

State of Florida



Public Service Commission
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0856

-M-E-M-O-R-A-N-D-U-M-

RECEIVED
PUBLIC SERVICE COMMISSION
NOV 20 10 13 AM '03

DATE: NOVEMBER 20, 2003

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES (BAYO)

ALM 192

FROM: DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT (M. WATTS,
C. LEWIS) *cl*
OFFICE OF THE GENERAL COUNSEL (ROJAS) *AL* *AK*
DIVISION OF ECONOMIC REGULATION (MAUREY)

[Handwritten signature]

RE: DOCKET NO. 030960-TI - INVESTIGATION AND DETERMINATION OF
APPROPRIATE METHOD FOR REFUNDING OVERCHARGES ASSESSED ON
INTRASTATE CALLS MADE USING CALLING CARD SERVICES PROVIDED
BY AMERIVISION COMMUNICATIONS, INC. D/B/A LIFELINE
COMMUNICATIONS.

AGENDA: 12/02/03 - REGULAR AGENDA - PROPOSED AGENCY ACTION -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMP\WP\030960.RCM

CASE BACKGROUND

- February 15, 1991 - AmeriVision Communications, Inc. d/b/a LifeLine Communications (ACI) obtained Florida Public Service Commission (Commission) interexchange telecommunications company (IXC) certificate number 2497.
- January 9, 2003 - Staff notified ACI via the United States Postal Service (U.S.P.S.) regular mail (Attachment A) that the Commission's Bureau of Service Quality was scheduled to evaluate ACI in the Quincy exchange during the period February 3, 2003, to February 21, 2003.

DOCUMENT NUMBER-DATE

11739 NOV 20 03

FPSC-COMMISSION CLERK

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- February 3, 2003, through February 21, 2003 - The Commission evaluated the quality of service from access lines presubscribed to ACI in the Quincy exchange.
- February 14, 2003 - ACI reported \$500,000.00 in intrastate operating revenues.
- May 29, 2003 - The Commission informed ACI via U.S.P.S. regular mail (Attachment B) of the results of its service quality evaluation. A review of the evaluation results and ACI's tariff indicated that ACI apparently overcharged users of its Family Connections Calling Card Plan. Staff requested that ACI provide information concerning the apparent overcharges by June 27, 2003.
- June 27, 2003 - ACI responded to staff's May 29, 2003, letter by submitting a revised tariff (Attachment C).
- July 10, 2003 - Staff again requested via U.S.P.S. regular mail (Attachment D) that ACI provide information concerning the apparent overcharges by July 25, 2003.
- August 6, 2003 - ACI did not respond to staff's July 10, 2003, letter. Staff sent ACI another request for a response via U.S.P.S. certified mail (Attachment E).
- August 27, 2003 - ACI responded to staff's August 6, 2003, letter (Attachment F) with the requested information and a proposal to issue the affected customers a prepaid calling card that would total the amount of overbilling the customer experienced.
- September 24, 2003 - ACI amended its refund proposal (Attachment G) to reflect that it would issue a credit to the affected customers on the billing cycle following the Commission's approval of its refund proposal.
- November 10, 2003 - ACI submitted a letter (Attachment H) clarifying that it would remit any unrefundable amount to the Commission for deposit in the General Revenue Fund.

The Commission is vested with jurisdiction over this matter pursuant to Sections 364.04, 364.285, and 364.604, Florida Statutes. Staff believes that the following recommendations are appropriate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission accept AmeriVision Communications, Inc. d/b/a LifeLine Communications's proposal to issue a credit of \$438.90, plus interest of \$6.29, for a total of \$445.19, to its affected customers for overcharging end-users on intrastate calls made using calling card services provided by AmeriVision Communications, Inc. d/b/a LifeLine Communications from August 1, 2002, to June 30, 2003?

RECOMMENDATION: Yes. The Commission should accept AmeriVision Communications, Inc. d/b/a LifeLine Communications's proposal to issue a credit of \$438.90, plus interest of \$6.29, for a total of \$445.19, to its affected customers for overcharging end-users on intrastate calls made using calling card services provided by AmeriVision Communications, Inc. d/b/a LifeLine Communications. Any amount that the company determines is unrefundable should be received by the Commission within 90 calendar days after the issuance of the Consummating Order and should identify the docket number and the company's name. The Commission should forward the contribution to the Division of Financial Services for deposit into the General Revenue Fund. The company should be required to file a report with the Commission within 90 days after the issuance of the Consummating Order detailing the amount refunded and identifying any monies it determined were unrefundable. If AmeriVision Communications, Inc. d/b/a LifeLine Communications fails to pay in accordance with its proposal and file its refund report with the Commission within 90 days after the issuance of the Consummating Order, the company's tariff should be canceled and registration number TI962 should be removed from the register. If AmeriVision Communications, Inc. d/b/a LifeLine Communications's tariff is canceled and registration number TI962 is removed from the register, then the company should be required to immediately cease and desist providing intrastate interexchange telecommunications services in Florida. (M. Watts, Lewis, Rojas, Maurey)

STAFF ANALYSIS:

APPARENT DEFICIENCY

On February 3, 2003, through February 24, 2003, staff evaluated the quality of service from access lines presubscribed to ACI. During the evaluation of ACI's calling card services, staff

determined that ACI was adding a surcharge to each call that was not included in its tariff. This resulted in apparent overcharges. Staff later notified ACI of the billing discrepancies and requested that the company investigate the matter and submit a proposal to refund the affected customers.

After investigating the matter, ACI submitted an update to its tariff to reflect the surcharge and its refund proposal. ACI proposes to resolve the overbilling issue by crediting the affected customers. For any amount that it is unrefundable, ACI proposes to remit to the Commission to be placed in the General Revenue Fund. The proposed amount to be paid was calculated by multiplying the total number of calling card calls made by the customers in Florida (2,926) by the surcharge amount (\$0.15): 2,926 calls X \$0.15 = \$438.90. After receiving ACI's proposal, staff then used the proposed amount of \$438.90 as the basis for calculating interest of \$6.29. ACI understands that the preferred method would be to refund the overcharges to the individual customers; however, the company may not be able to locate some of the customers that were directly affected. Staff agrees with the rationale and approach ACI used to determine the amount of overcharges.

As stated above, ACI acknowledges and admits to overbilling calls which resulted in overcharges to some of its customers. Section 364.04, Florida Statutes, Schedules of Rates, Tolls, Rentals, Contracts, and Charges; Filing; Public Inspection; states, in pertinent part:

Companies shall charge only the rates contained in their tariff

Section 364.285(2), Florida Statutes, Penalties; states in pertinent part that

The Commission may, at its discretion, . . . compel the accounting and refund of any moneys collected in violation of this chapter or commission rule.

Inherent in the Commission's authority to refund moneys is the ability to calculate the refund with interest. ACI has therefore agreed to credit to customers \$438.90, plus interest of \$6.29, for a total of \$445.19.

Based upon the aforementioned, staff recommends that the Commission approve ACI's proposal to credit customers \$438.90, plus

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interest of \$6.29, for a total of \$445.19, with any unrefundable monies to be remitted to the Commission for deposit into the General Revenue Fund for overcharges on interstate calls made using ACI's calling card services from August 1, 2002, to June 30, 2003. ACI's refund proposal is consistent with similar proposals approved by the Commission in previous dockets.

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ISSUE 2: Should this docket be closed?

RECOMMENDATION: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should remain open pending the receipt of the refund report. If the company determines that some of the monies are unrefundable, upon receipt of the payment it should be forwarded to the Division of Financial Services for deposit in the General Revenue Fund. Upon receipt of the refund report, this docket should be closed administratively.
(Rojas)

STAFF ANALYSIS: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interest are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should remain open pending the receipt of the refund report. If the company determines that some of the monies are unrefundable, upon receipt of the payment it should be forwarded to the Division of Financial Services for deposit in the General Revenue Fund. Upon receipt of the refund report, this docket should be closed administratively.

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
WALTER D' HAEESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

January 9, 2003

Mr. Ken Kolek
Chairman/CEO
AmeriVision Communications, Inc., d/b/a LifeLine Communications
5900 Mosteller Drive, Suite 1600
Oklahoma City, OK 73112-4600

Dear Mr. Kolek:

Staff from the Bureau of Service Quality is scheduled to evaluate your company in the Quincy exchange during the period of February 3, 2003 through February 21, 2003, pursuant to Chapter 364.185, Florida Statutes, which gives the Commission the authority to make investigations, inspections, examinations, and tests of telecommunications companies.

A significant part of this evaluation will be the generation of test calls from the Quincy central office. The purpose of these calls is to determine the following:

- 1) Timing accuracy (1+ and Calling Card) to determine if calls are properly timed.
- 2) Billing accuracy (1+ and Calling Card) to determine if calls are billed correctly.

We have presubscribed a test number for InterLATA service to your company on CIC code 284. TDS Telecom Quincy, the local exchange company, will provide local toll service for the test line. The local exchange telephone number assigned to your company is 850-627-0365. Please open an account in our name and assign the 1+ and Calling card service plan used by the majority of your Florida B-1/R-1 subscribers. Please fax or E-mail the following to Paul Vickery at 850-413-6593 or pvickery@psc.state.fl.us as soon as possible, but no later than January 23, 2003: (1) the names of the 1+ and Calling Card Service plans assigned and their specific tariff references, and (2) the Calling Card dialing instructions, account number, and PIN number.

Mr. Kolek
January 9, 2003
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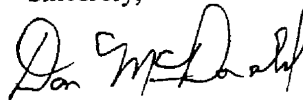
Regular bills for our test calls should be sent to:

The Florida Public Service Commission
Division of Competitive Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0866
Attention: Paul Vickery

Since this is a part of the Commission's normal surveillance activity, no reimbursement will be made for our test calls. Therefore, proper disposition should be made of these charges and the accounts closed within sixty (60) days or two (2) complete billing cycles after our review is completed.

If you have questions, please contact Paul Vickery at 850-413-6592 or me at (850)413-6570.

Sincerely,



Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Quality

cc: Paul Vickery
FILE: TI962/2003 IXC Serv Eval

STATE OF FLORIDA

Commissioners:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS
AND ENFORCEMENT
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

May 29, 2003

Mr. Ken Kolek
Chairman / CEO
Amerivision Communications, d/b/a LifeLine Communications
5900 Mosteller Drive, Suite 1600
Oklahoma City, Oklahoma 73112-4600

Dear Mr. Kolek:

From February 3, 2003 to February 23, 2003, the Florida Public Service Commission evaluated the quality of service from access lines presubscribed to your company during a comprehensive telephone service evaluation at TDS Telecom in the Quincy exchange.

A series of test calls were generated to measure the timing of toll calls for billing purposes. These tests were precisely timed to ensure that the elapsed times were the same for each carrier's series of calls. To evaluate the accuracy of each network, all test calls were completed using our computerized timing tester. Normally, calls are completed at each of the following intervals: 183, 182, 181, 180, 179, 178, 123, 122, 121, 120, 119, 118, 63, 62, 61, 60, 59, and 58 second intervals.

Bills for these calls were analyzed and compared to the records generated by the tester for origination and duration time to develop the timing and billing accuracy summary. While the accuracy of our tests can be measured in hundredths of a second, we allowed the company a tolerance of + or - two seconds.

Our results indicate no problems with the 1+ testing using the Family Connections Calling Plan. However, it appears that Amerivision has overcharged users of Family Connections Calling Card Plan. The rate utilized to bill for the calls placed over associated calling card (\$.015 per min) did not match the rate in the tariff (\$.09 per min) on file with the Commission. (see attached work sheets)

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ATTACHMENT B

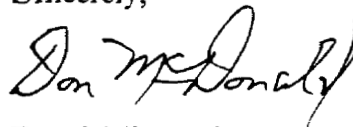
Mr. Kolek
Page 2
May 29, 2003

Please provide responses to the following questions:

1. The total number of calls placed by customers using the calling card plan since the effective date of the tariff, August 6, 2002?
2. The total number of minutes utilized by customers of the calling card plan since the effective date of the tariff, August 6, 2002?
3. The total of the additional amount of revenue collected because of the discrepancy in the calling card rate charged to customers?
4. Can Amerivision identify and make direct compensation to the affected customers? If not, please provide a proposal to remedy the overcharging issue?

Please respond to the above questions by June 27, 2003. If you have questions, please contact Clayton Lewis at (850) 413-6578.

Sincerely,



Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Quality

Enclosures

cc: Kelly Franks / Amerivision via fax (405) 600-3823
Clayton Lewis
TMS #200
File: TL718, TDS Telecom/2003 IXC Serv Eval

RATE CALCULATION							
Company		<u>Amerivision Communications dba LifeLine Communications</u>			Product: <u>Family Connections</u>		
Call Type		DDD 1- <u>N/A</u>	Calling Card <u>Yes</u>				
Calling Card Surcharge		<u>\$0.15</u>			Tariff Ref.		<u>N/A</u>
Originating Exchange:		<u>Quincy, Florida</u>			Mileage:		<u>N/A</u>
Terminating Exchange		<u>Miami</u>					
Timing Increment:		<u>1 Minute</u>			Tariff Ref:		<u>4.21</u>
First Billing Increment (F. INCR.):		<u>1 Minute</u>			Tariff Ref:		<u>4.21</u>
Additional Billing Increment (ADD INCR):		<u>1 Minute</u>			Tariff Ref:		<u>4.21</u>
First Increment Rate		<u>\$0.09</u>			Tariff Ref:		<u>4.21</u>
Additional Increment Rate		<u>\$0.090</u>			Tariff Ref:		<u>4.21</u>
Total Minutes	Rate Period	Rate F. INCR.	Rate ADD. INCR.	Total ADD. INCR.	Surcharge	Total Cost	Amount Billed
1	Day	\$0.090	\$0.090	0	\$0.15	\$0.24	\$0.30
2	Day	\$0.090	\$0.090	0.09	\$0.15	\$0.33	\$0.45
3	Day	\$0.090	\$0.090	0.18	\$0.15	\$0.42	\$0.60
4	Day	\$0.090	\$0.090	0.27	\$0.15	\$0.51	\$0.75
TIMING AND BILLING ANALYSIS RESULTS							
Billing Increment Per Tariff: Yes _____ No <u>X</u>							
		Timing Accuracy	Billing Accuracy				
	Over	0	116				
	Under	0	0				
	Correctly	116	0				
	Total Calls	116	116				
Q:\FORMS\123\RATECALC.WK4, revised 8/30/2000							

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ATTACHMENT B

AmeriVision Communications, Inc.

Florida Tariff No. 3
 Original Sheet 31.3

SECTION 4.0 - RATES, CONT'D.

4.21 AmeriVision Family Connections Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900

Calling Card Charge: \$0.15

LEC Billed Surcharge: \$1.50

3.7.2 Toll Free Service Options

Toll Free Charge:

Initial One (1) Minute \$0.0900

Each Additional One (1) Minute \$0.0900

Toll Free Numbers

Initial Toll Free Number \$0.00

Each Additional Toll Free Number \$1.00

(N)

 (N)

Issued: August 6, 2002

Effective: August 6, 2002

By:

Director of Regulatory Affairs
 5900 Mosteller Drive, Suite 1600
 Oklahoma City, OK 73112

FL00201

Clayton Lewis

From: Franks, Kelly [KFRANKS@lifeline.net]
Sent: Wednesday, May 21, 2003 11:34 AM
To: Clayton Lewis
Subject: RE: FPSC Service Evaluation

Mr. Lewis,
I apologize for the delay in my response, as I have been out of the office for a few days.

I have researched this with our billing department and have found that a few months ago when they did some programming changes to our billing system they decided to streamline the number of rate plans and grouped the calling card rate plans by rate information and name them differently than what they are tariffed.

Example: "Tier C" Calling Card is for Rate Plans; Lifeline Priorities, Lifeline Savings, Rate Plan "E", Lifeline Freedom, Lifeline Connections, Lifeline Business Connections, Smart 175 and Smart 400, because they all have the same calling card rate of .25 per min and .25 surcharge.
Likewise "Tier E" Calling Card is for Rate Plan; Family Connections, with a rate of .15 per min and .15 surcharge.

I have spoken to our billing manager about this and they assure me that they will change these calling card rate plan names that are appearing on the bills back to the name as it relates in our tariffs. I apologize for the confusion relating to this matter.

Regards,
Kelly Franks

> -----Original Message-----
> From: Clayton Lewis [SMTP:CLewis@PSC.STATE.FL.US]
> Sent: Thursday, May 15, 2003 10:04 AM
> To: Franks, Kelly
> Subject: RE: FPSC Service Evaluation
>
> Ms. Franks,
>
> The billing for the calling refers to Tier C & Tier E calling plans.
> Can
> you identify the tariff section that corresponds to these calling plans?
>
> Thank you
>
> Clayton Lewis
> Engineer III
> Florida Public Service Commission
> (850) 413-6578
> (850) 413-6579 fax
>
> -----Original Message-----
> From: Franks, Kelly [mailto:KFRANKS@lifeline.net]
> Sent: Monday, May 12, 2003 8:52 PM
> To: Clayton Lewis
> Subject: RE: FPSC Service Evaluation
>
>
> Good, I will await your findings
>
>
> -----Original Message-----
> From: Clayton Lewis [SMTP:CLewis@PSC.STATE.FL.US]
> Sent: Monday, May 12, 2003 3:52 PM
> To: Franks, Kelly
> Subject: FW: FPSC Service Evaluation
>
>
> Mr Franks



THE FLORIDA PUBLIC SERVICE
Customer Number:
Invoice Date:

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03548368
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Calling Card Service (Continued)

USAGE CHARGES

Date	Time	Number	Place	Length	Charge
01/21/2003	11:33AM	(305) 867-9999	MIAMI FL	1:0	0.30
01/21/2003	11:35AM	(305) 868-0018	MIAMI FL	1:0	0.30
01/21/2003	11:36AM	(305) 869-9999	MIAMI FL	1:0	0.30
02/04/2003	02:38PM	(305) 867-9999	MIAMI FL	1:0	0.30
02/04/2003	02:50PM	(305) 867-9999	MIAMI FL	1:0	0.30
02/04/2003	02:52PM	(305) 868-0018	MIAMI FL	1:0	0.30
02/04/2003	02:54PM	(305) 869-9999	MIAMI FL	1:0	0.30
02/04/2003	02:55PM	(305) 870-9999	MIAMI FL	1:0	0.30
02/04/2003	02:57PM	(305) 867-9999	MIAMI FL	1:0	0.30
02/04/2003	02:59PM	(305) 868-0018	MIAMI FL	1:0	0.30
02/04/2003	03:01PM	(305) 869-9999	MIAMI FL	1:0	0.30
02/04/2003	03:03PM	(305) 870-9999	MIAMI FL	1:0	0.30
02/04/2003	03:05PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	03:07PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	03:08PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	03:11PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	03:13PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	03:15PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	03:17PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	03:19PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	03:20PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	03:22PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	03:24PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	03:26PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	03:28PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	03:30PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	03:32PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	03:33PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	03:35PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	03:36PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	03:38PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	03:40PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	03:42PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	03:47PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	03:49PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	03:52PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	03:55PM	(305) 870-9999	MIAMI FL	3:0	0.60
02/04/2003	03:58PM	(305) 867-9999	MIAMI FL	3:0	0.60
02/04/2003	04:01PM	(305) 868-0018	MIAMI FL	3:0	0.60
02/04/2003	04:04PM	(305) 869-9999	MIAMI FL	3:0	0.60
02/04/2003	04:06PM	(305) 870-9999	MIAMI FL	3:0	0.60
02/04/2003	04:09PM	(305) 867-9999	MIAMI FL	3:0	0.60
02/04/2003	04:12PM	(305) 868-0018	MIAMI FL	3:0	0.60
02/04/2003	04:15PM	(305) 869-9999	MIAMI FL	3:0	0.60
02/04/2003	04:18PM	(305) 870-9999	MIAMI FL	3:0	0.60
02/04/2003	04:22PM	(305) 867-9999	MIAMI FL	3:0	0.60
02/04/2003	04:24PM	(305) 868-0018	MIAMI FL	3:0	0.60
02/04/2003	04:27PM	(305) 869-9999	MIAMI FL	3:0	0.60
02/04/2003	04:30PM	(305) 870-9999	MIAMI FL	3:0	0.60
02/04/2003	04:33PM	(305) 867-9999	MIAMI FL	3:0	0.60

Legend

E = EVENING



THE FLORIDA PUBLIC SERVICE
Customer Number:
Invoice Date:

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03548368
02/20/2003

Calling Card Service (Continued)

USAGE CHARGES

Date	Time	Number	Place	Length	Charge
02/04/2003	04:35PM	(305) 868-0018	MIAMI FL	3:0	0.60
02/04/2003	04:38PM	(305) 869-9999	MIAMI FL	3:0	0.60
02/04/2003	04:41PM	(305) 870-9999	MIAMI FL	3:0	0.60
02/04/2003	04:44PM	(305) 867-9999	MIAMI FL	3:0	0.60
02/04/2003	04:48PM	(305) 868-0018	MIAMI FL	3:0	0.60
02/04/2003	04:51PM	(305) 869-9999	MIAMI FL	3:0	0.60
02/04/2003	04:55PM	(305) 870-9999	MIAMI FL	3:0	0.60
02/04/2003	04:59PM	(305) 867-9999	MIAMI FL	4:0	0.75
02/04/2003	05:02PM	(305) 868-0018	MIAMI FL	3:0	0.60
02/04/2003	05:06PM	(305) 869-9999	MIAMI FL	3:0	0.60
02/04/2003	05:10PM	(305) 870-9999	MIAMI FL	3:0	0.60
02/04/2003	05:13PM	(305) 867-9999	MIAMI FL	4:0	0.75
02/04/2003	05:17PM	(305) 868-0018	MIAMI FL	1:0	0.30
02/04/2003	05:22PM	(305) 869-9999	MIAMI FL	4:0	0.75
02/04/2003	05:26PM	(305) 870-9999	MIAMI FL	4:0	0.75
02/04/2003	05:30PM	(305) 867-9999	MIAMI FL	4:0	0.75
02/04/2003	05:34PM	(305) 868-0018	MIAMI FL	4:0	0.75
02/04/2003	05:38PM	(305) 869-9999	MIAMI FL	4:0	0.75
02/04/2003	05:41PM	(305) 870-9999	MIAMI FL	4:0	0.75
02/04/2003	05:45PM	(305) 867-9999	MIAMI FL	4:0	0.75
02/04/2003	05:49PM	(305) 868-0018	MIAMI FL	4:0	0.75
02/04/2003	05:52PM	(305) 869-9999	MIAMI FL	4:0	0.75
02/04/2003	05:56PM	(305) 870-9999	MIAMI FL	4:0	0.75
02/04/2003	06:00PM	(305) 867-9999	MIAMI FL	4:0	0.75
02/04/2003	06:04PM	(305) 868-0018	MIAMI FL	4:0	0.75
02/04/2003	06:08PM	(305) 869-9999	MIAMI FL	4:0	0.75
02/04/2003	06:11PM	(305) 870-9999	MIAMI FL	4:0	0.75
02/04/2003	06:15PM	(305) 867-9999	MIAMI FL	1:0	0.30
02/04/2003	06:18PM	(305) 868-0018	MIAMI FL	1:0	0.30
02/04/2003	06:20PM	(305) 869-9999	MIAMI FL	1:0	0.30
02/04/2003	06:22PM	(305) 870-9999	MIAMI FL	1:0	0.30
02/04/2003	06:23PM	(305) 867-9999	MIAMI FL	1:0	0.30
02/04/2003	06:25PM	(305) 868-0018	MIAMI FL	1:0	0.30
02/04/2003	06:27PM	(305) 869-9999	MIAMI FL	1:0	0.30
02/04/2003	06:28PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	06:30PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	06:32PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	06:34PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	06:35PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	06:37PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	06:39PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	06:41PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	06:42PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	06:45PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	06:47PM	(305) 868-0018	MIAMI FL	2:0	0.45
02/04/2003	06:48PM	(305) 869-9999	MIAMI FL	2:0	0.45
02/04/2003	06:50PM	(305) 870-9999	MIAMI FL	2:0	0.45
02/04/2003	06:52PM	(305) 867-9999	MIAMI FL	2:0	0.45
02/04/2003	06:54PM	(305) 868-0018	MIAMI FL	2:0	0.45

M = NIGHT

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT B



THE FLORIDA PUBLIC SERVICE
 Customer Number:
 Invoice Date:

Page 6(a) of 6
 03548368
 02/20/2003



THE FLORIDA PUBLIC SERVICE
 Customer Number:
 Invoice Date:

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 03548368
 02/20/2003

Calling Card Service (Continued)

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USAGE CHARGES

Date	Time	Number	Place	Length	Charge
02/04/2003	06 56PM	E (305) 869-9999	MIAMI FL	2.0	0.45
02/04/2003	06 58PM	E (305) 870-9999	MIAMI FL	2.0	0.45
02/04/2003	07 00PM	E (305) 867-9999	MIAMI FL	2.0	0.45
02/04/2003	07 02PM	E (305) 868-0018	MIAMI FL	2.0	0.45
02/04/2003	07 05PM	E (305) 869-9999	MIAMI FL	2.0	0.45
02/04/2003	07 08PM	E (305) 870-9999	MIAMI FL	2.0	0.45
02/04/2003	07 11PM	E (305) 867-9999	MIAMI FL	3.0	0.60
02/04/2003	07 14PM	E (305) 868-0018	MIAMI FL	3.0	0.60
02/04/2003	07 17PM	E (305) 869-9999	MIAMI FL	2.0	0.45
02/04/2003	07 19PM	E (305) 870-9999	MIAMI FL	3.0	0.60
02/04/2003	07 22PM	E (305) 867-9999	MIAMI FL	3.0	0.60
02/04/2003	07 25PM	E (305) 868-0018	MIAMI FL	3.0	0.60
02/04/2003	07 27PM	E (305) 869-9999	MIAMI FL	3.0	0.60
02/04/2003	07 30PM	E (305) 870-9999	MIAMI FL	3.0	0.60
02/04/2003	07 33PM	E (305) 867-9999	MIAMI FL	1.0	0.30
02/04/2003	07 34PM	E (305) 868-0018	MIAMI FL	3.0	0.60
02/04/2003	07 36PM	E (305) 869-9999	MIAMI FL	3.0	0.60
02/04/2003	07 39PM	E (305) 870-9999	MIAMI FL	3.0	0.60
02/04/2003	07 42PM	E (305) 867-9999	MIAMI FL	3.0	0.60
02/04/2003	07 45PM	E (305) 868-0018	MIAMI FL	3.0	0.60
02/04/2003	07 48PM	E (305) 869-9999	MIAMI FL	3.0	0.60
02/04/2003	07 51PM	E (305) 870-9999	MIAMI FL	1.0	0.30

Usage Charges Total: Calls: 120 286.0 60.90

Total Calling Card Charges for Card # 8508270365: 60.90

TAXES FOR CALLING CARD SERVICE

Description	Amount
Communications Services Tax	4.19550
Federal Excise Tax	1.82700
Statutory Gross Receipts	1.44430

Taxes for Calling Card Service Total: 7.46680

Total Calling Card Service Charges: 68.37

CALL ACCOUNTING SUMMARY AND ANALYSIS - Phone Number

Phone Number	Calls	Minutes	Charges
(950) 627-0365	153	390.0	35.10
TOTAL	153	390.0	35.10

CALL ACCOUNTING SUMMARY AND ANALYSIS - Calling Card

Calling Card	Calls	Minutes	Charges
(950) 627-0365	120	286.0	60.90
TOTAL	120	286.0	60.90

15

A - A.M.

E = EVENING

N = NIGHT

TIMING AND BILLING RECONCILIATION WORKSHEET

EXHIBIT _____
 PAGE _____ OF _____

COMPANY TDS Telecom LOC Gunby, Florida DATE May 26 2003
 BILLING # (850) 627-0366 CARRIER Amerision, dba Linc SERVICE Family Connections
 CALLING CARD # 850-627-0366 ENGINEER Clayton Lewis VERIFIED BY [Signature]
 INTRALATA INTERLATA BILLING INCREMENT PER TARIFF? YES NO

LINE	DATE	TIME	DURATION	STATUS	REASON	TIME	SEC	TIMING ACCURACY			AMT	BILLING ACCURACY				
								COR	UNC	OVR		COR	UNC	OVR		
1	02/04/2003	15:05:38	(30S)	867-9995	58	Passed	after	1.2	sec	58	1	1	✓	\$0.30		X
2	02/04/2003	15:07:23	(30S)	866-0018	58	Passed	after	1.2	sec	58	1	1	✓	\$0.30		X
3	02/04/2003	15:05:06	(30S)	866-9995	58	Passed	after	1.2	sec	58	1	1	✓	\$0.30		X
4	02/04/2003	15:10:47	(30S)	870-9995	58	Passed	after	1.2	sec	58	1	1	✓	\$0.30		X
5	02/04/2003	15:12:25	(30S)	867-9995	58	Passed	after	1.2	sec	58	1	1 or 2	✓	\$0.30		X
6	02/04/2003	15:14:11	(30S)	866-0018	58	Passed	after	1.2	sec	58	1	1 or 2	✓	\$0.30		X
7	02/04/2003	15:14:55	(30S)	866-9995	58	Lost RTS test call, DF 2-										
8	02/04/2003	15:16:44	(30S)	865-9995	58	Passed	after	1.2	sec	58	1	1 or 2	✓	\$0.30		X
9	02/04/2003	15:18:26	(30S)	870-9995	58	Passed	after	1.2	sec	58	1	1 or 2	✓	\$0.30		X
10	02/04/2003	15:20:12	(30S)	867-9995	60	Passed	after	1.2	sec	60	1	1 or 2	✓	\$0.30		X
11	02/04/2003	15:21:55	(30S)	866-0018	60	Passed	after	1.2	sec	60	2	1 or 2	✓	\$0.45		X
12	02/04/2003	15:23:38	(30S)	866-9995	60	Passed	after	1.2	sec	60	2	1 or 2	✓	\$0.45		X
13	02/04/2003	15:24:26	(30S)	870-9995	60	Lost RTS test call, DF 2-										
14	02/04/2003	15:26:12	(30S)	870-9995	60	Passed	after	1.2	sec	60	2	1 or 2	✓	\$0.45		X
15	02/04/2003	15:27:58	(30S)	867-9995	61	Passed	after	3.4	sec	61	2	1 or 2	✓	\$0.45		X
16	02/04/2003	15:28:46	(30S)	866-0018	61	Lost RTS test call, DF 2-										
17	02/04/2003	15:30:34	(30S)	866-0018	61	Passed	after	3.3	sec	61	2	1 or 2	✓	\$0.45		X
18	02/04/2003	15:32:20	(30S)	865-9995	61	Passed	after	3.1	sec	61	2	1 or 2	✓	\$0.45		X
19	02/04/2003	15:34:07	(30S)	870-9995	61	Passed	after	3.6	sec	61	2	1 or 2	✓	\$0.45		X
20	02/04/2003	15:35:54	(30S)	867-9995	62	Passed	after	2.8	sec	62	2	1 or 2	✓	\$0.45		X
21	02/04/2003	15:37:40	(30S)	866-0018	62	Passed	after	2.1	sec	62	2	2	✓	\$0.45		X
22	02/04/2003	15:39:28	(30S)	865-9995	62	Passed	after	2.1	sec	62	2	2	✓	\$0.45		X
23	02/04/2003	15:41:16	(30S)	870-9995	62	Passed	after	2.5	sec	62	2	2	✓	\$0.45		X
24	02/04/2003	15:43:28	(30S)	867-9995	63	Passed	after	1.2	sec	63	2	2	✓	\$0.45		X
25	02/04/2003	15:45:12	(30S)	866-0018	63	Passed	after	1.2	sec	63	2	2	✓	\$0.45		X
26	02/04/2003	15:46:58	(30S)	865-9995	63	Passed	after	1.2	sec	63	2	2	✓	\$0.45		X
27	02/04/2003	15:48:46	(30S)	870-9995	63	Passed	after	1.3	sec	63	2	2	✓	\$0.45		X
28	02/04/2003	15:49:33	(30S)	867-9995	118	Lost RTS test call, DF 2-										
29	02/04/2003	15:52:16	(30S)	867-9995	118	Passed	after	1.2	sec	118	2	2	✓	\$0.45		X
30	02/04/2003	15:54:57	(30S)	866-0018	118	Passed	after	1.2	sec	118	2	2	✓	\$0.45		X
31	02/04/2003	15:57:36	(30S)	865-9995	118	Passed	after	1.2	sec	118	2	2	✓	\$0.45		X
32	02/04/2003	16:00:19	(30S)	870-9995	118	Passed	after	1.2	sec	118	2	2	✓	\$0.45		X
33	02/04/2003	16:03:01	(30S)	867-9995	118	Passed	after	1.2	sec	118	2	2	✓	\$0.45		X
34	02/04/2003	16:06:43	(30S)	866-0018	119	Passed	after	1.2	sec	119	2	2	✓	\$0.45		X
35	02/04/2003	16:08:25	(30S)	865-9995	119	Passed	after	1.2	sec	119	2	2	✓	\$0.45		X
36	02/04/2003	16:11:07	(30S)	870-9995	118	Passed	after	1.2	sec	119	2	2	✓	\$0.45		X
37	02/04/2003	16:11:55	(30S)	867-9995	120	Lost RTS test call, DF 2-										
38	02/04/2003	16:14:40	(30S)	867-9995	120	Passed	after	1.2	sec	120	3	2 or 3	✓	\$0.60		X
39	02/04/2003	16:17:22	(30S)	866-0018	120	Passed	after	1.2	sec	120	3	2 or 3	✓	\$0.60		X
40	02/04/2003	16:20:05	(30S)	865-9995	120	Passed	after	1.2	sec	120	3	2 or 3	✓	\$0.60		X
41	02/04/2003	16:22:50	(30S)	870-9995	120	Passed	after	1.2	sec	120	3	2 or 3	✓	\$0.60		X
42	02/04/2003	16:25:36	(30S)	867-9995	121	Passed	after	1.2	sec	121	3	2 or 3	✓	\$0.60		X
43	02/04/2003	16:28:22	(30S)	866-0018	121	Passed	after	1.2	sec	121	3	2 or 3	✓	\$0.60		X
44	02/04/2003	16:31:05	(30S)	865-9995	121	Passed	after	3.5	sec	121	3	2 or 3	✓	\$0.60		X
45	02/04/2003	16:31:57	(30S)	870-9995	121	Lost RTS test call, DF 2-										
46	02/04/2003	16:34:45	(30S)	870-9995	121	Passed	after	3.2	sec	121	3	3	✓	\$0.60		X
47	02/04/2003	16:38:01	(30S)	867-9995	122	Passed	after	1.2	sec	122	3	3	✓	\$0.60		X
48	02/04/2003	16:40:46	(30S)	866-0018	122	Passed	after	1.2	sec	122	3	3	✓	\$0.60		X
49	02/04/2003	16:43:34	(30S)	865-9995	122	Passed	after	2.2	sec	122	3	3	✓	\$0.60		X
50	02/04/2003	16:46:21	(30S)	870-9995	122	Passed	after	2.7	sec	122	3	3	✓	\$0.60		X
51	02/04/2003	16:49:05	(30S)	867-9995	123	Passed	after	2.1	sec	122	3	3	✓	\$0.60		X
52	02/04/2003	16:51:56	(30S)	866-0018	123	Passed	after	2.2	sec	122	3	3	✓	\$0.60		X
53	02/04/2003	16:54:44	(30S)	865-9995	123	Passed	after	1.6	sec	122	3	3	✓	\$0.60		X
54	02/04/2003	16:57:30	(30S)	870-9995	123	Passed	after	1.7	sec	122	3	3	✓	\$0.60		X
55	02/04/2003	17:01:10	(30S)	867-9995	178	Passed	after	1.2	sec	178	3	3	✓	\$0.60		X
56	02/04/2003	17:04:50	(30S)	866-0018	178	Passed	after	1.2	sec	178	3	3	✓	\$0.60		X
57	02/04/2003	17:08:31	(30S)	865-9995	178	Passed	after	1.2	sec	178	3	3	✓	\$0.60		X
58	02/04/2003	17:12:14	(30S)	870-9995	178	Passed	after	1.2	sec	178	3	3	✓	\$0.60		X
59	02/04/2003	17:15:58	(30S)	867-9995	175	Passed	after	1.2	sec	178	4	3 or 4	✓	\$0.75		X
60	02/04/2003	17:19:40	(30S)	866-0018	175	Passed	after	1.2	sec	178	3	3 or 4	✓	\$0.60		X
61	02/04/2003	17:23:23	(30S)	865-9995	175	Passed	after	1.2	sec	178	3	3 or 4	✓	\$0.60		X
62	02/04/2003	17:27:06	(30S)	870-9995	175	Passed	after	1.2	sec	178	3	3 or 4	✓	\$0.60		X
63	02/04/2003	17:30:45	(30S)	867-9995	180	Passed	after	1.2	sec	180	4	2 or 4	✓	\$0.75		X
64	02/04/2003	17:34:45	(30S)	866-0018	180	Improper billing code fee				180						
65	02/04/2003	17:34:45	(30S)	866-0018	180	Lost RTS test call, DF 2-				180						
66	02/04/2003	17:38:35	(30S)	865-9995	180	Passed	after	1.2	sec	180	4	3 or 4	✓	\$0.75		X
67	02/04/2003	17:43:16	(30S)	870-9995	180	Passed	after	1.2	sec	180	4	3 or 4	✓	\$0.75		X
68	02/04/2003	17:47:28	(30S)	867-9995	181	Passed	after	1.2	sec	181	4	3 or 4	✓	\$0.75		X

RATE CALCULATION							
Company		Amerivision Communications dba LifeLine Communications			Product: Family Connections		
Call Type		DDD 1- YES		Calling Card N/A			
Calling Card Surcharge		N/A			Tariff Ref		N/A
Originating Exchange		Quincy, Florida			Mileage		N/A
Terminating Exchange		Miami					
Timing Increment:		1 Minute			Tariff Ref		4.21
First Billing Increment (F. INCR.)		1 Minute			Tariff Ref		4.21
Additional Billing Increment (ADD INCR):		1 Minute			Tariff Ref		4.21
First Increment Rate		\$0.09			Tariff Ref		4.21
Additional Increment Rate		\$0.090			Tariff Ref		4.21
Total Minutes	Rate Period	Rate F. INCR.	Rate ADD. INCR.	Total ADD. INCR.	Surcharge	Total Cost	Amount Billed
1	Day	\$0.090	\$0.090	0	\$0.00	\$0.09	\$0.09
2	Day	\$0.090	\$0.090	0.09	\$0.00	\$0.18	\$0.18
3	Day	\$0.090	\$0.090	0.18	\$0.00	\$0.27	\$0.27
4	Day	\$0.090	\$0.090	0.27	\$0.00	\$0.36	\$0.36
TIMING AND BILLING ANALYSIS RESULTS							
Billing Increment Per Tariff: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>							
		Timing Accuracy		Billing Accuracy			
Over		0		0			
Under		0		0			
Correctly		152		152			
Total Calls		152		152			
C:\FORMS\123\RATECALC.WK4 revisec E/30/2000.							

AmeriVision Communications, Inc.

Florida Tariff No. 1
 Original Sheet 51.5

SECTION 4.0 - RATES, CONTD.

4.21 AmeriVision Family Connections Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900

Calling Card Charge: \$0.15

LEC Billed Surcharge: \$1.50

3.7.2 Toll Free Service Options

Toll Free Charge:

Initial One (1) Minute \$0.0900
 Each Additional One (1) Minute \$0.0900

Toll Free Numbers

Initial Toll Free Number \$0.00
 Each Additional Toll Free Number \$1.00

(N)
 (N)

Issued: August 6, 2002

Effective: August 6, 2002

By:

Director of Regulatory Affairs
 5900 Mosteller Drive, Suite 1600
 Oklahoma City, OK 73112

FL00201



THE FLORIDA PUBLIC SERVICE
 Customer Number: 03548368
 Invoiced Date: 02/20/2003

Page 3(a) of 6
 03548368
 02/20/2003

Long Distance Service

Service for (850) 827-0365

CURRENT PROFILE

Plan: LifeLine Savings Plan
 Plan: Family Connections
 NEX: UNRESOLVED DONATION INFORMATION

RECURRING CHARGES

Description	Amount
LifeLine Savings Plan - Monthly Service Fee	2.23
Family Connections - Monthly Service Fee	1.62
Recurring Charges Total:	3.85

USAGE CHARGES

Date	Time	Number	Place	Length	Charge
02/04/2003	08:31AM	D (305) 867-9999	MIAMI FL	5.0	0.45
02/04/2003	08:42AM	D (305) 867-9999	MIAMI FL	1.0	0.09
02/04/2003	08:43AM	D (305) 868-0018	MIAMI FL	1.0	0.09
02/04/2003	08:44AM	D (305) 869-9999	MIAMI FL	1.0	0.09
02/04/2003	08:45AM	D (305) 870-9999	MIAMI FL	1.0	0.09
02/04/2003	08:47AM	D (305) 867-9999	MIAMI FL	1.0	0.09
02/04/2003	08:48AM	D (305) 868-0018	MIAMI FL	1.0	0.09
02/04/2003	08:49AM	D (305) 869-9999	MIAMI FL	1.0	0.09
02/04/2003	08:50AM	D (305) 870-9999	MIAMI FL	1.0	0.09
02/04/2003	08:56AM	D (305) 867-9999	MIAMI FL	1.0	0.09
02/04/2003	08:57AM	D (305) 868-0018	MIAMI FL	1.0	0.09
02/04/2003	08:59AM	D (305) 869-9999	MIAMI FL	1.0	0.09
02/04/2003	08:00AM	D (305) 870-9999	MIAMI FL	1.0	0.09
02/04/2003	08:01AM	D (305) 867-9999	MIAMI FL	1.0	0.09
02/04/2003	08:02AM	D (305) 868-0018	MIAMI FL	1.0	0.09
02/04/2003	08:03AM	D (305) 869-9999	MIAMI FL	1.0	0.09
02/04/2003	08:04AM	D (305) 870-9999	MIAMI FL	1.0	0.09
02/04/2003	09:06AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	09:07AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	09:08AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	09:09AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	09:10AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	09:11AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	09:12AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	09:13AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	09:14AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	09:15AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	09:16AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	09:18AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	09:19AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	09:20AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	09:21AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	09:22AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	09:24AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	09:25AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	11:30AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	11:33AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	11:37AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	11:38AM	D (305) 868-0018	MIAMI FL	2.0	0.18

Legend



THE FLORIDA PUBLIC SERVICE
 Customer Number: 03548368
 Invoiced Date: 02/20/2003

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Long Distance Service (Continued)

USAGE CHARGES

Date	Time	Number	Place	Length	Charge
02/04/2003	08:27AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	08:29AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	08:31AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	08:33AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	08:36AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	08:38AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	08:40AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	08:42AM	D (305) 867-9999	MIAMI FL	2.0	0.27
02/04/2003	08:44AM	D (305) 868-0018	MIAMI FL	2.0	0.27
02/04/2003	08:46AM	D (305) 869-9999	MIAMI FL	2.0	0.27
02/04/2003	08:49AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	08:52AM	D (305) 867-9999	MIAMI FL	2.0	0.27
02/04/2003	08:54AM	D (305) 868-0018	MIAMI FL	2.0	0.27
02/04/2003	08:57AM	D (305) 869-9999	MIAMI FL	2.0	0.27
02/04/2003	08:59AM	D (305) 870-9999	MIAMI FL	2.0	0.27
02/04/2003	09:01AM	D (305) 867-9999	MIAMI FL	2.0	0.27
02/04/2003	09:03AM	D (305) 868-0018	MIAMI FL	2.0	0.27
02/04/2003	09:05AM	D (305) 869-9999	MIAMI FL	2.0	0.27
02/04/2003	09:08AM	D (305) 870-9999	MIAMI FL	2.0	0.27
02/04/2003	09:10AM	D (305) 867-9999	MIAMI FL	2.0	0.27
02/04/2003	09:12AM	D (305) 868-0018	MIAMI FL	2.0	0.27
02/04/2003	09:14AM	D (305) 869-9999	MIAMI FL	2.0	0.27
02/04/2003	09:17AM	D (305) 870-9999	MIAMI FL	2.0	0.27
02/04/2003	09:19AM	D (305) 867-9999	MIAMI FL	2.0	0.27
02/04/2003	09:22AM	D (305) 868-0018	MIAMI FL	2.0	0.27
02/04/2003	09:25AM	D (305) 869-9999	MIAMI FL	2.0	0.27
02/04/2003	09:28AM	D (305) 870-9999	MIAMI FL	2.0	0.27
02/04/2003	09:31AM	D (305) 867-9999	MIAMI FL	2.0	0.27
02/04/2003	09:34AM	D (305) 868-0018	MIAMI FL	2.0	0.27
02/04/2003	09:38AM	D (305) 869-9999	MIAMI FL	2.0	0.27
02/04/2003	09:41AM	D (305) 870-9999	MIAMI FL	2.0	0.27
02/04/2003	10:44AM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	10:47AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	10:52AM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	10:55AM	D (305) 870-9999	MIAMI FL	4.0	0.36
02/04/2003	10:58AM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	11:01AM	D (305) 868-0018	MIAMI FL	4.0	0.36
02/04/2003	11:04AM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	11:08AM	D (305) 870-9999	MIAMI FL	4.0	0.36
02/04/2003	11:11AM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	11:14AM	D (305) 868-0018	MIAMI FL	4.0	0.36
02/04/2003	11:17AM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	11:20AM	D (305) 870-9999	MIAMI FL	4.0	0.36
02/04/2003	11:24AM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	11:27AM	D (305) 868-0018	MIAMI FL	4.0	0.36
02/04/2003	11:30AM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	11:33AM	D (305) 870-9999	MIAMI FL	4.0	0.36
02/04/2003	11:37AM	D (305) 867-9999	MIAMI FL	1.0	0.09
02/04/2003	11:38AM	D (305) 868-0018	MIAMI FL	1.0	0.09

DOCKET NO. 030960-T1
 DATE: November 20, 2003

ATTACHMENT B



THE FLORIDA PUBLIC SERVICE
 Customer Number: 03548368
 Invoice Date: 02/20/2003

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Long Distance Service (Continued)

USAGE CHARGES

Date	Time	Number	Place	Length	Charge
02/04/2003	11:40AM	D (305) 869-9999	MIAMI FL	1.0	0.09
02/04/2003	11:41AM	D (305) 870-9999	MIAMI FL	1.0	0.09
02/04/2003	11:42AM	D (305) 867-9999	MIAMI FL	1.0	0.09
02/04/2003	11:43AM	D (305) 868-0018	MIAMI FL	1.0	0.09
02/04/2003	11:44AM	D (305) 869-9999	MIAMI FL	1.0	0.09
02/04/2003	11:45AM	D (305) 870-9999	MIAMI FL	1.0	0.09
02/04/2003	11:47AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	11:48AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	11:49AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	11:50AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	11:51AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	11:53AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	11:54AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	11:55AM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	11:56AM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	11:57AM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	11:59AM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	12:00PM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	12:01PM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	12:02PM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	12:03PM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	12:05PM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	12:06PM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	12:08PM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	12:10PM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	12:12PM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	12:15PM	D (305) 867-9999	MIAMI FL	2.0	0.18
02/04/2003	12:17PM	D (305) 868-0018	MIAMI FL	2.0	0.18
02/04/2003	12:19PM	D (305) 869-9999	MIAMI FL	2.0	0.18
02/04/2003	12:21PM	D (305) 870-9999	MIAMI FL	2.0	0.18
02/04/2003	12:23PM	D (305) 867-9999	MIAMI FL	3.0	0.27
02/04/2003	12:26PM	D (305) 868-0018	MIAMI FL	3.0	0.27
02/04/2003	12:28PM	D (305) 869-9999	MIAMI FL	3.0	0.27
02/04/2003	12:30PM	D (305) 870-9999	MIAMI FL	1.0	0.09
02/04/2003	12:34PM	D (305) 867-9999	MIAMI FL	3.0	0.27
02/04/2003	12:38PM	D (305) 868-0018	MIAMI FL	3.0	0.27
02/04/2003	12:38PM	D (305) 869-9999	MIAMI FL	3.0	0.27
02/04/2003	12:40PM	D (305) 870-9999	MIAMI FL	3.0	0.27
02/04/2003	12:43PM	D (305) 867-9999	MIAMI FL	3.0	0.27
02/04/2003	12:45PM	D (305) 868-0018	MIAMI FL	3.0	0.27
02/04/2003	12:47PM	D (305) 869-9999	MIAMI FL	3.0	0.27
02/04/2003	12:49PM	D (305) 870-9999	MIAMI FL	3.0	0.27
02/04/2003	12:51PM	D (305) 867-9999	MIAMI FL	3.0	0.27
02/04/2003	12:54PM	D (305) 868-0018	MIAMI FL	3.0	0.27
02/04/2003	12:56PM	D (305) 869-9999	MIAMI FL	3.0	0.27
02/04/2003	12:58PM	D (305) 870-9999	MIAMI FL	3.0	0.27
02/04/2003	01:00PM	D (305) 867-9999	MIAMI FL	3.0	0.27
02/04/2003	01:04PM	D (305) 868-0018	MIAMI FL	3.0	0.27
02/04/2003	01:07PM	D (305) 869-9999	MIAMI FL	3.0	0.27

Legend

F = EVENING

N = NIGHT



THE FLORIDA PUBLIC SERVICE
 Customer Number: 03548368
 Invoice Date: 02/20/2003

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Long Distance Service (Continued)

USAGE CHARGES

Date	Time	Number	Place	Length	Charge
02/04/2003	01:10PM	D (305) 870-9999	MIAMI FL	3.0	0.27
02/04/2003	01:13PM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	01:16PM	D (305) 868-0018	MIAMI FL	3.0	0.27
02/04/2003	01:19PM	D (305) 869-9999	MIAMI FL	3.0	0.27
02/04/2003	01:23PM	D (305) 870-9999	MIAMI FL	3.0	0.27
02/04/2003	01:26PM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	01:29PM	D (305) 868-0018	MIAMI FL	1.0	0.09
02/04/2003	01:33PM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	01:37PM	D (305) 870-9999	MIAMI FL	4.0	0.36
02/04/2003	01:40PM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	01:43PM	D (305) 868-0018	MIAMI FL	4.0	0.36
02/04/2003	01:46PM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	01:49PM	D (305) 870-9999	MIAMI FL	4.0	0.36
02/04/2003	01:52PM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	01:56PM	D (305) 868-0018	MIAMI FL	4.0	0.36
02/04/2003	01:59PM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	02:02PM	D (305) 870-9999	MIAMI FL	4.0	0.36
02/04/2003	02:05PM	D (305) 867-9999	MIAMI FL	4.0	0.36
02/04/2003	02:09PM	D (305) 868-0018	MIAMI FL	4.0	0.36
02/04/2003	02:12PM	D (305) 869-9999	MIAMI FL	4.0	0.36
02/04/2003	02:15PM	D (305) 870-9999	MIAMI FL	4.0	0.36

Usage Charges Total: Calls: 153 390.0 35.10
 Total Long Distance Charges for (850) 627-0365 38.95

TAXES FOR LONG DISTANCE SERVICE

Description	Amount
Communications Services Tax	2.67880
Fed Telecommunications Relay Service	00310
Fed USF Combined High Cost and School	44200
Federal Excise Tax	1.18100
Statutory Gross Receipts	.83360

Taxes for Long Distance Service Total: 5.24010

Total Long Distance Service Charges: 44.19

Calling Card Service

Service for: 8506270365

CURRENT PROFILE

Plan Calling Card - Tier C
 Plan Calling Card - Tier B
 NPO UNRESOLVED DONATION INFORMATION

DOCKET NO. 030960-TI
 DATE: November 20, 2003

ATTACHMENT B

TIMING AND BILLING RECONCILIATION WORKSHEET

EXHIBIT _____

PAGE _____ OF _____

COMPANY TDS Telecom LOC Quincy, Florida DATE May 13, 2003
 BILLING # (850) 677-0365 CARRIER Amerivision dba Lifeline SERVICE Family Connections
 CALLING CARD # _____ ENGINEER Clayton Lewis VERIFIED BY PJD
 INTRALATA INTERLATA BILLING INCREMENT PER TARIFF? YES NO

LINE	DATE	TIME	AMOUNT	STATUS	REASON	DURATION	TIMING ACCURACY			BILLING ACCURACY			AMT	INCR	COR	UND	OVR	
							SEC	MIN	SEC	MIN	SEC	MIN						
1	02/04/2003	08:43:22	(305 867-9999	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
2	02/04/2003	08:44:31	(305 868-0016	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
3	02/04/2003	08:45:40	(305 869-9999	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
4	02/04/2003	08:46:45	(305 870-9999	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
5	02/04/2003	08:48:21	(305 867-9999	58	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
6	02/04/2003	08:49:30	(305 868-0016	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
7	02/04/2003	08:50:39	(305 869-9999	58	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
8	02/04/2003	08:51:48	(305 870-9999	58	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
9	02/04/2003	08:57:48	(305 867-9999	58	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
10	02/04/2003	08:58:58	(305 868-0016	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
11	02/04/2003	09:00:06	(305 869-9999	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
12	02/04/2003	09:01:15	(305 870-9999	56	Passed	after 1.2 sec	58	10	1	✓	✓	✓	✓	\$0.09				
13	02/04/2003	09:02:25	(305 867-9999	59	Passed	after 1.2 sec	59	10	1 or 2	✓	✓	✓	✓	\$0.09				
14	02/04/2003	09:03:35	(305 868-0016	59	Passed	after 1.2 sec	59	10	1 or 2	✓	✓	✓	✓	\$0.09				
15	02/04/2003	09:04:44	(305 869-9999	59	Passed	after 1.2 sec	59	10	1 or 2	✓	✓	✓	✓	\$0.09				
16	02/04/2003	09:05:54	(305 870-9999	59	Passed	after 1.2 sec	59	10	1 or 2	✓	✓	✓	✓	\$0.09				
17	02/04/2003	09:07:04	(305 867-9999	60	Passed	after 1.2 sec	60	20	1 or 2	✓	✓	✓	✓	\$0.18				
18	02/04/2003	09:08:15	(305 868-0016	60	Passed	after 1.2 sec	60	20	1 or 2	✓	✓	✓	✓	\$0.18				
19	02/04/2003	09:09:25	(305 869-9999	60	Passed	after 1.2 sec	60	20	1 or 2	✓	✓	✓	✓	\$0.18				
20	02/04/2003	09:10:36	(305 870-9999	60	Passed	after 1.2 sec	60	20	1 or 2	✓	✓	✓	✓	\$0.18				
21	02/04/2003	09:11:49	(305 867-9999	61	Passed	after 2.6 sec	61	20	2	✓	✓	✓	✓	\$0.18				
22	02/04/2003	09:13:03	(305 868-0016	61	Passed	after 2.2 sec	61	20	2	✓	✓	✓	✓	\$0.18				
23	02/04/2003	09:14:15	(305 869-9999	61	Passed	after 2.6 sec	61	20	2	✓	✓	✓	✓	\$0.18				
24	02/04/2003	09:15:26	(305 870-9999	61	Passed	after 3.1 sec	61	20	2	✓	✓	✓	✓	\$0.18				
25	02/04/2003	09:16:40	(305 867-9999	62	Passed	after 1.8 sec	62	20	2	✓	✓	✓	✓	\$0.18				
26	02/04/2003	09:17:53	(305 868-0016	62	Passed	after 1.3 sec	62	20	2	✓	✓	✓	✓	\$0.18				
27	02/04/2003	09:19:05	(305 869-9999	62	Passed	after 1.8 sec	62	20	2	✓	✓	✓	✓	\$0.18				
28	02/04/2003	09:20:19	(305 870-9999	62	Passed	after 1.3 sec	62	20	2	✓	✓	✓	✓	\$0.18				
29	02/04/2003	09:21:32	(305 867-9999	63	Passed	after 1.2 sec	63	20	2	✓	✓	✓	✓	\$0.18				
30	02/04/2003	09:22:47	(305 868-0016	63	Passed	after 1.2 sec	63	20	2	✓	✓	✓	✓	\$0.18				
31	02/04/2003	09:24:01	(305 869-9999	63	Passed	after 1.2 sec	63	20	2	✓	✓	✓	✓	\$0.18				
32	02/04/2003	09:25:15	(305 870-9999	63	Passed	after 1.2 sec	63	20	2	✓	✓	✓	✓	\$0.18				
33	02/04/2003	09:27:27	(305 867-9999	118	117	Improper billing code field												
34	02/04/2003	09:29:35	(305 868-0016	118	Passed	after 1.2 sec	118	20	2	✓	✓	✓	✓	\$0.18				
35	02/04/2003	09:31:43	(305 869-9999	118	Passed	after 1.2 sec	118	20	2	✓	✓	✓	✓	\$0.18				
36	02/04/2003	09:33:51	(305 870-9999	118	Passed	after 1.2 sec	118	20	2	✓	✓	✓	✓	\$0.18				
37	02/04/2003	09:36:00	(305 867-9999	119	Passed	after 1.2 sec	119	20	2 or 3	✓	✓	✓	✓	\$0.18				
38	02/04/2003	09:38:09	(305 868-0016	119	Passed	after 1.2 sec	119	20	2 or 3	✓	✓	✓	✓	\$0.18				
39	02/04/2003	09:40:18	(305 869-9999	119	Passed	after 1.2 sec	119	20	2 or 3	✓	✓	✓	✓	\$0.18				
40	02/04/2003	09:42:26	(305 870-9999	119	Passed	after 1.2 sec	119	20	2 or 3	✓	✓	✓	✓	\$0.18				
41	02/04/2003	09:44:39	(305 867-9999	120	Passed	after 1.2 sec	120	30	2 or 3	✓	✓	✓	✓	\$0.27				
42	02/04/2003	09:46:45	(305 868-0016	120	Passed	after 1.2 sec	120	30	2 or 3	✓	✓	✓	✓	\$0.27				
43	02/04/2003	09:48:59	(305 869-9999	120	Passed	after 1.2 sec	120	30	2 or 3	✓	✓	✓	✓	\$0.27				
44	02/04/2003	09:51:21	(305 870-9999	120	117	Improper billing code field												
45	02/04/2003	09:51:21	(305 870-9999	120	112	Lost RTS test call, DF 120												
46	02/04/2003	09:54:42	(305 867-9999	121	Passed	after 3.1 sec	121	30	3	✓	✓	✓	✓	\$0.27				
47	02/04/2003	09:56:54	(305 868-0016	121	Passed	after 1.2 sec	121	30	3	✓	✓	✓	✓	\$0.27				
48	02/04/2003	09:59:06	(305 869-9999	121	Passed	after 3.2 sec	121	30	3	✓	✓	✓	✓	\$0.27				
49	02/04/2003	10:01:22	(305 870-9999	121	Passed	after 3.1 sec	121	30	3	✓	✓	✓	✓	\$0.27				
50	02/04/2003	10:03:35	(305 867-9999	122	Passed	after 2.8 sec	121	30	3	✓	✓	✓	✓	\$0.27				
51	02/04/2003	10:05:49	(305 868-0016	122	Passed	after 2.6 sec	122	30	3	✓	✓	✓	✓	\$0.27				
52	02/04/2003	10:08:02	(305 869-9999	122	Passed	after 2.6 sec	122	30	3	✓	✓	✓	✓	\$0.27				
53	02/04/2003	10:10:16	(305 870-9999	122	Passed	after 1.5 sec	122	30	3	✓	✓	✓	✓	\$0.27				
54	02/04/2003	10:12:31	(305 867-9999	123	Passed	after 1.7 sec	123	30	3	✓	✓	✓	✓	\$0.27				
55	02/04/2003	10:14:44	(305 868-0016	123	Passed	after 1.7 sec	123	30	3	✓	✓	✓	✓	\$0.27				
56	02/04/2003	10:16:57	(305 869-9999	123	Passed	after 1.6 sec	123	30	3	✓	✓	✓	✓	\$0.27				
57	02/04/2003	10:19:12	(305 870-9999	123	Passed	after 1.2 sec	123	30	3	✓	✓	✓	✓	\$0.27				
58	02/04/2003	10:22:20	(305 867-9999	176	Passed	after 1.2 sec	176	30	3	✓	✓	✓	✓	\$0.27				
59	02/04/2003	10:25:30	(305 868-0016	176	Passed	after 1.2 sec	176	30	3	✓	✓	✓	✓	\$0.27				
60	02/04/2003	10:28:35	(305 869-9999	178	Passed	after 1.2 sec	178	30	3	✓	✓	✓	✓	\$0.27				
61	02/04/2003	10:31:47	(305 870-9999	178	Passed	after 1.2 sec	178	30	3	✓	✓	✓	✓	\$0.27				
62	02/04/2003	10:34:56	(305 867-9999	179	Passed	after 1.2 sec	179	30	3 or 4	✓	✓	✓	✓	\$0.27				
63	02/04/2003	10:38:06	(305 868-0016	179	Passed	after 1.2 sec	179	30	3 or 4	✓	✓	✓	✓	\$0.27				
64	02/04/2003	10:41:15	(305 869-9999	179	Passed	after 1.2 sec	179	30	3 or 4	✓	✓	✓	✓	\$0.27				
65	02/04/2003	10:44:25	(305 870-9999	179	Passed	after 1.2 sec	179	30	3 or 2	✓	✓	✓	✓	\$0.27				
66	02/04/2003	10:47:35	(305 867-9999	180	Passed	after 1.2 sec	180	40	3 or 2	✓	✓	✓	✓	\$0.36				
67	02/04/2003	10:50:56	(305 868-0016	180	117	Improper billing code field												
68	02/04/2003	10:50:56	(305 868-0016	180	112	Lost RTS test call, DF 120												

TIMING AND BILLING RECONCILIATION WORKSHEET

EXHIBIT _____ OF _____
 PAGE _____

COMPANY TDS Telecom LOC Quincy, Florida DATE May 13, 2003
 BILLING # (850) 627-0366 CARRIER Amerivision dba LifeLine SERVICE Family Connections
 CALLING CARD # _____ ENGINEER Clayton Lewis VERIFIED BY RSE

INTRALATA INTERLATA BILLING INCREMENT PER TARIFF? YES NO

LINE	DATE	TIME	NUMBER	STATUS	REASON	DURATION	TIMING ACCURACY			AMT	BILLING ACCURACY		
							COR	UND	OVR		COR	UND	OVR
67	02/04/2003	10:55:13	(305) 869-9999 180	Passed	after 1.2 sec	180 4.0 3 or 4	✓			\$0.36	✓		
68	02/04/2003	10:58:23	(305) 870-9999 180	Passed	after 1.2 sec	180 4.0 3 or 4	✓			\$0.36	✓		
69	02/04/2003	11:01:34	(305) 867-9999 181	Passed	after 1.2 sec	181 4.0 4	✓			\$0.36	✓		
70	02/04/2003	11:04:45	(305) 866-0018 181	Passed	after 1.2 sec	181 4.0 4	✓			\$0.36	✓		
71	02/04/2003	11:07:56	(305) 869-9999 181	Passed	after 1.2 sec	181 4.0 4	✓			\$0.36	✓		
72	02/04/2003	11:11:08	(305) 870-9999 181	Passed	after 1.2 sec	181 4.0 4	✓			\$0.36	✓		
73	02/04/2003	11:14:24	(305) 867-9999 182	Passed	after 3.3 sec	182 4.0 4	✓			\$0.36	✓		
74	02/04/2003	11:17:36	(305) 866-0018 182	Passed	after 1.2 sec	182 4.0 4	✓			\$0.36	✓		
75	02/04/2003	11:20:48	(305) 869-9999 182	Passed	after 2.6 sec	182 4.0 4	✓			\$0.36	✓		
76	02/04/2003	11:24:02	(305) 870-9999 182	Passed	after 3 sec	182 4.0 4	✓			\$0.36	✓		
77	02/04/2003	11:27:17	(305) 867-9999 183	Passed	after 3 sec	183 4.0 4	✓			\$0.36	✓		
78	02/04/2003	11:30:33	(305) 868-0018 183	Passed	after 3.1 sec	183 4.0 4	✓			\$0.36	✓		
79	02/04/2003	11:33:48	(305) 869-9999 183	Passed	after 1.6 sec	183 4.0 4	✓			\$0.36	✓		
80	02/04/2003	11:37:03	(305) 870-9999 183	Passed	after 1.3 sec	183 4.0 4	✓			\$0.36	✓		
81	02/04/2003	11:38:50	(305) 867-9999 58	117	Improper billing code field								
82	02/04/2003	11:38:50	(305) 867-9999 58	112	Lost RTS test call, DF 5								
83	02/04/2003	11:40:02	(305) 868-0018 58	Passed	after 1.2 sec	58 1.0 1	✓			\$0.09	✓		
84	02/04/2003	11:41:10	(305) 869-9999 58	Passed	after 1.2 sec	58 1.0 1	✓			\$0.09	✓		
85	02/04/2003	11:42:18	(305) 870-9999 58	Passed	after 1.2 sec	58 1.0 1	✓			\$0.09	✓		
86	02/04/2003	11:43:26	(305) 867-9999 59	Passed	after 1.2 sec	59 1.0 1 or 2	✓			\$0.09	✓		
87	02/04/2003	11:44:37	(305) 868-0018 59	Passed	after 1.2 sec	59 1.0 1 or 2	✓			\$0.09	✓		
88	02/04/2003	11:45:47	(305) 869-9999 59	Passed	after 1.2 sec	59 1.0 1 or 2	✓			\$0.09	✓		
89	02/04/2003	11:46:56	(305) 870-9999 59	Passed	after 1.2 sec	59 1.0 1 or 2	✓			\$0.09	✓		
90	02/04/2003	11:48:06	(305) 867-9999 60	Passed	after 1.2 sec	60 2.0 1 or 2	✓			\$0.18	✓		
91	02/04/2003	11:49:17	(305) 868-0018 60	Passed	after 1.2 sec	60 2.0 1 or 2	✓			\$0.18	✓		
92	02/04/2003	11:50:31	(305) 869-9999 60	Passed	after 3.5 sec	60 2.0 1 or 2	✓			\$0.18	✓		
93	02/04/2003	11:51:41	(305) 870-9999 60	Passed	after 1.2 sec	60 2.0 1 or 2	✓			\$0.18	✓		
94	02/04/2003	11:52:53	(305) 867-9999 61	Passed	after 2.8 sec	61 2.0 2	✓			\$0.18	✓		
95	02/04/2003	11:54:07	(305) 868-0018 61	Passed	after 2.4 sec	61 2.0 2	✓			\$0.18	✓		
96	02/04/2003	11:55:20	(305) 869-9999 61	Passed	after 3.3 sec	61 2.0 2	✓			\$0.18	✓		
97	02/04/2003	11:56:33	(305) 870-9999 61	Passed	after 2.8 sec	61 2.0 2	✓			\$0.18	✓		
98	02/04/2003	11:57:45	(305) 867-9999 62	Passed	after 2.1 sec	62 2.0 2	✓			\$0.18	✓		
99	02/04/2003	11:58:58	(305) 868-0018 62	Passed	after 1.6 sec	62 2.0 2	✓			\$0.18	✓		
100	02/04/2003	12:00:11	(305) 869-9999 62	Passed	after 2.1 sec	62 2.0 2	✓			\$0.18	✓		
101	02/04/2003	12:01:23	(305) 870-9999 62	Passed	after 1.6 sec	62 2.0 2	✓			\$0.18	✓		
102	02/04/2003	12:02:36	(305) 867-9999 63	Passed	after 1.2 sec	63 2.0 2	✓			\$0.18	✓		
103	02/04/2003	12:03:51	(305) 868-0018 63	Passed	after 1.2 sec	63 2.0 2	✓			\$0.18	✓		
104	02/04/2003	12:05:04	(305) 869-9999 63	Passed	after 1.2 sec	63 2.0 2	✓			\$0.18	✓		
105	02/04/2003	12:06:18	(305) 870-9999 63	Passed	after 1.2 sec	63 2.0 2	✓			\$0.18	✓		
106	02/04/2003	12:08:26	(305) 867-9999 118	Passed	after 1.2 sec	118 2.0 2	✓			\$0.18	✓		
107	02/04/2003	12:10:37	(305) 868-0018 118	Passed	after 1.2 sec	118 2.0 2	✓			\$0.18	✓		
108	02/04/2003	12:12:46	(305) 869-9999 118	Passed	after 1.2 sec	118 2.0 2	✓			\$0.18	✓		
109	02/04/2003	12:14:55	(305) 870-9999 118	Passed	after 1.2 sec	118 2.0 2	✓			\$0.18	✓		
110	02/04/2003	12:17:05	(305) 867-9999 119	Passed	after 1.2 sec	119 2.0 2 or 3	✓			\$0.18	✓		
111	02/04/2003	12:19:15	(305) 868-0018 119	Passed	after 1.2 sec	119 2.0 2 or 3	✓			\$0.18	✓		
112	02/04/2003	12:21:24	(305) 869-9999 119	Passed	after 1.2 sec	119 2.0 2 or 3	✓			\$0.18	✓		
113	02/04/2003	12:23:34	(305) 870-9999 119	Passed	after 1.2 sec	119 2.0 2 or 3	✓			\$0.18	✓		
114	02/04/2003	12:25:45	(305) 867-9999 120	Passed	after 1.2 sec	120 3.0 2 or 3	✓			\$0.27	✓		
115	02/04/2003	12:26:16	(305) 869-9999 120	117	Improper billing code field								
116	02/04/2003	12:28:27	(305) 868-0018 120	Passed	after 1.2 sec	120 3.0 2 or 3	✓			\$0.27	✓		
117	02/04/2003	12:30:37	(305) 869-9999 120	Passed	after 1.2 sec	120 3.0 2 or 3	✓			\$0.27	✓		
118	02/04/2003	12:32:56	(305) 870-9999 120	117	Improper billing code field								
119	02/04/2003	12:32:56	(305) 870-9999 120	112	Lost RTS test call, DF 5								
120	02/04/2003	12:36:17	(305) 867-9999 121	Passed	after 1.2 sec	121 3.0 3	✓			\$0.27	✓		
121	02/04/2003	12:38:29	(305) 868-0018 121	Passed	after 1.2 sec	121 3.0 3	✓			\$0.27	✓		
122	02/04/2003	12:40:43	(305) 869-9999 121	Passed	after 3.2 sec	121 3.0 3	✓			\$0.27	✓		
123	02/04/2003	12:42:56	(305) 870-9999 121	Passed	after 3.2 sec	121 3.0 3	✓			\$0.27	✓		
124	02/04/2003	12:45:10	(305) 867-9999 122	Passed	after 2.6 sec	122 3.0 3	✓			\$0.27	✓		
125	02/04/2003	12:47:25	(305) 868-0018 122	Passed	after 2.7 sec	122 3.0 3	✓			\$0.27	✓		
126	02/04/2003	12:49:38	(305) 869-9999 122	Passed	after 2.6 sec	122 3.0 3	✓			\$0.27	✓		
127	02/04/2003	12:51:51	(305) 870-9999 122	Passed	after 2.6 sec	122 3.0 3	✓			\$0.27	✓		
128	02/04/2003	12:54:06	(305) 867-9999 123	Passed	after 1.3 sec	123 3.0 3	✓			\$0.27	✓		
129	02/04/2003	12:56:20	(305) 868-0018 123	Passed	after 2.1 sec	123 3.0 3	✓			\$0.27	✓		
130	02/04/2003	12:58:35	(305) 869-9999 123	Passed	after 1.2 sec	123 3.0 3	✓			\$0.27	✓		
131	02/04/2003	13:00:48	(305) 870-9999 123	Passed	after 1.2 sec	123 3.0 3	✓			\$0.27	✓		
132	02/04/2003	13:03:57	(305) 867-9999 178	Passed	after 1.2 sec	178 3.0 3	✓			\$0.27	✓		
133	02/04/2003	13:07:07	(305) 868-0018 178	Passed	after 1.2 sec	178 3.0 3	✓			\$0.27	✓		
134	02/04/2003	13:10:15	(305) 869-9999 178	Passed	after 1.2 sec	178 3.0 3	✓			\$0.27	✓		

DOCKET NO. 030960-TI
 DATE: November 20, 2003

TIMING AND BILLING RECONCILIATION WORKSHEET

EXHIBIT _____
 PAGE _____ OF _____

COMPANY TDS Telecom LOC Quincy, Florida DATE May 13, 2003
 BILLING # (850) 627-0355 CARRIER Amerivision dba Lifetime SERVICE Family Connections
 CALLING CARD # _____ ENGINEER Clayton Lewis VERIFIED BY PJR
 INTRALATA INTERLATA BILLING INCREMENT PER TARIFF? YES NO

LINE	DATE	ARONTS Date	TIME	STANDARD	#	STATUS	DURATION	TIMING ACCURACY			BILLING ACCURACY						
								SEC	MIN	FRAC	COR	UND	OVR	AMT	COR	UND	OVR
132	02/04/2003	13:13:24	(305 870-9999	178	Passed	after	1.2 sec	178	3.0	3	✓			\$0.27	✓		
133	02/04/2003	13:16:35	(305 867-9999	179	Passed	after	1.2 sec	179	4.0	3 of 4	✓			\$0.36	✓		
134	02/04/2003	13:19:45	(305 868-0018	179	Passed	after	1.2 sec	179	3.0	3 of 4	✓			\$0.27	✓		
135	02/04/2003	13:22:54	(305 869-9999	179	Passed	after	1.2 sec	179	3.0	3 of 4	✓			\$0.27	✓		
136	02/04/2003	13:26:03	(305 870-9999	179	Passed	after	1.2 sec	179	3.0	3 of 4	✓			\$0.27	✓		
137	02/04/2003	13:29:14	(305 867-9999	180	Passed	after	1.2 sec	180	4.0	3 of 4	✓			\$0.36	✓		
138	02/04/2003	13:32:36	(305 868-0018	180	117	Improper billing code field											
	02/04/2003	13:32:36	(305 868-0018	180	112	Lost RTS test call, DF 5											
139	02/04/2003	13:36:54	(305 869-9999	180	Passed	after	1.2 sec	180	4.0	3 of 4	✓			\$0.36	✓		
140	02/04/2003	13:40:04	(305 870-9999	180	Passed	after	1.2 sec	180	4.0	3 of 4	✓			\$0.36	✓		
141	02/04/2003	13:43:15	(305 867-9999	181	Passed	after	1.2 sec	181	4.0	4	✓			\$0.36	✓		
142	02/04/2003	13:46:26	(305 868-0018	181	Passed	after	1.2 sec	181	4.0	4	✓			\$0.36	✓		
143	02/04/2003	13:49:38	(305 869-9999	181	Passed	after	1.2 sec	181	4.0	4	✓			\$0.36	✓		
144	02/04/2003	13:52:48	(305 870-9999	181	Passed	after	1.2 sec	181	4.0	4	✓			\$0.36	✓		
145	02/04/2003	13:56:01	(305 867-9999	182	Passed	after	1.2 sec	182	4.0	4	✓			\$0.36	✓		
146	02/04/2003	13:59:13	(305 868-0018	182	Passed	after	1.2 sec	182	4.0	4	✓			\$0.36	✓		
147	02/04/2003	14:02:27	(305 869-9999	182	Passed	after	2.3 sec	182	4.0	4	✓			\$0.36	✓		
148	02/04/2003	14:05:41	(305 870-9999	182	Passed	after	2.8 sec	182	4.0	4	✓			\$0.36	✓		
149	02/04/2003	14:08:57	(305 867-9999	183	Passed	after	2.9 sec	183	4.0	4	✓			\$0.36	✓		
150	02/04/2003	14:12:13	(305 868-0018	183	Passed	after	2.7 sec	183	4.0	4	✓			\$0.36	✓		
151	02/04/2003	14:15:28	(305 869-9999	183	Passed	after	1.3 sec	183	4.0	4	✓			\$0.36	✓		
152	02/04/2003	14:18:41	(305 870-9999	183	Passed	after	1.7 sec	183	4.0	4	✓			\$0.36	✓		

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT C

AmeriVision Communications, Inc.
5900 Mosteller Drive, Suite 1600
Oklahoma City, Oklahoma
73112-4600



June 27, 2003

Mr. Clayton Lewis
Florida Public Service Commission
Bureau of Service Quality
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Lewis,

AmeriVision Communications, Inc. dba LifeLine Communications has received the audit results regarding the testing of our calling card rates. I understand from speaking to you that our tariff was not filed clearly regarding the calling card rates and surcharges. Our Family Connections Plan and the other rates plans that were implemented July of 2002, were intended to be filed according to what we implemented in our billing system. Our Family Connections Plan is billed at \$0.15 per minute with a \$0.15 per minute surcharge. I have contacted our tariff consultant and explained to him that the Commission needed us to further clarify our tariff to reflect what we intended to be the rate. He has since drafted revised tariff sheets; copy attached, and has apologized for the misrepresentation. I hope that this clears up any concerns you may have had regarding your audit.

Should you need anything further please call me at (405) 600-3822.

Regards,

A handwritten signature in cursive script that reads "Kelly Franks".

Kelly Franks
Regulatory Affairs

SENT VIA FAX

CC: [illegible]

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT C



June 16, 2005
Overnight Delivery

210 N. Park Ave
Winter Park, FL
32789

Mr. Walter D'Haeseleer, Director of Competitive Markets
Florida Public Service Commission
2540 Shumard Oaks Boulevard
Tallahassee, FL 32399-0850

PO Drawer 200
Winter Park, FL
32790-0200

RE: Tariff Revision for **AmeriVision Communications, Inc.**

Dear Mr. Hoppe:

Tel: 407-740-8575
Fax: 407-740-8575
www.amerivision.com

Enclosed are the original and three (3) copies of revised tariff pages for AmeriVision Communications, Inc. ("AmeriVision"). The purpose of this revision is to clarify the presentation of various calling card services in certain currently offered rate plans. The Company requests an effective date of June 18, 2003.

The following revised pages are included in this filing:

15 th Revised Sheet 2	Updates Check Sheet
1 st Revised Sheet 31.1	Updates Simple Connections Calling Card Rates
1 st Revised Sheet 31.2	Updates Clear Connections Calling Card Rates
1 st Revised Sheet 31.3	Updates Family Connections Calling Card Rates
1 st Revised Sheet 31.4	Updates Corporate Connections Calling Card Rates
1 st Revised Sheet 31.5	Updates Smart 175 Calling Card Rates
1 st Revised Sheet 31.6	Updates Smart 400 Calling Card Rates

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions regarding this filing may be directed to my attention at (407) 740-8575.

Sincerely,

Thomas M. Forte
Consultant to AmeriVision Communications, Inc.

TMF/ks

cc: Kelly Franks, AmeriVision
file: AmeriVision - FL
tms: FLo0302

6-16-05
0-1111

AmeriVision Communications, Inc.

Florida Tariff No. i
 16th Revised Sheet 2
 Cancels 15th Revised Sheet 2

CHECK SHEET

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

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
1	2 nd Rev.	18.13	1 st Rev.	32	2 nd Rev.
2	16 th Rev.	* 18.14	1 st Rev.	32.1	Original
3	2 nd Rev.	18.15	1 st Rev.	33	1 st Rev.
4	1 st Rev.	18.15.1	Original	34	1 st Rev.
5	1 st Rev.	18.15.2	Original	35	1 st Rev.
6	3 rd Rev.	18.15.3	Original	36	1 st Rev.
7	3 rd Rev.	18.15.3	Original	37	2 nd Rev.
8	2 nd Rev.	18.15.4	Original	38	1 st Rev.
9	2 nd Rev.	18.15.6	Original	39	1 st Rev.
10	1 st Rev.	19	2 nd Rev.	40	Original
11	1 st Rev.	20	3 rd Rev.	41	Original
12	2 nd Rev.	21	7 th Rev.	42	Original
13	2 nd Rev.	22	6 th Rev.	43	Original
14	1 st Rev.	23	7 th Rev.	44	Original
15	2 nd Rev.	24	4 th Rev.	45	Original
16	2 nd Rev.	24.1	2 nd Rev.	46	Original
17	1 st Rev.	24.2	2 nd Rev.	47	Original
18	1 st Rev.	25	3 rd Rev.	48	Original
18.1	2 nd Rev.	26	3 rd Rev.		
18.2	2 nd Rev.	27	3 rd Rev.		
18.3	2 nd Rev.	28	2 nd Rev.		
18.4	1 st Rev.	29	1 st Rev.		
18.5	1 st Rev.	30	1 st Rev.		
18.6	1 st Rev.	31	2 nd Rev.		
18.7	1 st Rev.	31.1	1 st Rev.	*	
18.8	1 st Rev.	31.2	1 st Rev.	*	
18.9	2 nd Rev. *	31.3	1 st Rev.	*	
18.10	1 st Rev.	31.4	1 st Rev.	*	
18.11	1 st Rev.	31.5	1 st Rev.	*	
18.12	2 nd Rev.	31.6	1 st Rev.	*	

* - indicates those pages included with this filing

ISSUED: June 18, 2003

Effective: June 18, 2003

Director of Regulatory Affairs
 5900 Mosteller Drive, Suite 1600
 Oklahoma City

FL000

AmeriVision Communications, Inc.

Florida Tariff No. 1
 1st Revised Sheet 313
 Cancels Original Sheet 313

SECTION 4.0 - RATES, CONT'D.

4.19 AmeriVision Simple Connections Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.1800	\$0.1800	\$0.1800	\$0.1800	\$0.1800	\$0.1800

- (A) **Calling Card Charges:**
 - Per minute rate \$0.60 (T)
 - Per Call Surcharge \$0.60 (T)
- (B) **Monthly Recurring Charge:** N/A (T)
- (C) **LEC Billed Surcharge:** \$1.50 (T)

AmeriVision Communications, Inc.

Florida Tariff No. 1
 1st Revised Sheet 312
 Cancels Original Sheet 312

SECTION 4.0 - RATES, CONT'D.

4.20 AmeriVision Clear Connections Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400

- (A) **Calling Card Charges:**
 - Per minute rate \$0.35 (T)
 - Per Call Surcharge \$0.35 (T)
- (B) **Minimum Monthly Usage Charge:** \$3.95 (T)

Issued June 18, 2003

Effective June 18, 2003

Director of Regulatory Affairs
 5900 Mosteller Drive, Suite 1600
 Oklahoma City, OK 73112

FLOP

AmeriVision Communications, Inc.

Florida Tariff No. 1
 1st Revised Sheet 313
 Cancels Original Sheet 313

SECTION 4.0 - RATES, CONT'D.

4.21 AmeriVision Family Connections Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900

(A) **Calling Card Charges:** (T)
 Per minute rate \$0.15 i
 Per Call Surcharge \$0.15 (T)

(B) **LEC Billed Surcharge:** \$1.50 (T)

3.7.2 Toll Free Service Options

Toll Free Charge:

Initial One (1) Minute \$0.0900
 Each Additional One (1) Minute \$0.0900

Toll Free Numbers

Initial Toll Free Number \$0.00
 Each Additional Toll Free Number \$1.00

Issued June 18, 2003

Effective: June 18, 2003

Director of Regulatory Affairs
 5900 Mosteller Drive, Suite 1600
 Oklahoma City, OK 73112

FLO030

AmeriVision Communications, Inc.

Florida Tariff No. 1
 1st Revised Sheet 31.4
 Cancels Original Sheet 31.4

SECTION 4.0 - RATES, CONT'D.

4.22 AmeriVision Corporate Connections Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial 30 Seconds	Each Additional 6 Seconds	Initial 30 Seconds	Each Additional 6 Seconds	Initial 30 Seconds	Each Additional 6 Seconds
All	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900

- (A) **Calling Card Charges:** (T)
- Per minute rate \$0.10 |
- Per Call Surcharge \$0.10 (T)
- (B) **Minimum Monthly Usage Charge:** \$2.95 (T)

3.8.2 Toll Free Service Options

Toll Free Charge:

- Initial One (1) Minute \$0.0900
- Each Additional One (1) Minute \$0.0900

Toll Free Numbers

- Initial Toll Free Number \$0.00
- Each Additional Toll Free Number \$ 1.00

Issued: June 17, 2003

Effective: June 18, 2003

By: Director of Regulatory Affairs
 5900 Mosteller Drive, Suite 1600
 Oklahoma City, OK 73112

FLOO

AmeriVision Communications, Inc.

Florida Tariff No. 1
 1st Revised Sheet 315
 Cancels Original Sheet 315

SECTION 4.0 - RATES, CONT'D.

4.23 AmeriVision Smart 175 Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400

- (A) **Calling Card Charges:** (T)
 Per minute rate \$0.25 |
 Per Call Surcharge \$0.25 (T)
- (B) **Minimum Monthly Usage Charge:** \$9.99 (T)

3.9.2 Bonus Connections Option

Customers are given the option, for an additional monthly recurring charge, to receive the lower per minute rates listed below:

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900

- Bonus Connections Monthly Charge:** \$2.00
Toll Free Connections Monthly Charge: \$1.00
Toll Free Per Minute Charge: \$0.1400

Issued June 17, 2003

Effective June 18, 2003

Director of Regulatory Affairs
 5900 Mosteller Drive, Suite 1600
 Oklahoma City, OK 73112

FLO03

AmeriVision Communications, Inc.

Florida Tariff No 1
 1st Revised Sheet 31.6
 Cancels Original Sheet 31.6

SECTION 4.0 - RATES, CONT'D.

4.24 AmeriVision Smart 400 Service

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400	\$0.1400

- (A) **Calling Card Charges:** (T)
 - Per minute rate \$0.25 |
 - Per Call Surcharge \$0.25 (T)
- (B) **Minimum Monthly Usage:** \$19.99 (T)

3.9.2 Bonus Connections Option

Customers are given the option, for an additional monthly recurring charge, to receive the lower per minute rates listed below:

Mileage Bands	DAY		EVENING		NIGHT/WKND	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
All	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900	\$0.0900

- Bonus Connections Monthly Charge: \$2.00
- Toll Free Connections Monthly Charge: \$1.00
- Toll Free Per Minute Charge: \$0.1400

Issued: June 17, 2003

Effective: June 18, 2003

Director of Regulatory Affairs
 5900 Mostelier Drive, Suite 1600
 Oklahoma City, OK 73112

FL003

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT D

STATE OF FLORIDA

Commissioners:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS
AND ENFORCEMENT
BETH SALAK
DIRECTOR
(850) 413-6600

Public Service Commission

July 10, 2003

Mr. Ken Kolek
Chairman/CEO
AmeriVision Communications, Inc., d/b/a LifeLine Communications
5900 Mosteller Drive, Suite 1600
Oklahoma City, OK 73112-4600

RE: Overbilling of calling cards

Dear Mr. Kolek:

We have reviewed AmeriVision Communications' (AmeriVision) response to our May 29, 2003, letter detailing the results of our recent service evaluation. Our review of the results indicated that your company has overcharged users of its Family Connections Calling Card. AmeriVision's June 27, 2003, response letter acknowledges the tariff information on file with the Commission does not match the billing for the Family Connections Calling Card. However, the response did not address the questions concerning the amount of overbilling caused by this error. We again request responses to the following questions:

1. What were the total number of calls placed by customers using the calling card plan since the effective date of the tariff, August 6, 2002?
2. What were the total number of minutes utilized by customers of the calling card plan since the effective date of the tariff, August 6, 2002?
3. What was the additional amount of revenue collected because of the discrepancy in the calling card rate charged to customers?
4. Can AmeriVision identify and make direct compensation to the affected customers?

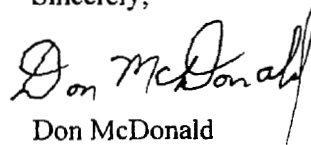
DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT D

Mr. Kolek
Page 2
July 10, 2003

In addition to the responses to the questions stated above, please **provide a proposal** to remedy the overcharging issue by July 25, 2003. If you have questions, please contact Clayton Lewis by telephone at 850-413-6578.

Sincerely,



Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Quality

cc: Kelly Franks /AmeriVision via fax (405) 600-3823
Clayton Lewis
File: T1962. TDS Telecom Quincy/2003 IXC Serv Eval, TMS# 581

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT D

AmeriVision Communications, Inc.
5900 Mosteller Drive, Suite 1600
Oklahoma City, Oklahoma
73112-4600



June 27, 2003

Mr. Clayton Lewis
Florida Public Service Commission
Bureau of Service Quality
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Lewis,

AmeriVision Communications, Inc. dba LifeLine Communications has received the audit results regarding the testing of our calling card rates. I understand from speaking to you that our tariff was not filed clearly regarding the calling card rates and surcharges. Our Family Connections Plan and the other rates plans that were implemented July of 2002, were intended to be filed according to what we implemented in our billing system. Our Family Connections Plan is billed at \$0.15 per minute with a \$0.15 per minute surcharge. I have contacted our tariff consultant and explained to him that the Commission needed us to further clarify our tariff to reflect what we intended to be the rate. He has since drafted revised tariff sheets; copy attached, and has apologized for the misrepresentation. I hope that this clears up any concerns you may have had regarding your audit.

Should you need anything further please call me at (405) 600-3822.

Regards,

A handwritten signature in cursive script that reads 'Kelly Franks'.

Kelly Franks
Regulatory Affairs

SECRET

03-0960-TI-000000

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT E

STATE OF FLORIDA

Commissioners
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS
AND ENFORCEMENT
BETH SALAK
DIRECTOR
(850) 413-6600

Public Service Commission

August 6, 2003

CERTIFIED

Ms. Kelly Franks
Regulatory and Compliance Specialist
AmeriVision Communications, Inc., d/b/a LifeLine Communications
5900 Mosteller Drive, Suite 1800
Oklahoma City, OK 73112

RE: Overbilling of calling cards

Dear Ms. Franks:

We have not received a response to our July 10, 2003, letter concerning the apparent overbilling discovered during our evaluation of AmeriVision in February. I have attached a copy of our correspondence for your review. We request a response by no later than August 22, 2003. Failure to respond to staff's inquiry may result in the Commission taking further action against AmeriVision.

If you have questions, please contact Clayton Lewis by telephone at 850-413-6578 or myself at (850) 413-6570.

Sincerely,

A handwritten signature in black ink that reads "Don McDonald".

Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Quality

cc: Kelly Franks /AmeriVision via fax (405) 600-3823
Clayton Lewis
File: T1962, TDS Telecom Quincy/2003 IXC Serv Eval, TMS#618

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Internet E-mail: contact@psc.state.fl.us

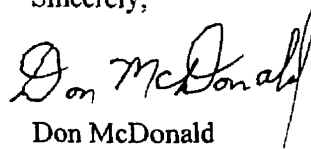
DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT E

Mr. Kolek
Page 2
July 10, 2003

In addition to the responses to the questions stated above, please provide a proposal to remedy the overcharging issue by July 25, 2003. If you have questions, please contact Clayton Lewis by telephone at 850-413-6578.

Sincerely,



Don McDonald
U.S./Comm. Engineer Supervisor
Bureau of Service Quality

cc: Kelly Franks /AmeriVision via fax (405) 600-3823
Clayton Lewis
File: T1962, TDS Telecom Quincy/2003 IXC Serv Eval, TMS# 581

STATE OF FLORIDA

Commissioners:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS
AND ENFORCEMENT
BETH SALAK
DIRECTOR
(850) 413-6600

Public Service Commission

July 10, 2003

Mr. Ken Kolek
Chairman/CEO
AmeriVision Communications, Inc., d/b/a LifeLine Communications
5900 Mosteller Drive, Suite 1600
Oklahoma City, OK 73112-4600

RE: Overbilling of calling cards

Dear Mr. Kolek:

We have reviewed AmeriVision Communications' (AmeriVision) response to our May 29, 2003, letter detailing the results of our recent service evaluation. Our review of the results indicated that your company has overcharged users of its Family Connections Calling Card. AmeriVision's June 27, 2003, response letter acknowledges the tariff information on file with the Commission does not match the billing for the Family Connections Calling Card. However, the response did not address the questions concerning the amount of overbilling caused by this error. We again request responses to the following questions:

1. What were the total number of calls placed by customers using the calling card plan since the effective date of the tariff, August 6, 2002?
2. What were the total number of minutes utilized by customers of the calling card plan since the effective date of the tariff, August 6, 2002?
3. What was the additional amount of revenue collected because of the discrepancy in the calling card rate charged to customers?
4. Can AmeriVision identify and make direct compensation to the affected customers?

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT E

AmeriVision Communications, Inc.
5900 Mosteller Drive, Suite 1600
Oklahoma City, Oklahoma
73112-4600



June 27, 2003

Mr. Clayton Lewis
Florida Public Service Commission
Bureau of Service Quality
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Lewis,

AmeriVision Communications, Inc. dba LifeLine Communications has received the audit results regarding the testing of our calling card rates. I understand from speaking to you that our tariff was not filed clearly regarding the calling card rates and surcharges. Our Family Connections Plan and the other rates plans that were implemented July of 2002, were intended to be filed according to what we implemented in our billing system. Our Family Connections Plan is billed at \$0.15 per minute with a \$0.15 per minute surcharge. I have contacted our tariff consultant and explained to him that the Commission needed us to further clarify our tariff to reflect what we intended to be the rate. He has since drafted revised tariff sheets; copy attached, and has apologized for the misrepresentation. I hope that this clears up any concerns you may have had regarding your audit.

Should you need anything further please call me at (405) 600-3822.

Regards,

A handwritten signature in cursive script that reads 'Kelly Franks'.

Kelly Franks
Regulatory Affairs

SECRETARY OF PUBLIC
UTILITY SERVICE

03 10 20 03 - 7170 002

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT F

AmeriVision Communications, Inc.
P.O. Box 12980
Oklahoma City, Oklahoma
73157-2980



August 27, 2003

Mr. Clayton Lewis
Florida Public Service Commission
Bureau of Service Quality
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Over billing of calling cards

Dear Mr. Lewis,

This letter is in response to your August 6, 2003 request. After researching the data we found that there were 2,926 calling card calls representing 16,443 minutes made by 192 Florida customers from August 6, 2002 to June 17, 2003. Since the difference in the tariffing of our calling plans in August 2002 and June 2003, was the inadvertent omission of the \$.15 calling card surcharge, our research indicates an over billing of \$438.90.

AmeriVision proposes that we send a Pre-Paid Long Distance Phone Card to each affected customer that would total the amount of over billing they experienced along with a letter of explanation.

Once again we apologize for any problems this miscommunication has caused. We hope that this proposal is acceptable and clears up your audit.

If you have any questions or comments, please call me at (405) 600-3874 or by e-mail to ajones@lifeline.net.

Regards,

A handwritten signature in cursive script that reads "Al Jones".

Al Jones
Corporate Secretary

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT G

AmeriVision Communications, Inc.
P.O. Box 12980
Oklahoma City, Oklahoma
73157-2980



September 24, 2003

Mrs. Billie Watt
Division of Competitive Markets & Enforcement
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re: Over billing of calling cards.

Dear Mrs. Watt,

This letter is in response to your August 6, 2003 request and subsequent phone conversation September 24, 2003. Our research found that there were 2,926 calling card calls representing 16,433 minutes made by 192 Florida customers from August 6, 2002 to June 17, 2003. Since the difference in the tariffing of our calling plans in August 2002 and June 2003, was the inadvertent omission of the \$.15 calling card surcharge, our research indicates an over billing of \$438.90.

Amerivision proposes that we credit each affected customer, with the approval of the commission, on the next billing cycle the total amount of over billing with an explanation of the credit.

Once again, we apologize for any problems this miscommunication has caused. We hope that this proposal is acceptable and clears up your audit.

If you have any questions or comments, please feel free to call me at (405) 600-3874 or by e-mail to ajones@lifeline.net.

Regards,

A handwritten signature in black ink that reads "Al Jones". The signature is written in a cursive, flowing style.

Al Jones
Corporate Secretary

DOCKET NO. 030960-TI
DATE: November 20, 2003

ATTACHMENT H

11/13/2003 09:55 FAX

AmeriVision Communications, Inc.
P.O. Box 12980
Oklahoma City, Oklahoma
73157-2980



November 6, 2003

Mrs. Melinda Watt
Division of Competitive Markets & Enforcement
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re: Addendum to September 24, 2003 letter regarding over billing of calling cards.

Dear Mrs. Watt,

Should the Commission rule that our proposal to credit each affected customer of calling card over billing is acceptable, we would further propose that if any customer were not creditable for reasons beyond our control, the amount of the credit would be passed on to the Florida General Revenue Fund. Thank you in advance for your consideration.

I once again would like to emphasize to you that AmeriVision Communications intends to comply with all rules and regulations of the Florida Utilities Commission.

If you have any comments or questions, please let me know.

Regards,

A handwritten signature in cursive script that reads "Al Jones".

Al Jones
Corporate Secretary