - Delete Or Discontinue

I - Change Resulting In An Increase to A Customer's Bill

M - Moved From Another Tariff Location

N - New

R - Change Resulting In A Reduction To A Customer's Bill

T - Change in Text Or Regulation But No Change In Rate Or Charge

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TARIFF FORMAT SHEETS

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

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

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

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

**D. Check Sheets** - When a tariff filing is made with the FPSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement, which connects the customer's location to the Company's network switching center.

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her 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.

Company or Carrier - Burno Inc., dba Citywide-Tel

Customer - the person, firm, corporation or other entity, which orders, service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

Day - From 9:00 AM up to but not including 5:30 PM local time Monday through Friday.

Holidays - The Company's recognized holidays are New Year's Day, July 4th, Thanksgiving Day, Christmas Day.

YOU CAN USE THESE AND/OR ANY OTHER DEFINITIONS YOU WISH: JUST REMEMBER TO DEFINE HERE ANY UNUSUAL OR UNIQUE TERMINOLOGY USED IN THE BODY OF YOUR TARIFF.

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SECTION 2 - RULES AND REGULATIONS

NOTE: Include in this section all of the rules and regulations you want to include - limitations, liabilities, restoration of service, interruption of service, maintenance, billing periods, refunds/credits, responsibilities of the customer, frequency restrictions, cancellations, non payment, etc.

2.1 Undertaking of the Company

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

The Company's installs operate, and maintain the communications services provided herein in accordance with the terms and conditions set forth under this tariff. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless ordered on a longer-term basis, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

2.2.1 Service is offered subject to the availability of facilities and provisions of this tariff.

2.2.2 The Company's reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control: or when the customer is using service in violation of the law or the provisions of this tariff.

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SECTION 2 - RULES AND REGULATIONS continued

2.2 Limitations (Cont.)

- 2.2.3 All facilities provided under this tariff and the customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.4 All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.
- 2.2.5 Customers reselling or rebilling services must have a Certificate of Public Convenience and Necessity as an interexchange carrier from the Florida Public Service Commission.

2.3 Liabilities of the Company

- 2.3.1 The Company's liability arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur, unless ordered by the Commission.
- 2.3.2 The Company shall be indemnified and held harmless by the customer against:
- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- (B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by the Company.

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SECTION 2 - RULES AND REGULATIONS continued

2.4 Interruption of Service

2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the customer, or due to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in Subsection 2.3.1. It shall be the customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, or equipment, if any, furnished by the customer and connected to the Company's facilities. No refund or credit will be made for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

2.4.2 No credit shall be allowed for an interruption of a continuous duration of less than twenty-four hours after the subscriber notifies the Company.

2.4.3 The customer shall be credited for an interruption of more than twenty-four hours as follows:

Credit Formula:

$$\text{Credit} = A/720 \times C$$

"A" - outage time in hours

"B" - each month is considered to have 720 hours

"C" - total monthly charge for affected facility

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SECTION 2 - RULES AND REGULATIONS continued

2.5 Disconnection of Service by Carrier

The company (carrier), upon 5 working days written notice to the customer, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

- 2.5.1 Non-payment of any sum due to carrier for regulated service for more than five days beyond the date of rendition of the bill for such service.
- 2.5.2 A violation of any regulation governing the service under this tariff.
- 2.5.3 A violation of any law, rule, or regulation of any government authority having jurisdiction over such service.
- 2.5.4 The company has given the customer notice and has allowed a reasonable time to comply with any rule, or remedy, and deficiency as stated in Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company.
- 2.5.5 Service may be disconnected without notice for tampering with company equipment, for interfering with the service to other customers, for fraud, or in the event of a hazardous condition.

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SECTION 2 - RULES AND REGULATIONS continued

THE FOLLOWING SUBSECTIONS DEALING WITH DEPOSITS AND ADVANCE PAYMENTS WILL BE IN THIS SECTION. RULE 25-24.490(2) FORBIDS COLLECTION OF ANY DEPOSITS, AND ANY ADVANCE PAYMENTS IN EXCESS OF ONE MONTH'S ESTIMATED CHARGES WITHOUT POSTING AN APPROPRIATE BOND OR OBTAINING A WAIVER OF THIS RULE. IF YOU DO NOT HAVE A BOND OR WAIVER YOU MUST STATE IN THIS SECTION SOMETHING TO THE EFFECT OF THE FOLLOWING:

2.6 Deposits

The Company does not require a deposit from the customer.

2.7 Advance Payments

For customers whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

2.8 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed on customer bills as separate line items and are not included in the quoted rates.

2.9 Billing of Calls

All charges due by the subscriber are payable at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

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SECTION 3 - DESCRIPTION OF SERVICE

THE FOLLOWING MUST BE INCLUDED IN THIS SECTION: HOW CALLS ARE TIMED, CALCULATION OF DISTANCE (INCLUDING FORMULA), MINIMUM CALL COMPLETION RATE, AND DESCRIPTIONS OF EACH SERVICE YOU ARE OFFERING. PLEASE REFER TO SECTION 25-24.485 (3) (g) (6) OF THE FPSC RULES GOVERNING INTEREXCHANGE CARRIERS FOR SPECIFIC REQUIREMENTS AND USE THE FOLLOWING FOR FORMAT REFERENCE.

3.1 Timing of Calls

3.1.1 When Billing Charges Begin and End For Phone Calls

The customer's long distance usage charge is based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver, (i.e. when 2 way communication, often referred to as "conversation time" is possible.). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when the calling or called party hangs up.

3.1.2 Billing Increments

The minimum call duration for billing purposes is 1 minute for a connected call and calls beyond 1 minute are billed in 1 minute increments.

3.1.3 Per Call Billing Charges

Billing will be rounded up to the nearest penny for each call.

3.1.4 Uncompleted Calls

There shall be no charges for uncompleted calls.

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SECTION 3 - DESCRIPTION OF SERVICE continued

3.2 Calculation of Distance

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

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers that are produced by Bell Communications Research in the NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

**FORMULA:**

The square  
root of:

$$\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}$$

3.3 Minimum Call Completion Rate

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 90% during peak use periods for all Feature Group D services ("1+" dialing).

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SECTION 3 - DESCRIPTION OF SERVICE continued3.4 Service Offerings3.4.1 Citywide-Tel Long Distance Service

Citywide-Tel Long Distance Service is offered to residential and business customers. The service permits direct dialed outbound calling at a single per minute rate. Service is provided from presubscribed, dedicated or shared use access lines. Calls are billed in one minute increments. A monthly recurring charge of \$4.95 monthly billing requirements apply.

3.4.2 Citywide-Tel 800/888 (Inbound) Long Distance Service

Citywide-Tel 800/888 (Inbound) Long Distance Service is offered to residential and business customers. The service permits inbound 800/888 calling at a single per minute rate. Service is provided from presubscribed, dedicated or shared use access lines. Calls are billed in six second increments, with a six second minimum call duration. A \$10.00 minimum monthly billing requirement applies. Customers whose monthly usage is less than the minimum will be billed the minimum amount.

3.4.3 Citywide-Tel Calling Card Service

Citywide-Tel Calling Card Service is a calling card service offered to residential and business customers who subscribe to the Citywide-Tel Long Distance Service calling plan. Customers using the Carrier's calling card service access the service by dialing a 1-800 number followed by an account identification number and the number being called. This service permits subscribers utilizing the Carrier's calling card to make calls at a single per minute rate. Calls are billed in one (1) minute increments after the initial minimum period of one (1) minute. There are no nonrecurring or monthly recurring charges.

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SECTION 3 - DESCRIPTION OF SERVICE continued

3.4.4 Operator Services

The Company's operator services are provided to residential and business customers who "presubscribe" to this service for intrastate calling. Operator services include the completion of collect, station-to-station, person-to-person, third party billing and credit card calls with the assistance of a Carrier operator. Each completed operator assisted call consists of two charge elements (except as otherwise indicated herein): (i) a fixed operator charge, which will be dependent on the type of billing selected (e.g., calling card, collect or other) and/or the completion restriction selected (e.g., station-to-station or person-to-person); and (ii) a measured usage charge dependent upon the duration, distance and/or time of day of the call.

3.4.4.A Operator Dialed Surcharge

This surcharge applies to calls when the customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

NOTE: Operator service from payphones or all aggregator locations must comply with the rate caps in sections 25-24.630 and 25-24.516, F.A.C for nonprescribed customers.

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SECTION 4 - RATES

REMEMBER TO INCLUDE INTRASTATE RATES ONLY - DO NOT INCLUDE INTERSTATE RATES UNLESS THE CUSTOMER NEEDS THEM TO CALCULATE THE INTRASTATE PORTION OF HIS/HER BILL. NOTE: IF BILLING IS IN ANYTHING OTHER THAN MINUTE INCREMENTS, ADD ANOTHER COLUMN INDICATING THESE CHARGES.

4.1 Citywide-Tel Long Distance Service

Rate per minute - \$0.10.  
Plan is billed in full minute increments.

4.2 Citywide-Tel 800/888 (Inbound) Long Distance Service

Rate per minute - \$0.12.  
Plan is billed in sixty second increments with a sixty second minimum.

4.3 Citywide-Tel Calling Card Service

Rate per minute - \$0.20.  
Plan is billed in full minute increments.

4.4 Operator Services (For presubscribed customers)

4.4.1 Usage Rates: The appropriate rate found under 4.1 or 4.3 shall apply.

4.4.2 Operator Charges:

Collect Station-to-Station	\$1.00
Collect Person-to-Person	\$3.25
Person-to-Person	\$3.25
Station-to-Station	\$1.00
Customer Dialed Calling Card	\$1.00
Operator Dialed Calling Card	\$1.75
Operator Dialed Surcharge	\$0.75

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SECTION 4 - RATES continued

4.5 Determining Applicable Rate in Effect

For the initial minute, the rate applicable at the start of chargeable time at the calling station applies. For additional minutes, the rate applicable is that rate which is in effect at the calling station when the additional minute(s) begin. That is, if chargeable time begins during the Day Period, the Day Rate applies to the initial minute and to any additional minutes that the call continues during the rate period. If the call continues into a different rate period, the appropriate rates from that period apply to any additional minutes occurring in that rate period. If an additional minute is split between two rate periods, the rate period applicable at the start of the minute applies to the entire minute.

4.6 Payment of Calls

4.6.1 Late Payment Charges

A late payment Charge of \$20.00 on past due balances, and 1.5% per month will be assessed on all unpaid balances more than thirty days old.

4.6.2 Return Check Charges

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds if the face value does not exceed \$50.00, \$30.00 if the face value does exceed \$50.00 but does not exceed \$300.00, \$40.00 if the face value exceeds \$300.00 or 5% of the value of the check, which ever is greater.

4.7 Restoration of Service

A reconnection fee of \$60.00 per occurrence is charged when service is re-established for customers who had been disconnected for non-payment.

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SECTION 4 - RATES continued

IF YOU WANT TO OFFER SPECIAL PROMOTIONS YOU WILL HAVE TO PUT IN A SECTION EQUIVALENT TO THE ONE BELOW. PLEASE REFER TO RULE NUMBER (25-24.485(1)(i)).

4.8 Special Promotions

The company will, offer an ongoing promotion of 100 minutes distance, non-recurring for \$5.00 a month.

Special Rates For The Handicapped

4.9.1. Directory Assistance

Not applicable at this time.

4.9.2. Hearing and Speech Impaired Persons

Not applicable at this time

4.9.3. Telecommunications Relay Service

Not applicable at this time.

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