

February 8, 2000

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CMU

Richard Tudor
Assistant Director
Division of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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FLORIDA PUBLIC
SERVICE COMMISSION
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MAIL ROOM

VIA FACSIMILE AND OVERNIGHT CARRIER

Subject: Contract Between the Florida Public Service Commission and MCI WorldCom, dated April 8, 1997.

Dear Mr. Tudor:

This letter is in response to your e-mail dated January 25, 2000, regarding the possible extension of the referenced Agreement between the Florida Public Service Commission ("FPSC") and MCI WorldCom for provision of the telecommunications relay services.

MCI WorldCom is interested in continuing to provide relay service as the sole provider to the State of Florida for a fixed duration of six (6) months, commencing on June 1, 2000 through November 30, 2000. Additionally, MCI WorldCom would agree to the inclusion of a mutual renewal provision through which the contract could be extended for an additional fixed duration of six (6) months with MCI WorldCom as the sole provider of relay service. MCI WorldCom would require the FPSC to provide it with a written request to renew sixty (60) days prior to the end of the initial six (6) month extension. Thereafter, MCI WorldCom would indicate whether it is willing to renew the contract within thirty (30) days of notification by the FPSC.

As a condition of this offer to extend the referenced Agreement, MCI WorldCom requires that the following three changes be made to the Agreement. First, the rate per Billable (Session) minute would be \$.715 for the first six month extension period, and would automatically increase to \$.85 per Billable (Session) minute in the event the parties agree to renew for an additional six month period. Second, to ensure the most efficient call processing, MCI WorldCom would require the flexibility to outflow Florida Relay calls to other MCI WorldCom Global Relay centers as necessary, without limitation. This flexibility will enable MCI WorldCom to utilize all its available resources and to timely manage the traffic flow to available Communication Assistants within its network. Third, MCI WorldCom requests FPSC to agree that MCI WorldCom's performance has been satisfactory throughout the initial contract term and that the potential liquidated damages liability during either six (6) month extension period would be capped at three hundred thousand dollars (\$300,000.00). Additionally, MCI WorldCom requests that the FPSC eliminate its monthly monitoring whereby it places two hundred (200) test calls into service and measures performance under a variety of categories.

Regarding your question about MCI WorldCom's relay emergency back-up capabilities for the second half of the year 2000, the plan for the second half of the year would be the same as the one that is currently in place. If any center has a has a major problem that affects call handling, after proper notifications the calls would outflow to other centers where other Communication Assistants would handle the calls. The other centers would be staffed as best as possible recognizing that callers during the emergency may experience delayed answer times.

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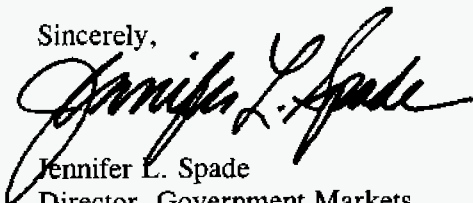
FPSC-RECORDS/REPORTING

Specifically with regard to the six (6) month extension period, MCI WorldCom plans to increase staffing at the Holyoke Massachusetts, Madison Wisconsin, and Riverbank California relay centers in order to handle Florida calls as a normal course of business. This will provide more call flow options and offset or minimize the impact attrition could have on the Miami center's ability to handle calls. Further, if the Miami center has to be evacuated because of an emergency, calls would be sent to other centers and handled as best as possible. By increasing staff at other centers to take Florida traffic under normal conditions, the ability to absorb additional traffic under emergency conditions improves dramatically.

Lastly, the official MCI WorldCom contact person during the remainder of the current contract and any extensions will be George Houck, Regional Account Manager, 489 Whitney Avenue, Suite 100, Holyoke, MA 01040. His phone number is 413-493-1152, pager is 888-268-8593, and email is George.Houck@wcom.com.

If you have any questions regarding the information above, please feel free to contact me at (703) 902-6336.

Sincerely,



Jennifer L. Spade
Director, Government Markets
MCI WorldCom

Cc: Ev Hardee, MCI WorldCom
George Houck, MCI WorldCom