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April 18, 2005  
*Via Overnight Delivery*

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

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

Tel: 407-740-8575  
Fax: 407-740-0613  
tmi@tminc.com

050277-77

**RE: IXC Registration Form for One Voice Communications, Inc.**

Dear Ms. Bayo:

Enclosed for filing are the original and six (6) copies of the above-referenced registration, which includes Florida Secretary of State documents and a proposed tariff, filed on behalf of One Voice Communications, Inc.

Please acknowledge receipt of this filing by returning, filed stamped, the extra copy of this letter in the self-addressed stamped envelope.

Any questions regarding this application or tariff should be directed to my attention at (407) 740-8575 or via email at [mbyrnes@tminc.com](mailto:mbyrnes@tminc.com). Thank you for your assistance in this matter.

Sincerely,

Monique Byrnes, Consultant to  
One Voice Communications, Inc.

Enclosures

MB/jlh

cc: Stephen Dize, One Voice  
file: One Voice - FL  
tms: FLi0500

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DOCUMENT NUMBER: 03777

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## IXC REGISTRATION FORM

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**Company Name:** One Voice Communications, Inc.

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**Florida Secretary of State Registration No.:** F05000002105

**Fictitious Name(s) as filed at Fla. Sec. of State:** Not Applicable

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**Company Mailing Name:** One Voice Communications, Inc.

**Mailing Address:** 1800 Alexander Bell Drive, Suite 150  
Reston, Virginia 20191

**Web Address:** [www.ovctelecom.com](http://www.ovctelecom.com)

**Physical Address:** 1800 Alexander Bell Drive, Suite 150  
Reston, Virginia 20191

**Company Liaison:** Stephen Dize  
**Title:** President & CEO

**Phone:** 703-860-7060

**Fax:** 877-363-8833

**E-mail address:** [stephen@ovctelecom.com](mailto:stephen@ovctelecom.com)

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**Consumer Liaison:** Jennifer Dize  
**Title:** Manager, Customer Operations

**Company Name:** One Voice Communications, Inc.

**Phone:** 877-363-3133

**Fax:** 877-363-8833

**E-mail address:** [jennifer@ovctelecom.com](mailto:jennifer@ovctelecom.com)

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**My company=s tariff as required in Section 364.04, Florida Statutes, is enclosed with this form. I understand that my company must notify the Commission of any changes to the above information pursuant to Section 364.02, Florida Statutes. My company will owe Regulatory Assessment Fees for each year or partial year my registration is active pursuant to Section 364.336, Florida Statutes. My company will comply with Section 364.603, Florida Statutes, concerning carrier selection requirements, and Section 364.604, Florida Statutes, concerning billing practices.**

  
\_\_\_\_\_  
**Signature of Company Representative**

\_\_\_\_\_  
Stephen Dize, President & CEO

\_\_\_\_\_  
Printed/Typed Name of Representative

**Date**

*Effective:*

07/15/03

**One Voice Communications, Inc.**

**Attachment I**

Florida Secretary of State



FLORIDA DEPARTMENT OF STATE  
Glenda B. Hood  
Secretary of State

April 6, 2005

ONE VOICE COMMUNICATIONS, INC.  
1800 ALEXANDER BELL DRIVE, SUITE 150  
RESTON, VA 20191

Qualification documents for ONE VOICE COMMUNICATIONS, INC. were filed on April 5, 2005 and assigned document number F05000002105. Please refer to this number whenever corresponding with this office.

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

This document was electronically received and filed under FAX audit number H05000082538.

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

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

Should you have any questions regarding this matter, please contact this office at the address given below.

Tammi Cline  
Document Specialist  
Registration/Foreign Qualification  
Division of Corporations  
Letter Number: 505A00023306

**APPLICATION BY FOREIGN CORPORATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA**

**IN COMPLIANCE WITH SECTION 607.1503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN CORPORATION TO TRANSACT BUSINESS IN THE STATE OF FLORIDA.**

1. One Voice Communications, Inc.  
(Enter name of corporation; must include "INCORPORATED," "COMPANY," "CORPORATION," "Inc.," "Co.," "Corp.," "Inc.," "Co.," or "Corp.")

(If name unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting business in Florida)

2. Virginia 3. 54-2010338  
(State or country under the law of which it is incorporated) (FEI number, if applicable)

4. October 2000 5. perpetual  
(Date of incorporation) (Duration: Year corp. will cease to exist or "perpetual")

6. n/a  
(Date first transacted business in Florida, if prior to registration)  
(SEE SECTIONS 607.1501 & 607.1502, F.S., to determine penalty liability)

7. 1800 Alexander Bell Drive Suite 150 Reston, VA 20191  
(Principal office address)

1800 Alexander Bell Drive Suite 150 Reston, VA 20191  
(Current mailing address)

8. telecommunications services  
(Purpose(s) of corporation authorized in home state or country to be carried out in state of Florida)

9. Name and street address of Florida registered agent: (P.O. Box NOT acceptable)

Name: CT Corporation System

Office Address: 1200 South Pine Island Road

Plantation, Florida 33324  
(City) (Zip code)

**10. Registered agent's acceptance:**

*Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this application, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.*

CT Corporation System

By: Connie Bryan / Special Assistant Secretary  
(Registered agent's signature)

11. Attached is a certificate of existence duly authenticated, not more than 90 days prior to delivery of this application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the law of which it is incorporated.

12. Names and business addresses of officers and/or directors:

**A. DIRECTORS**

Chairman: Stephen Dize

Address: 19928 Hazeltine Place  
Ashburn, VA 20147

Vice Chairman: \_\_\_\_\_

Address: \_\_\_\_\_

Director: \_\_\_\_\_

Address: \_\_\_\_\_

Director: \_\_\_\_\_

Address: \_\_\_\_\_

**B. OFFICERS**

President: Stephen Dize

Address: 19928 Hazeltine Place  
Ashburn, VA 20147

Vice President: \_\_\_\_\_

Address: \_\_\_\_\_


Secretary: Kevin Dize

Address: 818 Wage Drive, Leesburg VA 20175

Treasurer: Stephen Dize

Address: 19928 Hazeltine Place, Ashburn, VA 20147

NOTE: If necessary, you may attach an addendum to the application listing additional officers and/or directors.

13.   
(Signature of Director or Officer listed in number 12 of the application)

14. Stephen Dize, Chairman  
(Typed or printed name and capacity of person signing application)

# Commonwealth of Virginia



## State Corporation Commission

*I Certify the Following from the Records of the Commission:*

One Voice Communications, Inc. is a corporation existing under and by virtue of the laws of Virginia, and is in good standing.

The date of incorporation is October 12, 2000.

Nothing more is hereby certified.



*Signed and Sealed at Richmond on this Date:  
March 31, 2005*

*Joel H. Peck*  
\_\_\_\_\_  
*Joel H. Peck, Clerk of the Commission*

**One Voice Communications, Inc.**

**Attachment II**

Proposed Tariff



TITLE PAGE  
FLORIDA TELECOMMUNICATIONS TARIFF  
OF  
**One Voice Communications, Inc.**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of resold telecommunication services provided by One Voice Communications, Inc. ("One Voice") with principal offices located at 1800 Alexander Bell Drive, Suite 150, Reston, Virginia 20191. This tariff applies to 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.

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Issued: April 19, 2005

Effective:

Issued by:

**James K. Dize**  
General Counsel and Secretary  
One Voice Communications, Inc.  
19928 Hazeltine Place, Suite 100  
Ashburn, Virginia 20147

FLi0500

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**CHECK SHEET**

This tariff contains sheets, as listed below, each of which is effective as of the date shown on each sheet. Original and revised sheets as named below comprise all changes from the original tariff.

<b>SHEET</b>	<b>REVISION</b>		<b>SHEET</b>	<b>REVISION</b>
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	*		
19	Original	*		
20	Original	*		
21	Original	*		
22	Original	*		

\* Indicates new or revised sheet with this filing.

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**SYMBOLS**

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

- D** - Delete or discontinue.
- I** - Change resulting in an increase to a Customer's bill.
- M** - Moved from and to 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.

When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised sheet(s) through the use of the above mentioned symbols.

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**TARIFF FORMAT**

**A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the sheet. 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 sheet. 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 sheet in effect. Consult the check sheet for 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 sheets 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 the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). 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**

**1.1 Abbreviations**

The following abbreviations are used herein only for the purposes indicated below:

FCC	Federal Communications Commission
FPSC	Florida Public Service Commission
IXC	Interexchange Carrier
LEC	Local Exchange Carrier

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

**1.2 Definitions**

**Access Line** - An arrangement which One Voice the Subscriber's or Customer's location to the Carrier's designated point of presence or network switching center.

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

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

**Commission** - The Florida Public Service Commission.

**Company or Carrier** - One Voice Communications, Inc. unless otherwise clearly indicated by the context.

**Customer** - Any person, firm, partnership, corporation, or other entity which uses telecommunications services under the provisions and regulations of this tariff and is responsible for payment of charges.

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

**LEC** - Local Exchange Company

**One Voice** - Used throughout this tariff to refer to the Company, One Voice Communications, Inc.

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

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of One Voice**

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

One Voice installs, operates, and maintains the communications services provided hereinunder in accordance with the terms and conditions set forth under this tariff. One Voice 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 services. The Customer shall be responsible for all charges due for such service arrangement.

**2.2 Use and Applicable Law**

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

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

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

**2.3 Limitations of Service**

**2.3.1** Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

**2.3.2** One Voice reserves the right to discontinue furnishing service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this tariff, or in violation of law.

**2.3.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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

**2.4 Liability**

**2.4.1** The liability of the Company for any claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff shall not exceed an amount equivalent to the proportionate charges to the Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs.

**2.4.2** The Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage), for any interruption, delay, error, omission, or other defect in any service facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

**2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Subscriber against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material data, information, or content revealed to, transmitted, processed, handled, or used by Company under this tariff, or (ii) for connecting, combining, or adapting Company's facilities with Customer's or Subscriber's apparatus or systems, or (iii) for any act or omission of the Customer or Subscriber, or (iv) for any personal injury or death of any person, or for any loss of or damage to Subscriber's or Customer's premises or any other property, whether owned by Customer, Subscriber or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure or removal of equipment or wiring provided by the Company if not directly caused by negligence of the Company.

**2.4.4** The Company shall not be liable for any claim, loss, or refund as a result of theft or unauthorized use of Authoriz

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

**2.5 Payment and Credit Regulations**

**2.5.1 Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company or its authorized agent any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Florida PSC. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this tariff.

**2.5.2 Deposits**

The Company does not collect deposits from its Customers.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Payment and Credit Regulations, (Cont'd.)****2.5.3 Advance Payments**

For Customers whom the Company determines 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 a new advance payment may be collected for the next month.

**2.5.4 Taxes and Fees**

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

**2.5.5 Returned Checks**

Customers will be charged \$25.00 on all checks issued to the Company which are returned due to insufficient funds. At the discretion of the Company, the insufficient funds check charge may be waived under appropriate circumstances (e.g. a bank error).

**2.5.6 Late Payment Charge**

A late fee of 1.5% per month will be charged on any past due balance.

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

**2.5 Payment and Credit Regulations, (Cont'd.)**

**2.5.7 Billing Dispute**

- .1 Any objections to billed charges must be reported to the Company or its billing agent in writing within thirty (30) days of the closing date printed on the invoice or statement issued to the Customer. Disputes may be submitted orally or in writing. Adjustments to Customers' account shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.
- .2 Late payment fees will not be applied during the period when a bill is disputed regardless of the outcome of the dispute.
- .3 Customers may contact the Company's business office at the following toll free number: 1-877-363-3133.
- .4 If the Customer is not satisfied with the outcome of the billing dispute, the Customer may contact the Commission at the following address:

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

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.6 Refunds or Credits for Service Outages or Deficiencies****2.6.1 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Carrier's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify Carrier immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control or is not in wiring or equipment, if any, furnished by the Customer and connected to Carrier's terminal.

Credit allowances for interruptions of service caused by service outages or deficiencies are limited to the initial minimum period call charges for re-establishing the interrupted call.

**2.6.2 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.6.3 Use of Another Means of Communication**

If the Customer elects to use another means of communication during the period of interruption, the Customer must pay the charges for the alternative service used.

**2.7 Cancellation by Customer**

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

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

**2.8 Refusal or Discontinuance by Company**

One Voice may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given fifteen (15) days notice to comply with any rule or remedy any deficiency:

- 2.8.1 For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- 2.8.2 For use of telephone service for any purpose other than that described in the application.
- 2.8.3 For neglect or refusal to provide reasonable access to One Voice or its agents for the purpose of inspection and maintenance of equipment owned by One Voice or its agents.
- 2.8.4 For noncompliance with or violation of Commission regulation or One Voice's rules and regulations on file with the Commission, provided five (5) working days' written notice is given before termination.
- 2.8.5 For nonpayment of bills, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in extreme cases. Such notice will be provided in a mailing separate from the Customer's regular monthly bill for service.
- 2.8.6 Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect One Voice's equipment or service to others.
- 2.8.7 Without notice in the event of tampering with the equipment or services owned by One Voice or its agents.
- 2.8.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, One Voice may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 2.8.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.9 Cost of Collection and Repair**

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

**2.10 Interconnection**

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

**2.11 Tests, Pilots, Promotional Campaigns and Contests**

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winner of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time the Company may waive all processing fees for a Customer.

These promotions will be approved by the FPSC with specific starting and ending dates with promotions running under no circumstances longer than 90 days in any twelve month period.

**2.12 Other Rules**

The Company may temporarily suspend service without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain Personal Identification Numbers when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as service can be provided without undue risk.

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**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 General**

The Company provides telecommunications services between locations within the State of Florida as specified herein. The Company's service is available twenty-four hours per day, seven days a week.

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

Intrastate service is offered in conjunction with interstate service.

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

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

**3.2 Calculation of Distance**

The Company does not rate calls based on mileage or distance.

**3.3 Timing of Calls**

Billing for calls placed over the network is based in part on the duration of the call.

**3.3.1** Timing for all calls begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

**3.3.2** Chargeable time for all calls ends when one of the parties disconnects from the call. If the called party hangs up but the calling party does not, chargeable time ends when the network connection is released by automatic timing equipment (or, in some instances, when the calling party initiates another call without hanging up).

**3.3.3** Minimum call duration for billing purposes is thirty (30) seconds unless otherwise specified in the individual rate schedules of this tariff. Any partial thirty second increment is rounded up to a full increment.

**3.3.4** Calls are measured and billed in six (6) second increments unless otherwise specified in the individual rate schedules of this tariff. Any partial six second increment is rounded up to a full increment.

**3.3.5** The Company will not knowingly bill for incomplete calls.

**3.4 Time-Of-Day Rate Periods**

The company does not rate calls based on time of day.

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

**3.5 One Voice Long Distance**

One Voice Long Distance is an outbound telecommunications service available to business and residential Customers on a presubscription (1+) basis. Calls are billed in thirty (30) second increments with an initial period for billing purposes or thirty (30) seconds. Service is available on a month-to-month basis or through a term commitment.

**3.6 One Voice Toll-Free**

One Voice Toll-Free is an inbound telecommunications service available to business and residential Customers. Calls originate via toll-free access code calling. Calls are billed in thirty (30) second increments with an initial period, for billing purposes, of thirty (30) seconds. Calls originate and terminate on Customer provided switched access lines. Call charges are billed to the Subscriber rather than to the originating caller. Service is available on a month-to-month basis or through a term commitment.

**3.7 One Voice Travel Card**

Customers subscribing to One Voice services will receive a Travel Card for placing long distance calls while away from home or office. Calls originate via toll-free access code dialing. Calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds. There is no per call charge.

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

**3.8 Directory Assistance**

Directory Assistance is available to Customers of the Company. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

**3.9 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intraRhode Island calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

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

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**SECTION 4 - RATES**

**4.1 Exemptions and Special Rates**

**4.2.1 Discounts for Hearing Impaired Customers**

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll calls placed between TDDs. Discounts do not apply to surcharges or per call add-on charges for operator services when the call is placed by a method that would normally incur the surcharge.

- A.** The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period.
- B.** The credit to be given on a subsequent bill for calls placed with the assistance of the relay center will be equal to 50% of the rate for the applicable rate period. If either party is both hearing and visually impaired, the call shall be discounted at 60% of the applicable rate.

**4.2.2 Emergency Call Exemptions**

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. One Voice will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

**4.4.3 Directory Assistance for Handicapped Persons**

Pursuant to Commission rules and regulations, the Company will not charge for the first fifty (50) phone calls made to Directory Assistance by handicapped Customers.

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**SECTION 4 – RATES, (CONT'D.)**

**4.2 Rates**

**4.2.1 One Voice Long Distance**

	Month to Month	1 Year Term
Rate Per Minute:	\$0.129	\$0.109

**4.2.2 One Voice Toll Free**

	Month to Month	1 Year Term
Rate Per Minute:	\$0.149	\$0.129

**4.2.3 One Voice Travel Card**

Rate Per Minute:	\$0.18
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**4.2.4 Directory Assistance**

Rate Per Call:	\$1.25
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**4.2.5 Pay Telephone Surcharge**

Rate Per Call:	\$0.60
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**SECTION 5.0 - PROMOTIONS**

**5.1 Demonstration Calls**

From time to time Company will demonstrate its services by providing free test calls of up to fifteen minutes duration over its network.

**5.2 Promotions - General**

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

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