



ORIGINAL

050395-77

June 7, 2005

Via Overnight

210 N. Park Ave.  
Winter Park, FL  
32789

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

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

Ms. Blanca Bayo  
Director of Competitive Markets  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Gerald L. Gunter Building, Room 270  
Tallahassee, Florida 32399-0850

**RE: Name Change Filing for TQC Communications, Corp  
Formerly Known As TelQuest Communications, Corp**

RECEIVED-HPSC  
JUN - 8 AM 9:50  
COMMISSION  
CLERK

Dear Ms. Bayo:

Enclosed for filing are the original and three (3) copies of the revised long distance tariff pages filed on behalf of TQC Communications, Corp. formerly known as TelQuest Communications Corp. This filing reflects the company's name change. No further changes have been made to the tariff. A copy of the certificate from the Secretary of State's office is included with this transmittal letter. The Company respectfully requests this name change filing to become effective on July 8, 2005.

Also included with this transmittal letter are stickers for the remaining tariff pages on file with the Florida Public Service Commission not included with this filing.

*The following tariff pages are included with this filing:*

- 1<sup>st</sup> Revised Sheet 1 Incorporates name and address change on title sheet;
- 4<sup>th</sup> Revised Sheet 2 Updates Check Sheet;
- 1<sup>st</sup> Revised Sheet 6 Incorporates name change to Technical Terms & Abbreviations;
- 1<sup>st</sup> Revised Sheet 7 Incorporates name change to Technical Terms & Abbreviations;
- 1<sup>st</sup> Revised Sheet 8 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 9 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 11 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 12 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 13 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 14 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 15 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 16 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 17 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 18 Incorporates name change to Rules and Regulations;
- 1<sup>st</sup> Revised Sheet 19 Incorporates name change to Description of Service;
- 1<sup>st</sup> Revised Sheet 20 Incorporates name change to Description of Service;
- 1<sup>st</sup> Revised Sheet 21 Incorporates name change to Description of Service;
- 1<sup>st</sup> Revised Sheet 22 Incorporates name change to Description of Service;
- 2<sup>nd</sup> Revised Sheet 25 Incorporates name change to Rates;
- 1<sup>st</sup> Revised Sheet 26 Incorporates name change to Rates.

RECEIVED & FILED

*Oh*

FPSC-BUREAU OF RECORDS

*Original Labels & Tariff  
forwarded to CUP.*

05 JUN - 8 9:50  
DOCUMENT NUMBER DATE  
05506 JUN-8 05


FPSC-COMMISSION CLERK

June 7, 2005  
Ms. Blanca Bayo  
Director of Competitive Markets  
Florida Public Service Commission  
Page 2

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Questions regarding this filing may be directed to my attention at (407) 740-3002 or via e-mail at cwrightman@tminc.com. Please acknowledge receipt of this filing by stamping the extra copy of this cover letter and returning it in the self-addressed stamped envelope provided for this purpose. Thank you for your assistance.

Sincerely,

  
Connie Wightman  
Consultant to TQC Communications, Corp.

*CW/im*

*Enclosure*

cc: Mr. Buddy Pack, TQC  
File: TQC (Formerly TelQuest) – FL  
TMS: FLI0501

**TQC COMMUNICATIONS, CORP.**

**EXHIBIT A**

**SECRETARY OF STATE CERTIFICATE**

# State of Florida



## Department of State

I certify the attached is a true and correct copy of the Articles of Amendment, filed on April 4, 2003, to Articles of Incorporation for TELQUEST COMMUNICATIONS, CORP. which changed its name to TQC COMMUNICATIONS, CORP., a Florida corporation, as shown by the records of this office.

The document number of this corporation is P94000078045.

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Eleventh day of April, 2003



CR2EO22 (2-03)

*Glenda E. Hood*  
Glenda E. Hood  
Secretary of State



COMMISSIONERS:  
BRAULIO L. BAEZ, CHAIRMAN  
J. TERRY DEASON  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON  
LISA POLAK EDGAR

STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

## Public Service Commission

May 24, 2005

Ms. Linda Lu Pack, CEO  
TelQuest Communications, Corp. (TIS16)  
3000 Immokalee Road, Suite 1  
Naples, FL 34110-1443

Dear Ms. Lu Pack:

The Commission received the enclosed form in which the current registered name was changed to "TQC Communications, Corp." Before staff can open a docket to change the name on the company's DXC registration, please provide labels with the new name for each page of the company's tariff.

Please review this information and let me know by June 20, 2005, how you plan to proceed. I can be reached at (850) 413-6502-phone, (850) 413-6503-fax, by internet e-mail at [PIsler@psc.state.fl.us](mailto:PIsler@psc.state.fl.us), or at the address below.

Sincerely,

A handwritten signature in cursive script that reads "Paula J. Isler".

Paula J. Isler  
Bureau of Service Quality

Enclosure

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CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

No flag for some chgs 3-22-05  
 by BT to CCA (Flynn) for handling

**ORIGINAL**

Handwritten initials and date: 3/22/05

TQC Communications, Corp.  
 TelQuest Communications, Corp.

**Company Code: TIS16**

**Certificate No(s): 4713**

<b>Physical Location:</b> 3000 Immokalee Road, Suite 1 Naples, FL 34110-1443	<b>ENTER CORRECTIONS BELOW:</b> <hr/> <hr/> <hr/> <hr/>
<b>Mailing Address:</b> 3000 Immokalee Road, Suite 1 Naples, FL 34110-1443	<hr/> <hr/> <hr/> <hr/>
<b>Liaison Officer(s):</b> 1. Linda Lu Pack, CEO, (239) 513-1811 2. Name, Title, Phone number	<hr/> <hr/> <hr/> <hr/>
<b>Fax No(s):</b> (239) 513-1808 (Lu Pack), Fax 2 <b>E-mail address:</b> bpack@tqcc.com <b>Web address:</b> <b>Federal Employee ID No.:</b> 65-0563007	<hr/> <hr/> <hr/> <hr/>

**IMPORTANT NOTICE**

The following section is applicable **ONLY** to companies with d/b/a as part of their official company name.

- CMP — All official correspondence is addressed to the "Mailing Name" of regulated companies. The
- COM — "Mailing Name" is the last d/b/a of the company's official name. Our records reflect the mailing
- CTR — name shown below for your company. If you prefer to receive official correspondence in
- ECR — another mailing name, please make the change in the space provided. The name can be no
- GCL — longer than 58 characters (including spaces) and **MUST** be part of the official company name.
- GPC — **Mailing name:**
- MMS — TelQuest Communications, Corp. TQC Communications, Corp.
- RCA — **COMPLETED BY:** [Signature] **DATE:** 3/15/05
- SCR —
- SEC — 1
- OTH —

DOCUMENT NUMBER-DATE  
 02814 MAR 22 05

**TQC COMMUNICATIONS, CORP.**

**EXHIBIT B**

**TARIFF STICKERS**

TQC COMMUNICATIONS, CORP.

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**TQC COMMUNICATIONS, CORP.**

**EXHIBIT C**

**REVISED TARIFF PAGES**

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**TITLE SHEET**

**FLORIDA TELECOMMUNICATIONS TARIFF**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of services and facilities for telecommunications services provided by TQC Communications, Corp., with principal offices at 3000 Immokalee Rd., Suite 1, Naples, Florida 34110. This tariff applies for services furnished within the state of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

(T)  
|  
(T)

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Issued: June 8, 2005

Effective: July 8, 2005

By: Buddy Pack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110

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**CHECK SHEET**

Sheets 1 through 29 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>SHEET</u>	<u>REVISION</u>	
1	First Revised	*
2	Fourth Revised	*
3	Original	
4	Original	
5	Original	
6	First Revised	*
7	First Revised	*
8	First Revised	*
9	First Revised	*
10	Original	
11	First Revised	*
12	First Revised	*
13	First Revised	*
14	First Revised	*
15	First Revised	*
16	First Revised	*
17	First Revised	*
18	First Revised	*
19	First Revised	*
20	First Revised	*
21	First Revised	*
22	Second Revised	*
23	First Revised	
24	First Revised	
25	Second Revised	*
26	First Revised	*
27	Second	
28	First	
29	First Revised	

\*Indicates Sheets included in this filing.

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Issued: June 8, 2005

Effective: July 8, 2005

By: Buddy Pack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110



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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the consumer's location to a TQC Communications, Corp. network switching center.

**Authorization Code** - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

**Company or Carrier** - TQC Communications, Corp. (T)

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

**Day** - From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

**Evening** - From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

**Holidays** - TQC Communications Corp/ recognized holidays are New Year's Day, Christmas Day, July 4, Thanksgiving Day, and Labor Day. (T)

**Night/Weekend** - From 11:00 PM up to but not including 8:00 AM Sunday through Friday and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

**Aggregator** - Any person or entity that, in the ordinary course of its operations, makes its telephones available to the public or to transient users of its premises, for interLATA telephone calls placed through the TQC Communications, Corp. services. (T)

**Aggregator Surcharge** - A separate charge assessed on each call by TQC Communications, Corp. on behalf of aggregators. (T)

**Automated "0+" Telecommunications Services** - Calls wherein the end user dials "0" the called number and chooses to bill the call to a calling card or to the called number (collect call) wherein call placement and recordation of billing information is performed with assistance of a live operator.

**Billed Party** - The party responsible for payment of charges applicable to interLATA calls placed using TQC Communications, Corp. services. (T)

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Issued: June 8, 2005

Effective: July 8, 2005

By: Buddy Pack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Call Processing System** - Customer premise equipment registered with the FCC that handles "0-" and "0+" dialed calls, including recordation of billing information.

**Called Station** - The terminating point of a call (i.e. the called number).

**Called Card** - A card assigned by local telephone companies/Interexchange carriers which enables users to bill telephone calls to their teleco account.

**Collect Call** - A payment arrangement whereby the called station is the billed party for callover TQC Communications, Corp. service. (T)

**Person-to-Person** - An operator assisted call where the caller specifies a particular person, department, extension, etc., to speak with.

**Commission** - Florida Public Service Commission.

**Consumer** - See "End User."

**Dialing Calling Card Station to Station Call** - A telephone call whereby the end user dials zero, then called station number and the end user's card number; and where the call is completed using TQC Communications, Corp.'s automated facilities. (T)

**End User** - A consumer who places interLATA calls using TQC Communications, Corp.'s services. (T)

**FCC** - Federal Communication Commission.

**Fixed Service Charge** - A fee which is applied to "0+/"0-" calls through TQC Communications, Corp.'s services. The amount of this charge depends upon the payment method selected by the end user. (T)

**Pay Telephone** - A pay station instrument (coin or coinless) registered with the FCC that allows "0+/"0-" dialed calls, including recordation of billing information.

**Station** - Any location from which long distance calls may be placed or received.

**Live Operator "0-" Services** - Calls wherein the end user dials "0" and waits for a live operator. The operator will assist the end user in placing collect calls, person-to-person collect calls operator station and operator dialed surcharge.

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

**Debit Card** - An advance payment card where the payment is reduced by usage.

**Operator Dialed Surcharge** - In addition to the per minute rates an Operator Surcharge applies to Operator Station and Person-to-Person calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial the appropriate operator code ("0," "00," or "10479") and request the operator to dial the called station.

The surcharge does not apply to:

Calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the network.

**Call Splashing** - Processing a call in a different manner and billing other than the one requested by the end-user.

**SECTION 2 - RULES AND REGULATIONS**
**2.1 Undertaking of TQC Communications, Corp. (T)**

TQC Communications, Corp. services and facilities are furnished for communications originating at specific points within the state of Florida under terms of this tariff. (T)

TQC Communications, Corp. installs, operates, and maintains the communication service provided hereinunder in accordance with the terms and conditions set forth under this tariff. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to the TQC Communications, Corp. network. The Customer shall be responsible for all charges due for such service arrangement. (T)

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

**2.2 Limitations**

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

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**SECTION 2 - RULES AND REGULATIONS**

- 2.2.2 TQC Communications, Corp. reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control; or when the Customer is using service in violation of the law or the provisions of this Tariff. (T)
- 2.2.3 All facilities provided under this Tariff are directly controlled by TQC Communications, Corp. and the Customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use of service or facilities. (T)
- 2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferee, as well as all service conditions.
- 2.3 **Liabilities of The Company**
- 2.3.1 TQC Communications, Corp.'s liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the aforementioned faults in transmission occur. (T)
- 2.3.2 TQC Communications, Corp. shall be indemnified and held harmless by the Customer against: (T)
- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
  - (B) All other claims arising out of any act or omission of the Customer in connection with any service or facility provided by TQC Communications, Corp. (T)

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Issued: June 8, 2005

Effective: July 8, 2005

By: Buddy Pack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110

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**SECTION 2 - RULES AND REGULATIONS****2.7 Advance Payment**

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

**2.8 Taxes**

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

**2.9 Employee Concessions**

Any employee of the Company in good standing for three months or longer may receive any of the Company's services 20% below the tariffed rate as a concession.

**2.10 Standard Operator Service Telecommunications Service**

TQC Communication Corp. shall abide by the requirements of Section 226(c) of the Communications Act of 1934, as amended, and all rules of the FCC and Florida Public Service Commission promulgated thereunder. Specifically, TQC Communications, Corp. shall: (T)

**2.10.1** Identify itself as TQC Communications, Corp., audibly and distinctly, to the consumer at the beginning of each telephone call, before connecting the call, and again before the billed party incurs any charge for the call; before the call; (T)

**2.10.2** Permit the consumer to terminate the telephone call at no charge before the call is connected.

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Issued: June 8, 2005

Effective: July 8, 2005

By: Buddy Paack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110

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**SECTION 2 - RULES AND REGULATIONS**

- 2.10.3** Disclose to the consumer, upon request and at no charge:
- 2.10.3.A** a quote of its rates and charges for the call
  - 2.10.3.B** the method(s) by which such rates for charges will be connected, and
  - 2.10.3.C** the method(s) by which complaints concerning rates, charges, or collection practices will be resolved.
- 2.10.4** Not bill for unanswered calls in areas where equal access is available.
- 2.10.5** Not knowingly bill for unanswered calls in areas where equal access is not available. Not knowingly bill for unanswered call after 60 seconds of ringing, in areas where equal access is not available.
- 2.10.6** Not engage in call splashing.
- 2.10.7** Not bill for a call whose charge is not based on the originating location of the call.
- 2.10.8** Post a notice on or near the pay telephone in plain view of consumers which includes:
- 2.10.8.A** The name, address, and toll free telephone number of TQC Communications, Corp.; and (T)
  - 2.10.8.B** A disclosure that rates for all interstate/interLATA calls provided by TQC Communications, Corp. are available on request, and that consumers have a right to access the interstate/interLATA common carrier of their choice and may, using that payphone contact their preferred carrier for access instructions utilizing the following methods: (T)
    - 2.10.8.B.1** All 0- and 0+ intraLATA calls will be routed to the local exchange company
    - 2.10.8.B.2** IntraLATA rates can be obtained by consulting local telephone company directory or operator

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Issued: June 8, 2005

Effective: July 8, 2005

By: Buddy Pack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110

**SECTION 2 - RULES AND REGULATIONS**

**2.10.8.B.3** InterLATA dialing can be done by dialing 9+1+area code + Number and by dialing 700 access.

**2.10.8.B.4** InterLATA rates can be obtained by dialing the toll free number for TQC Communications, Corp. (T)

**2.10.8.C** Surcharges for local calls and/or long distance calls charges by the establishment will be posted on the notice.

**2.10.8.D** Billing procedures for Operator Services and long distance rates will be billed by the LEC of the party who is responsible for payment.

**2.10.8.E** The rates posted on the notice for operator services are:

Customer Dialed Calling Card	\$0.80
Collect	\$1.00
Person-to-Person	\$2.50
Operator Dialed Surcharge	\$0.75

**2.10.8.F** The name and address of the Enforcement Division of the Common Carrier Bureau of the FCC and the Florida Public Service Commission, to which the consumer may direct complaints regarding interstate/interLATA services provided by TQC Communications, Corp. (T)

**2.10.9** TQC Communications, Corp. will ensure that each of its pay telephones allows consumers to use "800" or "950" access code numbers to access the provider of operator services desired by the consumer. (T)

**2.10.10** TQC Communications, Corp. will ensure that no charge will be incurred for access to TQC Communications, Corp. services. (T)  
(T)

By: Buddy Pack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110

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**SECTION 2 - RULES AND REGULATIONS**

**2.11 Inmate Operator Service Telecommunication Service**

**2.11.1** In compliance with Florida Public Service Commission regulations governing the provision of telecommunications services to inmates of correctional institutions and restrictions placed on the provision as such services by correctional institution administrators, TQC Communications, Corp. Inmate Operator Service Telecommunications Services are limited as follows: (T)

**2.11.1.A** Call duration is limited to 15 minutes or such other time period as may be specified by the correctional institution.

**2.11.1.B.** Only collect "0+/"0-" calls may be placed.

**2.11.1.C.** Inmate access to interexchange carriers by 800, 950, and 10XXX dialing codes is prohibited to prevent fraudulent use of telecommunications services.



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**SECTION 2 - RULES AND REGULATIONS**

- 2.11.1.D** Inmate access to directory assistance, emergency assistance, live operators, TQC Communications, Corp. customer service number, 700 services, 900 services and 976 services is prohibited to preserve security, protect the public and to prevent fraud. (T)
- 2.11.1.E** As necessary to prevent security and to protect the public, inmate access to certain numbers specified by the correctional institution may be prohibited.

**2.12 Inmate Operator Service Telecommunications Service**

- 2.12.1** In accordance with the requirements of Section 226(c) of the Communications Act of 1934, as amended, and all rules of FCC and Florida Public Service Commission TQC Communications, Corp. shall: (T)
- 2.12.1.A** Identify itself as TQC Communications, Corp., audibly and distinctly, to the consumer at the beginning of each telephone call, again before connecting the call, and before the billed party incurs any charge for the call. (T)
- 2.12.1.B** Permit the consumer to terminate the telephone call at no charge before the call is connected;
- 2.12.1.C.** Disclose to the consumer, upon request and at no charge:
- 2.12.1.C.1** a quote of its rates and charges for the call;
- 2.12.1.C.2** the method(s) by which such rates or charges will be collected; and
- 2.12.1.C.3** the method(s) by which complaints concerning rates, charges, or collection practices will be resolved.

---

**SECTION 2 - RULES AND REGULATIONS**

- 2.12.1.D** Not bill for unanswered calls in areas where equal access is available.
- 2.12.1.E** Not knowingly bill for unanswered calls where equal access is not available.
- 2.12.1.F** Not engage in call splashing.
- 2.12.1.G** Not bill for a call whose charge is not based on the originating location of the call.
- 2.12.1.H** TQC Communications, Corp. shall post a notice on or near each telephone in plain view of consumers which includes: (T)
- 2.12.1.H.1** TQC Communications, Corp. name and address; (T)
- 2.12.1.H.2** A disclosure that rates for all interstate/interLATA calls provided by TQC Communications, Corp. are available on request; (T)
- 2.12.1.H.3** The name and address of the Enforcement Division of the Common Carrier Bureau of the FCC and the Florida Public Service Commission, to which complaints regarding interstate/interLATA services provided by TQC Communications, Corp. (T)

**2.13 Hotel Operator Service Telecommunications Services**

- TQC Communications, Corp. shall abide by the requirements of Section 226(c) of the Communications Act of 1934, as amended and all rules of the FCC and Florida Public Service Commission promulgated thereunder. Specifically, TQC Communications, Corp. shall: (T)
- 2.13.1** Identify itself as TQC Communications, Corp., audibly and distinctly, to the consumer at the beginning of each telephone call, before connecting the call, and again before connecting the call, and before the billed party incurs any charge for the call: (T)

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**SECTION 2 - RULES AND REGULATIONS**

**2.13.2** Permit the consumer to terminate the telephone call at no charge before the call is connected;

**2.13.3** Disclosure to the consumer, upon request and at no charge;

**2.13.3.1A** quote of its rates and charges for the call.

**2.13.3.2**The method(s) by which such rates or charges will be collected; and

**2.13.3.3**The method(s) by which complaints concerning rates, charges or collection practices will be resolved.

**2.13.4** Not bill for unanswered calls in areas where equal access is available.

**2.13.5** Not knowingly bill for unanswered calls in areas where equal access is not available. Not knowingly bill for unanswered calls after 60 seconds of ringing, in areas where equal access is not available.

**2.13.6** Not engage in call splashing.

**2.13.7** Not bill for a call that does not reflect the originating location of the call.

**2.13.8** Ensure by contract that the aggregator post a notice on or near the pay telephone in plain view of the consumer which includes:

**2.13.8.1**The name, address, and toll free telephone number of TQC Communications, Corp., and (T)

**2.13.8.2**A disclosure that rates for all: interstate/interLATA/intraLATA calls provided by Call for Less, Inc. are available on request, and are listed on the notice on or near the pay telephone along with the hotels charges to process local and long distance calls in plain view of consumers. Dialing instructions for intraLATA/interLATA calls will also be on the posted notice. The posted notice will also state that the consumers have a right to access the interstate/interLATA common carrier of their choice and may, using that payphone contact their preferred carrier for access instructions; and;

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Issued: June 8, 2005

Effective: July 8, 2005

By: Buddy Pack, President  
TQC Communications, Corp. (T)  
3000 Immokalee Rd., Suite L  
Naples, Florida 33110

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**SECTION 2 - RULES AND REGULATIONS**

2.13.8.3 The name and address of the Enforcement Division of the Common Carrier Bureau of the FCC and the Florida Public Service Commission, to which the consumer may direct complaints regarding interstate/interLATA services provided by TQC Communications, Corp. (T)

2.13.8.4 That the aggregator's telephones shall allow consumers to use "800" or "950" or access code numbers to access the provider of operator services desired by the consumer.

2.13.8.5 That the aggregator will not charge the consumer for using an "800" or "950" access code number, an amount that is greater than the amount the aggregator charges for access to TQC Communications, Corp. services. (T)

**2.14 Billing Arrangement for Operator Services**

2.14.1 Charges for calls billed to calling cards and calls billed collect will be included on the party's local exchange carrier bill in accordance with billing and collections contracts established between TQC Communications, Corp.'s billing agent and applicable local exchange carriers and/or through direct billing to the billed party. (T)

2.14.2 TQC Communications, Corp. validates the credit worthiness of billed parties through available calling card and called number validation procedures. When a requested billing method cannot be validated, end users' will be required to provide an acceptable alternate billing method or TQC Communications, Corp. may refuse to place the call or may redirect the call to another operator service provider at no charge. (T)

2.14.3 All other calls will be billed directly by Company to the end user.

2.14.4 In the event of disputed charges, billed parties may contact TQC Communications, Corp. directly at the posted toll-free number or may contact TQC Communications, Corp.'s billing agent at the toll-free number listed on the bill for charges. (T)

**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 Timing of Calls**

The Customer's long distance usage charge is based on the actual usage of TQC Communications, Corp.'s network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when either party hangs up. There will be no charges for uncompleted calls. (T)

**3.2 Calculation of Distance**

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

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

FORMULA:

EXAMPLE: Distance between Miami and New York City

	<u>V</u>		<u>H</u>
Miami	8,351		529
New York	<u>4,997</u>		<u>1,406</u>
Difference	3,354		-879
Square and add:	11,249,316 + 772,64	=	12,021,196
Divide by 10 and round	12,021,597/10	=	1,202,195.70
		=	1,202,196
Take square root and round:	1,202,196	=	1096.4
		=	1097

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**SECTION 3 - DESCRIPTION OF SERVICE****3.3 Minimum Call Completion Rate**

A Customer can expect a call completion rate of 98% (number of calls completed/number of calls attempted) of not less than 90% during peak use periods for all FG D services ("1+" dialing).

**3.4 Late Payment**

The Company will charge a late payment of 1.5% per month. A payment is considered late if it has not been received by the Company within fifteen days from the due date on the invoice.

**3.5 Return Check**

The Company will charge a \$10.00 return check fee for each returned check.

**3.6 Service Offerings****3.6.1 Operator Service Telephones**

TQC Telecommunications Corp. provided interstate/interLATA "0+/"0-" telecommunications service to end users of its pay telephones. Such services are available from TQC Communications, Corp. pay telephones at various locations accessible to the public and through resold transmission facilities procured by TQC Communications, Corp. from interexchange carriers and local exchange carriers. Payment of charges applicable to the provision of such services is the responsibility of the billed party. (T)

**3.6.2 Operator Service Hotel**

TQC Communications, Corp. Provided interLATA "0+/"0-" Hotel Telecommunications Services to end users at aggregator locations such as hotels, motels, hospitals, etc. Such services are available to end users from TQC Communications, Corp. call processing systems installed at various aggregator locations and through resold transmission facilities procured by TQC Communications, Corp. from local exchange carriers and interexchange carriers. Payment of charges applicable to the provision of such services is the responsibility of the billed party. (T)

**SECTION 3 - DESCRIPTION OF SERVICE**

**3.6.3 Operator Service Inmate Pay Phones**

TQC Communications, Corp. provides collect-only "0+/"0-" Inmate Telecommunications Services to inmate-end users of TQC Communications, Corp. pay telephones in correctional institutions. Such services are available from TQC Communications, Corp. pay telephones located in local, county, state, and federal correctional institutions and through resold transmission facilities procured by TQC Communications, Corp. from local exchange carriers and interexchange carriers. Payment of charges applicable to the provision of such services is the responsibility of the billed party. (T)

**3.6.4 Operator Service Inmate Pay Phones and Call Processing Systems**

TQC Communications, Corp. provides "0+/"0-" Inmate Telecommunications Services to inmate-end users of TQC Communications, Corp. pay telephones and call processing systems in correctional institutions. Such services are available from TQC Communications, Corp. pay telephones and call processing systems located in local, county, state, and federal correctional institutions and through resold transmission facilities procured by TQC Communications, Corp. from local exchange carriers and interexchange carriers. Payment of charges applicable to the provision of such services is the responsibilities of the billed party. (T)

**3.6.5 Operator Service Inmate Call Processing Systems**

TQC Communications, Corp. provides collect-only "0+/"0-" Inmate Telecommunications Services to inmate-end users of TQC Communications, Corp. call processing systems in correctional institutions. Such services are available from TQC Communications, Corp. call processing systems located in local, county, state and federal correctional institutions procured by TQC Communications, Corp. from local exchange carriers and interexchange carriers. Payment of charges applicable to the provision of such services is the responsibility of the billed party. (T)

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**SECTION 3 - DESCRIPTION OF SERVICE****3.6.6 Operator Service Standard and Inmate**

TQC Communications, Corp. provides "0+/"0-" Standard and Inmate Telecommunications Services to end users of TQC Communications, Corp. pay telephones (and call processing systems). Standard Telecommunications Services are available to the public (and from TQC Communications, Corp. call processing systems installed at various aggregator locations). Inmate Telecommunications Services are available to inmate end users from TQC Communications, Corp. pay telephones (and call processing systems) located in local, county, state and federal correctional institutions. Both Standard and Inmate Telecommunications Services are available through resold transmission facilities procured by TQC Communications, Corp. from local exchange carriers and interexchange carriers. Payment of charges applicable to the provision of such services is the responsibilities of the billed party. (T)

**3.6.7 Business**

TQC Communications, Corp. provides 1+ access to end users from Feature Group D circuits. These services are provided through resold services from underlying carriers. These services will be billed directly by the Company to the end user. (T)

**3.6.8 Travel Service & Debit Card Services**

These services are accessed via an 800 number and access to the network is accomplished by an authorization code. Travel Service is billed directly to the end user and the Debit Card is prepaid.

**3.7 Direct Dial Intrastate I Service**

This service offers outbound and inbound direct dial to TQC customers. The service is offered on a Term basis or from Month to Month. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. This service is only offered in conjunction with interstate service. (T)



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**SECTION 4 - RATES**
**4.3 Hotel Operator Service**

Calls are rounded to the next higher full minute for billing purposes

Rate	Day		Evening		Night/Weekend	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1 - 999	\$ .3000	\$ .3000	\$ .3000	\$ .3000	\$ .3000	\$ .3000

**4.3.1 Fixed Service Charges**

In addition to measured charges as specified in 4.3, a fixed service charge is applicable to each call depending on the billing method selected by the consumer.

Customer Dialed Calling Card	\$1.75
Collect	\$1.75
Person-to-Person	\$3.25
Operator Dialed Surcharges	\$1.75

**4.4 Aggregator Surcharges**

In addition to measured charges and fixed charges specified in 4.1 and 4.3, TQC Communications, Corp. may apply a per call surcharge on behalf of the aggregator. The aggregator surcharge will be \$0.25 per call, pursuant to Florida Public Service Commission Rules and Regulations. (T)

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**SECTION 4 - RATES****4.5 Exemptions and Special Rates****4.5.1 Discounts for Hearing Impaired Customers**

Intrastate toll message rates for TDD users, which is communicated using a telecommunications device for the deaf (TDD) by properly certified business establishments or individuals equipped with TDDs for communication with hearing or speech impaired persons, shall be evening rates for daytime calls and night rates for evening and night calls. These discounts shall be offered by all interexchange carriers and LECs.

**4.5.2 Directory Assistance Charges for Handicapped Persons**

Pursuant to Florida Public Service Commission Rules and Regulations TQC Communications, Corp. will not charge for the first 50 directory assistance calls per month for handicapped persons. (T)

**4.5.3 Relay Services**

For intrastate toll calls received from the Telecommunications Relay Service, each TQC Communications, Corp. billed relay call will be discounted by fifty (50) percent of the applicable rate of voice non-relay call, except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call will be discounted by sixty (60) percent of the applicable rate for a voice non-relay call. The above discounts apply only to time-sensitive elements of a charge for a call and shall not apply to per call charges such as credit card surcharge. (T)