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980000

September 2, 1998

VIA FEDERAL EXPRESS

Florida Public Service Commission  
Division of Records and Reporting  
Capital Circle Office Center  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

Re: Quintelco, Inc. - Docket No. 970761-II

Dear Sir or Madam:

On behalf of Quintelco, Inc., enclosed for filing please find one original and three (3) copies of supplemental tariff pages for long distance telecommunications services. Please substitute same for those corresponding pages previously submitted as part of the Company's earlier application (Application has been granted). Quintelco, Inc.'s "NetCall" service is a new service offering in the State and, consequently, we are submitting the enclosed revised and additional tariff pages relating to the service. We apologize for the inconvenience.

Please date stamp the additional copy of this cover letter and return it in the enclosed postage prepaid envelope to the undersigned at your earliest convenience.

Should you have any questions, please contact me at your convenience.

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- LIN \_\_\_\_\_
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC \_\_\_\_\_
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

RECEIVED & FILED

F.P.S.C. - BUREAU OF RECORDS

Sincerely,

David O. Klein

Enc.  
DOK/1515/16241

98-1352  
55545

Quintelco, Inc.

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TITLE SHEET

**FLORIDA TELECOMMUNICATIONS TARIFF**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Quintelco, Inc. with principal offices at 1 Blue Hill Plaza, Pearl River, New York 10965. 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.

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Issued: June 23, 1997

Effective: \_\_\_\_\_

By: Claudia Newman-Hirsch, Executive Vice President  
Quintelco, Inc.  
1 Blue Hill Plaza  
Pearl River, NY 10965

**CHECK SHEET**

Sheet 1 through 28 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 sheet.

<b><u>SHEET</u></b>	<b><u>REVISION</u></b>	<b><u>SHEET</u></b>	<b><u>REVISION</u></b>
1	Original	21.7	Original
2	First Revised	21.8	Original
3	Original	22	Original
4	Original	23	Original
5	Original	24	Original
6	Original	25	Original
7	Original	26	Original
8	Original	27	Original
9	Original	28	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		
21.1	Original		
21.2	Original		
21.3	Original		
21.4	Original		
21.5	Original		
21.6	Original		

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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 Another Tariff Location
- N - New
- R - Change Resulting in a Reduction to a Customer's Bill
- T - Change in Text or Regulation But No Change in Rate or Charge

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**TARIFF FORMAT**

- 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 FLAPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the FLAPSC follows in their tariff approval process, the most current sheet number on file with the FLAPSC is not always the tariff sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Number Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
  - 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).1.
  - 2.1.1.A.1.(a).1.(i).
  - 2.1.1.A.1.(a).1.(i).(1).
- D. **Check Sheets** - When a tariff filing is made with the FLAPSC, 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 this sheet if these

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**TARIFF FORMAT (contd.)**

**D. Check Sheets (contd.)**

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 FLAPSC.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the customer's location to a Quintelco, Inc. network switching center.

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

**Calling Card** - A card issued by the Company, the customer's Local Exchange Company, authorized vendor, or other common carrier which allows the customer to make telephone calls and bill calls to the Calling Card by entering a PIN.

**Card Number** - A multi-digit identifying number which may be printed on each Prepaid Debit Card or Calling Card, which may also be referred to in this tariff as a PIN.

**Company or Carrier** - Quintelco, Inc.

**Credit Card Charges** - Prepaid Debit Card purchases, renewals, and other charges that may be billed to Major Credit Cards.

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

**Day** - From 8:00 a.m. up to, but not including, 5:00 p.m. local time Monday through Friday.

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

**FLAPSC** - Florida Public Service Commission.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (contd.)**

**Holidays** - Quintelco, Inc.'s recognized holidays are New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Veterans' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.

**Local Exchange Company** - A company which furnishes local exchange telephone service.

**Major Credit Card** - A universally accepted charge card. MasterCard, VISA, Diner's Club International, American Express and Carte Blanche are examples of major credit cards which the Company may accept.

**Night/Weekend** - From 11:00 p.m. up to, but not including, 8:00 a.m. Sunday through Friday, and 8:00 a.m. Saturday up to, but not including 5:00 p.m. Sunday.

**PIN(s)** - One or more multi-digit (usually 8 or more) personal identification numbers which have been assigned to a customer to use with a designated 800 number, or other access number, to access the Company's network.

**Prepaid Debit Cards** - A plastic, paper or similar card issued by the Company and/or purchased by a customer which enables the customer to use a preprogrammed number of minutes of the Company's telecommunications service. Each Prepaid Debit Card which represents a customer account, has a PIN and instructions for using the Company's Prepaid Debit Card telecommunications service.

**Prepaid Debit Card Calls** - Calls for which charges are billed to a Prepaid Debit Card and not to the originating or terminating telephone number.

**Private Label Prepaid Debit Card** - A Prepaid Debit Card issued by the Company which carries the name or logo of an organization in addition to the Company's name.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (contd.)**

**Renewable Prepaid Debit Card** - A Prepaid Debit Card issued by the Company and used by a customer which allows the customer to add additional minutes of telephone service to the card once the preprogrammed minutes have been used by charging additional preprogrammed minutes to a valid Major Credit Card acceptable to the Company.

**Underlying Carriers** - Those FLAPSC approved telecommunications service providers whose services the Company resells to its customers under the provisions of this tariff.

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of Quintelco, Inc.**

Quintelco, Inc.'s facilities are furnished for communications originating at specified points within the State of Florida under terms of this tariff.

Quintelco, Inc. operates, and maintains the communication services provided hereunder in accordance with the terms and conditions set forth under this tariff. When authorized by the customer, the Company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities to allow connection of a customer's location to the Quintelco, Inc. network. The customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless ordered on a longer time 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.

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

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**SECTION 2 - RULES AND REGULATIONS (contd.)**

**2.2 Limitations (contd.)**

2.2.3 All services provided under this tariff are directly controlled by Quintelco, Inc. and the customer may not transfer or assign the use of service, except with the express consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.4 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 transferees, as well as all conditions for service.

**2.3 Liabilities of the Company**

2.3.1 Quintelco, Inc.'s liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring due to 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.

2.3.2 Quintelco, Inc. shall be indemnified and held harmless by the customer against:

(A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.

(B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by Quintelco, Inc.

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**SECTION 2 - RULES AND REGULATIONS (contd.)**

**2.4 Interruption of Service**

2.4.1 Credit allowances for the interruption of service, which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired.

Before giving such notice, the customer shall ascertain that the trouble is not being caused by an action or omission by the customer within the customer's control, or is not due to the wiring or equipment, if any, furnished by the customer and connected to the Company's facilities.

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

2.4.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.

2.4.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the fixed monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" -- outage times in hours

"B" -- total fixed monthly charge for affected facility

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**SECTION 2 - RULES AND REGULATIONS (contd.)**

**2.5 Suspension-of-Service Guidelines**

Service will be suspended without notice in the following situations:

- 1) The customer obtained service fraudulently; or
- 2) A safety hazard is found on the customer's premises.

**2.6 Restoration of Service**

Restoration of service shall be done as quickly as practicable by patching, rerouting, substitution of component parts or pathways, and other means, as determined necessary by the Company.

**2.7 Billing Periods**

If the customer is being billed for service to the home or office, rather than via a Debit Card arrangement as set forth in section 2.12, the customer will receive an itemized statement of account after the 30-day cycle.

**2.8 Understanding Your Statement of Account**

Your statement will outline specific charges or adjustments for Quintelco, Inc.'s services incurred and paid for during the preceding 30-day period.

**2.9 Questions About Your Statement of Account**

If the customer has questions about Quintelco, Inc.'s charges that may appear on its statement of account, the customer may call the Quintelco, Inc. service representative toll free at 1 (800) 532-3940.

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**SECTION 2 - RULES AND REGULATIONS (contd.)**

**2.10 Special Promotions**

The Company offers no special promotions at this time and anticipates no such promotions in the future.

**2.11 Billing Dispute**

In the event the customer is not satisfied with the Company's resolution of a billing dispute, the customer may make a complaint to the FLAPSC for review and disposition of the matter.

**2.12 Forms of Payment**

At the customer's request, the Company permits the use of approved credit cards to apply for and receive a Debit Card used to access and pay for the Company's telecommunications services. Instead of traditional monthly billing, customers will pay in cash for, or authorize direct billing to their credit cards for purchase of, Prepaid Debit Cards that register with up to \$50.00 in credit. Telephone charges will be debited by the Company against this card at the rates set forth in Section 4 herein.

**2.13 Advanced Payments**

The Company reserves the right to collect advanced payments as part of its Prepaid Debit Card service. The amount of the payment may not 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 month.

**2.14 Responsibility of the Company**

The Company endeavors to provide the best long distance service possible at a fair and competitive price.

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**SECTION 2 - RULES AND REGULATIONS (contd.)**

**2.15 Frequency Restrictions**

There are no frequency restrictions.

**2.16 Credit for Incomplete Calls**

There will be no charge assessed to the customer for incomplete calls.

**2.17 Minimum Call Completion Rate**

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 90% during peak use periods for all Company services.

**2.18 Deposits**

The Company does not require a deposit from the customer.

**2.19 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.

**2.20** A certificate is required if the Customer is reselling the Company's services.

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**SECTION 3 - DESCRIPTION OF SERVICES****3.1 Usage Based Services**

The Company's charges are based on the actual usage of the Company's services, in addition to any special features and/or service options, utilized by the customer. Charges begin when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the Local Exchange Company sends a signal to the switch. Charges cease when either party (called or calling) hangs up, unless chained calling is permitted and, in such case, the charges will cease when the calling party hangs up.

**3.2 Long Distance Network Service**

The Company's Long Distance Network Service provides for the non-facilities based, switchless resale of the tariffed Software Defined Network (SDN) Service offered by various Underlying Carriers. This service is a custom designed private telecommunication network that combines the efficiencies and benefits of both switched and private line service to meet the specific requirements of customers needing to communicate between geographic locations within the State. The method of mileage calculation utilized by the Company mirrors that of Bell Communications Research and NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

Each service customer is charged individually for each call on a conversation minute basis. Each call is measured and charged at the applicable rate for the initial eighteen (18) second period or fraction thereof, and then at the applicable rate for each additional six (6) second period or fraction thereof. The minimum length of a call is eighteen (18) seconds. See Section 4, Rates, for the applicable rate schedule.

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**SECTION 3 - DESCRIPTION OF SERVICE**

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

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

Formula:

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

EXAMPLE: Distance between Miami and Tallahassee

	<u>V</u>	<u>H</u>
Miami	8,354	546
New York	<u>7,871</u>	<u>1,720</u>
Difference	483	- 1,174

Square and add: 233,289 + 1,378,276 = 1,611,565

Divide by 10 and round: 1,611,565 / 10 = 161,156.5  
= 161,157

Take square root and round: 161,157 = 401.4  
= 402 miles

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**SECTION 3 - DESCRIPTION OF SERVICES (contd.)****3.2 Long Distance Network Service (contd.)**

Dedicated access circuits may be provided and billed by the local exchange company (LEC). Dedicated access channels may be purchased from carriers other than the LEC only in accordance with FLAPSC rules or if the special access channel is jurisdictionally interstate. Charges for the dedicated access channel are determined by the access provider.

**3.3 Debit Card Service**

3.3.1 This service permits use of a Prepaid Debit Card to access and pay for the Company's telecommunications services. Customers may purchase Prepaid Debit Cards directly from the Company, from authorized vendors or at a variety of retail outlets. Prepaid Debit Cards may be issued in denominations ranging from \$1.00 to \$50.00. The Company may issue Private Label Prepaid Debit Cards, as well as Prepaid Debit Cards with a fixed number of preprogrammed minutes and Renewable Prepaid Debit Cards.

3.3.2 Customers obtain the service by dialing an 800 number or other Access Codes to access the Company's network. The customer is prompted by an automated voice response system to enter his/her PIN, and then to enter the terminating telephone number. The Company's processor tracks the call duration from when the call is answered by the Company's processor for rating purposes on a real time basis. Billing for all calls ends when the called party hangs-up. Charging cannot begin until the called party answers, not when the processor answers. The total price of each call, including applicable taxes, is deducted from the prepaid amount on the Prepaid Debit Card in one minute increments. For all cards, when a customer obtains access to the Company's processor, the balance on the card will be announced. A warning tone

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**SECTION 3 - DESCRIPTION OF SERVICES (contd.)**

**3.3 Debit Card Service (contd.)**

3.3.2 (contd.)

or message shall be played when 60 seconds or less in program minute credit is left on the Prepaid Debit Card. The customer can then complete the call within the time remaining on the Prepaid Debit Card. The customer may also add preprogrammed minutes to a Renewable Prepaid Debit Card by arranging to charge a Major Credit Card on a regular basis.

3.3.3 Prepaid Debit Cards may have a stated expiration date, and any access to the services available from the Prepaid Debit Card will be suspended when the expiration date occurs.

**3.4 Calling Card Service**

3.4.1 This service permits use of a Calling Card to place calls subject to the terms and conditions of this Tariff. The provisions of Section 3.1, as supplemented or modified herein, are applicable to Calling Card calls. The rates for Debit Cards apply to all Calling Card calls. If a Calling Card is lost, stolen or its PIN is used without the customer's consent, then all calls charged to the Calling Card, prior to written notification by the customer of the Company, shall be the responsibility and obligation of the customer.

**3.5 Directory Assistance Service**

Directory Assistance Service is provided to assist subscribers in obtaining telephone numbers

**3.6 Accessing Service**

The service provided by the Company is one way dial in - dial out, multi-point telecommunications services, allowing the customer to originate calls through the network facilities of the Underlying Carriers. Access to the Company may differ dependent upon the type of exchange access service provided by the local exchange telephone company to the Underlying Carriers.

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**SECTION 3 - DESCRIPTION OF SERVICES (contd.)****3.7 Availability of Service**

The services provided through the Company, are available where equal access and the Billing Systems of its Underlying Carriers are provided.

**3.8 Locations of Service**

The services offered by the Company are to be available statewide, where the long distance services of its Underlying Carriers are available. The services offered by the Company are not intended to be limited geographically.

**3.9 Timing of Calls**

3.9.1 Long distance usage charges are based on usage of Quintelco, Inc.'s service. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "hangs up" thereby releasing the network connections.

3.9.2 Minimum call duration and usage measurement and rounding for debiting purposes is specified on per-product basis in the rate section of this tariff.

3.9.3 There is no charge applied for incomplete calls.

**3.10 Call Forwarding**

3.10.1 Call Forwarding provides customers with a non-dedicated 800 number ("personal 800 number") to receive calls from any point within the continental U.S. for a monthly subscription fee of \$9.95 per 800 number. This monthly cost entitles the customer to twenty (20) minutes of use. The customer will be charged \$0.25 per minute for all use beyond twenty (20) minutes per month. The customer may have multiple personal 800 numbers per account. For each personal 800 number, the Company will provide to the customer an 800 number, a security code, and a Rerouting Code which allows the subscriber to use the call forwarding 800 feature, with which the customer can receive incoming calls. The Company has the exclusive right to determine the terminating locations for personal 800 numbers. Call Forwarding customers share access on the same 800 number based on PIN and, thus, may not retain use of the 800 number if service is terminated.

This feature allows Call Forwarding customers to temporarily change the telephone numbers to which the 800 calls terminate. After calling into a voice prompted system via a Company provided 800 number, the customer may specify new telephone numbers to which its personal 800 calls will terminate (including a voice mail location). There is no limit to the number of call forwarding transactions a customer may make.

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**SECTION 3 - DESCRIPTION OF SERVICES (contd.)**

**3.11 Long Distance Network Usage Rates**

- 3.11.1 The calls placed through the Company are rated using one of the following schedules. If the total charge includes a fraction of a cent, the fraction is rounded to the next whole cent (e.g., \$4,101.345 would be rounded to \$4,101.35).
- 3.11.2 Day, Evening and Night rate periods apply to Long Distance Network usage. The rates apply for all days of the week including holidays. The Day rate period is 8:00 a.m. to, but not including, 5:00 p.m., Monday through Friday and 5:00 p.m. to, but not including, 11:00 p.m. Sunday. The Night/Weekend Rate period is 11:00 p.m. to, but not including, 8:00 a.m. Monday through Sunday, all day Saturday, and from 8:00 a.m. to, but not including, 5:00 p.m. Sunday. For New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day and Christmas Day (December 25), the Evening Rate applies.

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**SECTION 3 - DESCRIPTION OF SERVICES (contd.)**

**3.12 Netcall Services Program**

The Company offers forty-five (45) different Netcall Program Services, for InterLATA service, which are available depending upon the promotional offerings then in effect at the time that the Customer signs up for service.

- 3.12.1 Under the Basic Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.2 Under the Special Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.3 Under the Enhanced Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.4 Under the Platinum Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.5 Under the Pearl Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

**3.12 Netcall Services Program (Cont'd)**

- 3.12.6 Under the Sapphire Netcall Program Service Plan, for the monthly charge of \$4.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.7 Under the Copper Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.8 Under the Quicksilver Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.13.9 Under the Dream Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.10 Under the Divine Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.11 Under the Heaven Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

**3.12 Netcall Services Program (Cont'd)**

- 3.12.12 Under the New Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.13 Under the Fresh Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.14 Under the Clean Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.15 Under the Dime Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.16 Under the Two Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.17 Under the Three Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

**3.12 Netcall Services Program (Cont'd)**

- 3.12.18 Under the Four Netcall Program Service Plan, for the monthly charge of \$7.95. Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.19 Under the Nickel Netcall Program Service Plan, for the monthly charge of \$7.95. Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.20 Under the Six Netcall Program Service Plan, for the monthly charge of \$7.95. Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.21 Under the Seven Netcall Program Service Plan, for the monthly charge of \$7.95. Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.22 Under the Eight Netcall Program Service Plan, for the monthly charge of \$7.95. Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.23 Under the Nine Netcall Program Service Plan, for the monthly charge of \$7.95. Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

**3.12 Netcall Services Program (Cont'd)**

- 3.12.24 Under the Ten Netcall Program Service Plan, for the monthly charge of \$7.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.25 Under the Discount Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.26 Under the Big Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.27 Under the Save Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.28 Under the Grand Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.29 Under the Great Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.

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**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)****3.12 Netcall Services Program (Cont'd)**

- 3.12.30 Under the Fantastic Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.31 Under the Bronze Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.32 Under the Silver Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.33 Under the Gold Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. There is a minimum call duration of three (3) minutes.
- 3.12.34 Under the Superb Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.02 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.35 Under the Magnificent Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.03 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)**

**3.12 Netcall Services Program (Cont'd)**

- 3.12.36 Under the Terrific Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.04 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.37 Under the Sweet Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.05 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.38 Under the Sugar Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.06 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.39 Under the Delight Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.07 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.40 Under the Ruby Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.08 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.41 Under the Emerald Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.09 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

**3.12 Netcall Services Program (Cont'd)**

- 3.12.42 Under the Diamond Netcall Program Service Plan, for the monthly charge of \$9.95, Customers may make long distance calls at a rate of \$0.10 per minute, regardless of distance, time or day. Callers are assessed a \$0.30 connection charge for each call.
- 3.12.43 Under the Crown Netcall Program Service Plan, for the monthly charge of \$24.95, Customers may make up to 642 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 a minute.
- 3.12.44 Under the Jewel Netcall Program Service Plan, for the monthly charge of \$29.95, Customers may make up to 1000 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 a minute.
- 3.12.45 Under the Royal Netcall Program Service Plan, for the monthly charge of \$39.95, Customers may make up to 2000 minutes in long distance calling per month, regardless of distance, time or day. Thereafter, calls will be billed at a rate of \$0.09 a minute.

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**SECTION 4 - RATES**

**4.2 Prepaid Debit Cards**

- 4.2.1 Except to the extent modified in this section, the provisions of Section 4.1 are applicable to Prepaid Debit Card Service.
- 4.2.2 The Company may enter special agreements with certain customers who purchase Prepaid Debit Cards in volume directly from the Company. Discounts on direct purchases will apply to volume purchases.
- 4.2.3 If the Prepaid Debit Card is lost or stolen, the Company has no obligation to replace the Prepaid Debit Card or refund the charges to or remaining value represented by the Prepaid Debit Card. Any time charged or value added to a lost or stolen Prepaid Debit Card is the responsibility of the customer. The Company makes no refunds for unused balances on Prepaid Debit Cards.

**4.3 Call Forwarding**

As set forth in Section 3.10 hereinabove, the customer will be entitled to twenty (20) minutes of use as part of its monthly subscription fee of \$9.95. After using the twenty (20) minutes of airtime, the customer will be charged at a flat rate of \$0.25 per minute for all interlata calls, independent of distance, time or day.

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**SECTION 4 - RATES** (contd.)

**4.4 Long Distance Network And Prepaid Debit Card And Calling Card Usage Rates**

4.4.1 Florida Intrastate Intralata Rates (Switched Resale)

4.4.1.A

	<u>Day</u>	<u>Even</u>	<u>Night</u>
	\$	\$	\$
<u>Mileage</u>	_____	_____	_____
ALL	0.25	0.25	0.25

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**SECTION 4 - RATES (contd.)**

**4.4 Long Distance Network And Prepaid Debit Card And Calling Card Usage Rates (contd.)**

4.4.2 Florida Intrastate Interlata Rates

**4.5 Special Calling Plan**

Customers may elect to subscribe to the Company's Special Calling Plan for \$5.00 per month. Pursuant to this plan, Customers pay \$0.30 for up to three (3) minutes of calling usage, independent of distance, time or day. For all calling usage after three (3) minutes, all usage charges are measured thereafter in one (1) minute increments and Customers are billed at a rate of \$0.10 per minute, independent of distance, time or day. The minimum call duration for billing purposes is three (3) minutes. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full one (1) minute period. There is no charge if the call is not completed to the desired destination.

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**SECTION 4 - RATES (contd.)****4.6 Directory Assistance Service**

Quintelco, Inc.'s customers will be debited at the following per call charge for each directory assistance call. The directory assistance charge applies to each call regardless of whether the directory assistance bureau is able to furnish the requested telephone number.

Per Call Charge	\$0.80
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**4.7 Exemptions and Special Rates****4.7.1 Directory Assistance for Handicapped Persons:**

There shall be no charge for up to fifty calls per billing cycle from lines or trunks serving handicapped individuals. The Company shall charge the prevailing tariff rates for every call in excess of fifty within a billing cycle.

**4.7.2 Hearing and Speech Impaired Persons:**

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

**4.7.3 Telecommunications Relay Service:**

For intrastate toll calls received from the relay service, the Company will when billing relay calls discount relay service calls by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is either both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

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**SECTION 4 - RATES (contd.)**

**4.8 Rates for 1010XXX Netcall Service**

**Standard Plans**

Entity Code/ Product Code	product name	minute rate	monthly rate	call charge	call length minimum in minutes	call limit (minutes included per month)	calculated per minute rate
101	basic	\$0.08	\$4.95	-	3		
102	special	\$0.09	\$4.95	-	3		
103	enhanced	\$0.10	\$4.95	-	3		
107	platinum	\$0.08	\$4.95	\$0.30	0		
108	pearl	\$0.09	\$4.95	\$0.30	0		
109	sapphire	\$0.10	\$4.95	\$0.30	0		
	copper	\$0.02	\$7.95	-	3		
	quicksilver	\$0.03	\$7.95	-	3		
	dream	\$0.04	\$7.95	-	3		
	divine	\$0.05	\$7.95	-	3		
	heaven	\$0.06	\$7.95	-	3		
	new	\$0.07	\$7.95	-	3		
	fresh	\$0.08	\$7.95	-	3		
	clean	\$0.09	\$7.95	-	3		
	dime	\$0.10	\$7.95	-	3		
	two	\$0.02	\$7.95	\$0.30	0		
	three	\$0.03	\$7.95	\$0.30	0		
	four	\$0.04	\$7.95	\$0.30	0		
	nickel	\$0.05	\$7.95	\$0.30	0		

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**SECTION 4 - RATES (contd.)**

**4.8 Rates for 1010XXX Netcall Service (Cont'd)**

Entity Code/ Product Code	product name	minute rate	monthly rate	call charge	call length minimum in minutes	call limit (minutes included per month)	calculated per minute rate
	six	\$0.06	\$7.95	\$0.30	0		
	seven	\$0.07	\$7.95	\$0.30	0		
	eight	\$0.08	\$7.95	\$0.30	0		
	nine	\$0.09	\$7.95	\$0.30	0		
	ten	\$0.10	\$7.95	\$0.30	0		
	discount	\$0.02	\$9.95	-	3		
	bigsave	\$0.03	\$9.95	-	3		
	save	\$0.04	\$9.95	-	3		
	grand	\$0.05	\$9.95	-	3		
	great	\$0.06	\$9.95	-	3		
	fantastic	\$0.07	\$9.95	-	3		
104	bronze	\$0.08	\$9.95	-	3		
105	silver	\$0.09	\$9.95	-	3		
106	gold	\$0.10	\$9.95	-	3		
	superb	\$0.02	\$9.95	\$0.30	0		

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**SECTION 4 - RATES (contd.)**

**4.8 Rates for 1010XXX Netcall Service (Cont'd)**

Entity Code/ Product Code	product name	minute rate	monthly rate	call charge	call length minimum in minutes	call limit (minutes included per month)	calculated per minute rate
	magnificent	\$0.03	\$9.95	\$0.30	0		
	terrific	\$0.04	\$9.95	\$0.30	0		
	sweet	\$0.05	\$9.95	\$0.30	0		
	sugar	\$0.06	\$9.95	\$0.30	0		
	delight	\$0.07	\$9.95	\$0.30	0		
110	ruby	\$0.08	\$9.95	\$0.30	0		
111	emerald	\$0.09	\$9.95	\$0.30	0		
112	diamond	\$0.10	\$9.95	\$0.30	0		

**Royal Plans**

113	crown	-	\$24.95	-	0	624	.04
114	jewel	-	\$29.95	-	0	1000	.03
115	royal	-	\$39.95	-	0	2000	.02

**Crown**- At a cost of \$24.95 per month, customers receive up to 624 minutes of calling time regardless of distance, time or day. This works out to approximately \$.04 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

**Jewel**- At a cost of \$29.95 per month, customers receive up to 1,000 minutes of calling time regardless of distance, time or day. This works out to approximately \$.03 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

**Royal**- At a cost of \$39.95 per month, customers receive up to 2,000 minutes of calling time regardless of distance, time or day. This works out to approximately \$.02 per minute. Thereafter, calls will be billed at a rate of \$.09 per minute.

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