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# IXC REGISTRATION FORM

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FPSC-COMMISSION CLES

Company Name	Global Telecom Exchange,	obal Telecom Exchange, Inc				
			COMMISSION			
Florida Secretary of State Registration No.		P10000032385	- CLERK			
Fictitious Name(s) as	filed at Fla. Sec. of State	Global Telecom Exchange, Inc				
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understand that my pursuant to Section each year or partial company will comply	company must notify the 364.02, Florida Statutes. year my registration is ac	664.04, Florida Statutes, is enclosed Commission of any changes to the My company will owe Regulatory Assetive pursuant to Section 364.336, Floorida Statutes, concerning carrier selecting billing practices.	above information sessment Fees for rida Statutes. My			
		Jayson Corneliu	S			
Signature of Co	mpany Representative	Printed/Typed Name of Re	epresentative			
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Part 21 (9/0	ne)	OFC LIDONYE	00968 FEB 10 =			

#### **1TITLE SHEET**

#### FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of non-facilities and resold interexchange telecommunications services provided by Global Telecom Exchange, Inc. with principal offices at 1900 Howell Branch Rd, Suite 300, Winter Park, FL 32792. 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.

ISSUED: January 11, 2010

EFFECTIVE: \_\_\_\_

#### **2CHECK SHEET**

The sheets listed below, which are 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 of the bottom of this page.

SHEET	REVISION
1	Original
2	Original
2 3 4 5	Original
4	Original
	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
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19	Original
20	Original
21	Original
22	Original

ISSUED: January 11, 2010

EFFECTIVE: \_\_\_\_

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### 4SYMBOLS

- D Delete Or Discontinue
- 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

#### **5TARIFF FORMAT SHEETS**

- **A. Sheet Numbering** Sheet numbers appear in the upper right corner of the page. 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 page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc, the FPSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- **C.** Paragraph Numbering Sequence There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2. 2.1. 2.1.1. 2.1.1.A. 2.1.1.A.1. 2.1.1.A.1.(a). 2.1.1.A.1.(a).l. 2.1.1.A.1.(a).l.(i).

**D. Check Sheets** - When a tariff filing is made with the FPSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages 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 page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

ISSUED: January 11, 2010

EFFECTIVE:

## **PRELIMINARY STATEMENT**

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Applicable to business and residential, individual and party line, flat rate exchange and prepaid calling card service.

# **Territory**

Within the base rate of all exchanges serviced between and within all LATAS located in the State of Florida.

ISSUED: January 11, 2010

EFFECTIVE: \_\_\_\_\_

#### 6SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Access Line** - An arrangement which connects the customer's location to the Company's Underlying Carrier(s) 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.

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

Company or Carrier - Global Telecom Exchange, Inc

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:OO a.m. up to, but not including, 5:OO 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.

**Holidays** - The Company'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.

**FLPSC** – Florida Public Service Commission.

Local Exchange Company - A company which furnishes local exchange service

SIP Termination Company - A company that terminates VOIP service

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

**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 Calling Cards -** A plastic, paper or similar card issued by the Company, authorized vendor, or other common carrier which enables the Customer and/or User to use a preprogrammed number of minutes of the Company's telecommunication service. Each Prepaid Calling Card which represents a Customer account, has a PIN and instructions for using the Company's Prepaid Calling Card telecommunications service.

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

### 7 **SECTION 2 - RULES AND REGULATIONS**

### 2.1 Undertaking of the Company

The Company's Underlying Carrier(s) facilities are furnished for communications originating at specified points within the State of Kentucky under terms of this tariff.

The Company 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 Company's Underlying Carrier(s) 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 24 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 The Company 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.
- 2.2.3 All services provided under this tariff are directly controlled by the Company 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.

## 2.2 <u>Limitations</u> (Cont.)

- 2.2.3 All facilities provided under this tariff are directly controlled by the Company 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 or location of the service or facilities.
- 2.2.4 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 The Company's liability 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, unless ordered by the Commission.
- 2.3.2 The Company 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 the Company.

### 2.4 Interruption of Service (contd.)

- 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: Credit =  $A \times B$ 720

"A" -- outage times in hours
"B" -- total fixed monthly charge for affected facility

## 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

To the extent that the Customer is not a Prepaid Calling Card Customer, the Customer will receive an itemized statement of account after the 30-day cycle.

### 2.8 Pay BY Mail

To the extent that the Customer is not a Prepaid Calling Card Customer, a return envelope is included with each Customer's bill. If the return envelope is unavailable, Customers should contact the customer service telephone number indicated on the bill for the appropriate address.

#### 2.9 Lost Bills

If a bill is lost, the Customer should call the Company service representative or Company's designated billing agent for the amount due. Customers should be sure to include their account number, name, address and telephone number with payment.

## 2.10 Special Promotional Offering

The Company may, from time to time, engage in special promotional trial service offerings of a limited duration (not to exceed ninety (90) days on a per Customer basis, for non-optional, recurring charges) designed to attract new Customers or to increase existing Customer awareness of the service pending appropriate Commission notice. Special promotional trial service offerings will be offered on a non-discriminatory basis. Such offerings maybe limited to certain dates, times and locations.

#### 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 application to the FLPSC for review and disposition of the matter.

#### 2.6 **Deposits**

The Company does not require a deposit from the customer.

### 2.7 Advance Payments

The Company reserves the right to collect advanced payments as part of its Prepaid Calling Card service.

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

### 2.8 **Taxes**

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

### 2.9 Billing of Calls

All charges due by the subscriber are payable at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

### **SECTION 3 - DESCRIPTION OF SERVICE**

### 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.

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 FLPSC rules or if the special access channel is jurisdictionally interstate. Charges for dedicated access channel are determined by the access provider.

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

#### 3.2 Long: Distance Network Service (contd.)

- .2.1 Each service Customer is billed individually for each call, on a conversation minute basis, placed through the Company since the previous month's billing. See Section 4, Rates, for the applicable rate schedule. For billing purposes, as delineated on each individual Prepaid Calling Card the minimum call duration and billing increments will be as follows:
  - 3.2.1.A Sixty (60) Second Billing Increments: The minimum call duration for billing purposes will be sixty (60) seconds. All usage charges are measured thereafter in sixty (60) second increments. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full sixty (60) second period.
  - 3.2.1.B One Hundred Twenty (120) Second Billing Increments:
    The minimum call duration for billing purposes will be one hundred twenty (120) seconds. All usage charges are measured thereafter in one hundred twenty (120) second increments. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full one hundred twenty (120) second period.
  - 3.2.1.C One Hundred Eightv (180) Second Billing Increments:

    The minimum call duration for billing purposes will be one hundred eighty (180) seconds. All usage charges are measured thereafter in one hundred eighty (180) second increments. The duration of a call which involves a fractional part of a minute will be rounded up to the next higher full one hundred eighty (180) second period.

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

### 3.3 Directory Assistance Service

Directory Assistance Service is provided by the Company's Underlying Carrier(s) to assist subscribers in obtaining telephone numbers.

#### 3.4 Accessing Service

The service provided by the Company, through its Underlying Carrier(s), is one way dial in - dial out, multi-point telecommunications services, allowing the Customer to originate calls through the network facilities of the Underlying Carrier(s). Customers may originate calls only in the city or cities where they have an active account. Access to the Company may differ dependent upon the type of exchange access service provided by the local exchange telephone company to the Underlying Carrier(s).

#### 3.5 Availability of Service

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

#### 3.6 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.

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

## 3.7 <u>Timing of Calls</u>

- 3.7.1 Long distance usage charges are based on usage of the Company'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.
- 3.7.2 Minimum call duration and usage measurement and rounding for debiting purposes is specified on per-product basis in the rate section of this tariff.
- 3.7.3 There is no charge applied for incomplete calls.

### **SECTION 3** - DESCRIPTION OF SERVICE continued

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

### 3.8 Prepaid Calling Card Service

- 3.8.1. This service permits use of a Prepaid Calling Card to access and pay for the Company's telecommunication services. Customers may purchase Prepaid Calling Cards directly from the Company or at a variety of retail outlets. Prepaid Calling Cards may be issued in denominations of \$2.00 \$5.00, \$10.00 and \$20.00. The Company may issue Private Label Prepaid Calling Cards and Standard Issue Prepaid Calling Cards, as well as Prepaid Calling Cards with a fixed number of preprogrammed minutes and Renewable Prepaid Calling Cards.
- 3.8.2. Users obtain the service by dialing an 800 number or other Access Codes to access the Underlying Carrier(s) network. The User is prompted by an automatic voice response system to enter his/her PIN, and then to enter the terminating telephone number. The Underlying Carrier(s) processor tracks the call duration from when the call is answered by the Underlying Carrier(s) processor for rating purposes on a real time basis. Billing for all calls ends when either party hangs up. The total price of each call, including applicable taxes, is deducted from the prepaid amount on the Prepaid Calling Card, For some cards, when a User obtains access to the Underlying Carrier(s) processor, the balance on the card will be announced. A warning tone or message may be played when 60 seconds or less is left on the Prepaid Calling Card. The User can then complete the call within the time remaining on the Prepaid Calling Card. Customers have the option of purchasing Prepaid Calling Cards containing an expiration date of either six (6) months from the date of first use or twelve (12) months from the date of activation.
- 3.8.3. The Company offers origination from anywhere in the United States, and termination internationally. Availability of international termination may be limited by the Company's operating authority limits as set forth herein, or by service availability for international direct dialing.

#### **SECTION 4 - RATES**

### 4.1 Long Distance Service (U.S. RATES ONLY)

DAY		EVE		NIGHT	
First .01	Add'l .01	First .001	Add'l .001	First .001	Add'l .001
Rate per mine	ute - \$0.01	Rate per mini	ute - \$0.001	Rate per min	ute - \$0.001

Rate per minute - \$0.001.

Plan is billed in full minute increments.

### 4.2 800/888 (Inbound) Long Distance Service

Rate per minute - \$0.12.

Plan is billed in six second increments with a six second minimum.

#### 4.3 Calling Card Service

Rate per minute – is based on domestic long distance prices and international call termination price, these prices varies and a most current copy of our international call rates can found on our website www.insidegtx.com/rates. Rate Plan is billed in sixty second increment for the first minute and six second increments there after. A \$0.69 fee applies 1<sup>st</sup> day after 1<sup>st</sup> use and again every 14 days thereafter. International rates vary by city/celluar. Cost of call rounded to the full cent. \$1.00 surcharge applies to each call made from a pay phone. Calls made from toll free access are billed at higher per minute rate. Universal Service Fund surcharge applies to total cost of each US inter-state call.

#### **SECTION 4** - RATES continued

# 4.4 Operator Services (For presubscribed customers)

- 4.4.1 <u>Usage Rates</u>: The appropriate rate found under 4.1 or 4.3 shall apply.
- 4.4.2 Operator Charges:

Collect Station-to-Station\$1.00

Collect Person-to-Person\$3.25

Person-to-Person\$3.25

Station-to-Station\$1.00

Customer Dialed Calling Card\$1.00

Operator Dialed Calling Card\$1.75

Operator Dialed Surcharge\$0.75

#### **SECTION 4** - RATES continued

### 4.5 **Determining Applicable Rate in Effect** (If IXC rates are time of day sensitive)

For the initial minute, the rate applicable at the start of chargeable time at the calling station applies. For additional minutes, the rate applicable is that rate which is in effect at the calling station when the additional minute(s) begin. That is, if chargeable time begins during the Day Period, the Day Rate applies to the initial minute and to any additional minutes that the call continues during the rate period. If the call continues into a different rate period, the appropriate rates from that period apply to any additional minutes occurring in that rate period. If an additional minute is split between two rate periods, the rate period applicable at the start of the minute applies to the entire minute.

#### 4.6 Payment of Calls

### 4.6.1 <u>Late Payment Charges</u>

A late payment Charge of 1.5% per month will be assessed on all unpaid balances more than thirty days old.

## 4.6.2 Return Check Charges

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds if the face value does not exceed \$50.00, \$30.00 if the face value does exceed \$50.00 but does not exceed \$300.00, \$40.00 if the face value exceeds \$300.00 or 5% of the value of the check, which ever is greater.

#### 4.7 Restoration of Service

A reconnection fee of \$25.00 per occurrence is charged when service is reestablished for customers who had been disconnected for non-payment.

### **SECTION 4 - RATES continued**

## 4.8 **Special Promotions**

The company will, from time to time, offer special promotions to its customers waiving certain charges. These promotions will be approved by the FPSC with specific starting and ending dates, and be made part of this tariff.

### 5.0 Special Rates For The Handicapped

#### 5.1 <u>Telecommunications Relay Service</u>

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 non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice non-relay 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.