

TITLE SHEET

TELECOMMUNICATIONS PRICE LIST

This price list contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for alternative local exchange telecommunications services provided by FLATEL, Inc., with principle offices at 2300 Palm Beach Lakes Blvd, Executive Center Suite 100, West Palm Beach, FL 33409, (888)777-6561. This price list applies for services furnished within the United States. This price list is on file with the Public Service Commission of each authorized state and copies may be inspected during normal business hours, at the Company's principal place of business.

Furnished By:

FLATEL, Inc

Issued By: Abby Matari  
CEO

FLATEL  
2300 Palm Beach Lakes Blvd. Suite 100  
West Palm Beach, FL 33409

CHECK SHEET

The sheets listed below, which are inclusive of this price list, 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 price list and are currently in effect as of the date at the bottom of this page.

SHEET	REVISION
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original

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**SYMBOLS SHEET**

This following are the 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 Price List 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
- 
- A. Check Sheets – When a price list filing is made with the PSC, an updated check sheet accompanies the price list filing.
  - B. Sheet Numbering and Revision Levels – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between existing sheets 14 and 15 would be 14.1. Revision levels also appear in the upper right corner of the page. These levels are used to determine the most current sheet version on file with the PSC. For example, the 4<sup>th</sup> revised sheet 14 cancels the 3<sup>rd</sup> revised sheet 14.

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**SECTION 1- TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** – An arrangement which connects the customer's location to the Company's 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 both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

**Company or Carrier** – FLATEL Inc

**Central Office** – A location where there is an assembly of equipment that establishes the connections between subscriber access lines, trunks, switched access circuits, private line facilities, and special access facilities with the rest of the telephone network.

**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 Price List regulations.

**Exchange** – The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange area.

**Intra- LATA Toll Message** – Those toll messages which originate and terminate within the same LATA.

**Message** – a completed telephone call.

**Non-Recurring Charge ("NRC")** – The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**FLATEL** – Used throughout this Price List to refer to FLATEL, Inc.

**Recurring Charges**- The charges to the Customer for services, facilities, or equipment, which continue for the agreed upon duration of the service.

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**SECTION -2 Rules and Regulations****2.1 UNDERTAKING**

2.1.1 The Company undertakes to furnish local communications service pursuant to the terms of this Price List in connection with one way or two way communications.

2.1.2 The Company is responsible under this Price List only for the services provided.

2.1.3 The Company provides access to "911" services, as required.

2.1.4 Per federal mandates, we provide Lifeline service and Link Up Support along with the following services: Voice grade access to the public switched network, local usage, DTMF signaling, single party service, and access to emergency services, operator services, interexchange service, directory assistance and toll limitations services to qualifying, low income users.

**2.2 LIMITATIONS**

2.2.1 The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this Price List.

2.2.2 Service may be limited or discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Account Codes or Authorization Codes, when the Company deems it necessary to take such action to prevent unlawful use of its service.

**2.3 LIABILITY OF THE COMPANY**

2.3.1 The Company shall not be liable for any claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service or transmission provided under this Price List, by any malfunction of any service or facility provided by an Act of God, fire, war, civil disturbance, or act of government, or any other cause.

**2.4 RESPONSIBILITY OF THE CUSTOMER**

2.4.1 The Customer is responsible for making proper application for service; placing any necessary orders, for complying with Price List regulations; and payment of charges for services provided.

**2.5 TAXES**

2.5.1 FLATEL reserves the right to bill any and all applicable taxes in addition to any recurring, non-recurring, per call, usage charges. All taxes or fees will appear as separate line items on the customer's bill.

**2.6 Return Check Charge**

2.6.1 A Returned Check Charge may be collected in accordance with State guidelines.

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**SECTION -3 BASIC SERVICE DESCRIPTION AND RATES**

3.1 Bell South and Sprint Service Areas	RESIDENCE	BUSINESS
Order to establish or add new service (Connect fees)	\$60.00	\$65.00
Order to change or add to existing service	\$22.00	\$22.00
Order to Reconnect existing service	\$45.00	\$65.00
Verizon Service Area		
Order to establish or add new service (Connect fees)	\$60.00	\$65.00
Order to change or add to existing service	\$22.00	\$22.00
Order to Reconnect existing service	\$60.00	\$60.00
Activation fee payment plan billed in 12 installments		

3.2 Rates

**PREPAID HOMEPHONE SERVICE PLANS**  
BellSouth, Verizon & Sprint Service Areas

Monthly Rate

<b>FLATEL Special Offer PROMO -</b> <b>FREE Call Waiting and Caller ID for 1st month</b> <ul style="list-style-type: none"> <li>• Includes Anonymous Call Rejection</li> <li>• Includes Call Waiting Deluxe</li> <li>• Includes Caller ID Deluxe</li> </ul>	<b>\$29.95</b>
<b>FLATEL Long Distance Special Offer PROMO -</b> <b>FREE Call Waiting and Caller ID for 1st Month!</b> <b>Bundled with 100 Long Distance Minutes. Upgrades available!</b> <ul style="list-style-type: none"> <li>• Includes Anonymous Call Rejection</li> <li>• Includes Call Waiting Deluxe</li> <li>• Includes Caller ID Deluxe</li> </ul>	<b>\$35.95</b>
<b>FLATEL Essential -</b> <ul style="list-style-type: none"> <li>• Includes Call Waiting Deluxe</li> <li>• Includes Anonymous Call Rejection</li> <li>• Includes Caller ID Deluxe</li> </ul>	<b>\$40.95</b>
<b>FLATEL Essential Plus 100 -</b> <b>Bundled with 100 Long Distance Minutes. Upgrades available!</b> <ul style="list-style-type: none"> <li>• Includes Caller ID Deluxe</li> <li>• Includes Call Waiting Deluxe</li> <li>• Includes Anonymous Call Rejection</li> </ul>	<b>\$45.95</b>

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FLATEL Total Choice - \$48.95

- Includes Three Way Calling
- Includes Call Block
- Includes Call Tracing
- Includes Caller ID Deluxe
- Includes Anonymous Call Rejection
- Includes Call Waiting Deluxe
- Includes Call Return
- Includes Call Forwarding
- Includes 8 Code Speed Calling
- Includes TouchStar® Selective Call Forwarding

FLATEL Top Choice 100 - \$48.95

Bundled with 100 Long Distance Minutes. Upgrades available!

- Includes TouchStar® Selective Call Forwarding
- Includes Call Waiting Deluxe
- Includes Anonymous Call Rejection
- Includes 8 Code Speed Calling
- Includes Three Way Calling
- Includes Caller ID Deluxe
- Includes Call Block
- Includes Call Forwarding
- Includes Call Tracing
- Includes Call Return

FLATEL Total Choice Wide Area - \$60.95

- Includes Extended Calling
- Includes Three Way Calling
- Includes Call Block
- Includes Call Tracing
- Includes Call Forwarding
- Includes Call Return
- Includes Call Waiting Deluxe
- Includes Anonymous Call Rejection
- Includes Speed Calling
- Includes Call Selector
- Includes Repeat Dialing
- Includes Caller ID Deluxe

Savings Unlimited Local Service \$57.00

Unlimited Local Service. Access to Toll Free numbers and 911

Savings Deluxe \$67.00

Unlimited Local Service. Access to Toll Free numbers and 911

- Includes Caller ID Deluxe
- Includes Call Waiting Deluxe

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Savings Complete Unlimited Local Service. Access to Toll Free numbers and 911 • Includes Three Way Calling • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Call Return • Includes Call Forwarding	\$77.00
Lifeline Direct PROMO - (includes -13.50 lifeline discount) FREE CALL WAITING AND CALLER ID FOR 1st MONTH • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Anonymous Call Rejection	\$16.45
Lifeline Long Distance Direct PROMO - (includes -13.50 lifeline discount) FREE CALL WAITING AND CALLER ID FOR 1st MONTH Bundled with 100 Long Distance Minutes. Upgrades available! • Includes Anonymous Call Rejection • Includes Call Waiting Deluxe • Includes Caller ID Deluxe	\$22.45
Lifeline Essential - (includes -13.50 lifeline discount) • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Anonymous Call Rejection	\$27.45
Lifeline Direct Essential 100 - (includes -13.50 lifeline discount) Bundled with 100 Long Distance Minutes. Upgrades available! • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Anonymous Call Rejection	\$32.45
Lifeline Direct Total Choice - (includes -13.50 lifeline discount) • Includes Call Block • Includes Three Way Calling • Includes Call Forwarding • Includes Call Return • Includes TouchStar® Selective Call Forwarding • Includes Call Tracing • Includes Call Waiting Deluxe • Includes Caller ID Deluxe • Includes Anonymous Call Rejection • Includes 8 Code Speed Calling	\$35.45

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Lifeline Direct Top Choice 100 - (includes -13.50 lifeline discount) \$35.45  
Bundled with 100 Long Distance Minutes. Upgrades available!

- Includes Three Way Calling
- Includes Call Block
- Includes Call Tracing
- Includes Call Forwarding
- Includes Call Return
- Includes Call Waiting Deluxe
- Includes Anonymous Call Rejection
- Includes Caller ID Deluxe
- Includes TouchStar® Selective Call Forwarding
- Includes 8 Code Speed Calling

Lifeline Direct Wide Area Total Choice - (includes -13.50 lifeline discount) \$47.45

- Includes Caller ID Deluxe
- Includes Repeat Dialing
- Includes Call Selector
- Includes Speed Calling
- Includes Anonymous Call Rejection
- Includes Call Waiting Deluxe
- Includes Call Return
- Includes Call Forwarding
- Includes Call Tracing
- Includes Call Block
- Includes Three Way Calling
- Includes Extended Calling

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**POST PAID CREDIT REQUIRED HOMEPHONE SERVICE PLANS**

<b>BellSouth</b>	<b>Monthly Rate</b>
FLATEL Residential Service Unlimited Local Service.	\$17.95
FLATEL Residential Essential Unlimited Local Service. Access to Toll Free numbers and 911 • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Anonymous Call Rejection	\$22.95
FLATEL Residential Complete Unlimited Local Service. Access to Toll Free numbers and 911 • Includes Three Way Calling • Includes Ring Master • Includes Repeat Dialing • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Call Tracing • Includes Call Return • Includes Call Return • Includes Call Forwarding • Includes Call Block • Includes Anonymous Call Rejection	\$32.95
FLATEL Residential Service (For qualifying Lifeline Customers) Unlimited Local Service.	\$4.45
FLATEL Residential Essential (For qualifying Lifeline Customers) Unlimited Local Service. Access to Toll Free numbers and 911 • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Anonymous Call Rejection	\$9.45
FLATEL Residential Complete (For qualifying Lifeline Customers) Unlimited Local Service. Access to Toll Free numbers and 911 • Includes Three Way Calling • Includes Ring Master • Includes Repeat Dialing • Includes Caller ID Deluxe • Includes Call Waiting Deluxe • Includes Call Tracing • Includes Call Return • Includes Call Return • Includes Call Forwarding • Includes Call Block • Includes Anonymous Call Rejection	\$19.45

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**SECTION 4 – MISCELLANEOUS SERVICE AND RATES**

Features	Description	Residential	Business
Activation Fee	Fee for Activation	\$60.00	\$65.00
Address Change	Fee for Change of Address	\$55.00	\$55.00
Anonymous Call Rejection	Rejects blocking features	\$4.00	\$4.00
Call Block	Block calls from specified phone numbers	\$5.95	\$5.95
Call Forward No Answer	Sends the call to the number you specify	\$1.95	\$1.95
Call Forwarding	Forward your calls to any other phone	\$5.95	\$5.95
Call Forwarding Busy Line	Callers are automatically sent to the number you specified when busy	\$1.95	\$1.95
Call Return	Dials back the last number that called	\$6.00	\$6.00
Call Selector	Selective Call Forwarding	\$5.95	\$5.95
Call Tracing	Annoyance Call Center receives a message with the telephone number	\$4.00	\$4.00
Call Waiting Deluxe	Identifies the caller	\$7.95	\$7.95
Caller ID Deluxe	Identifies the caller with a name and number	\$11.00	\$11.00
Caller ID Number Only	Identifies the caller with a number	\$7.50	\$7.50
Cancellation Fee	Fee to cancel service	\$10.00	\$10.00
Complete Choice	A package of features	\$31.00	\$31.00
Connection Fee	Fee to connect service	\$25.00	\$25.00
Directory Assistance	Directory Assistance	\$1.50	\$1.50
Extended Calling	Calls outside local calling area	\$12.00	\$12.00
Feature Change	Feature Change	\$22.00	\$22.00
Star 98	Voice mail service	\$1.00	\$1.00
Operator Assistance	Operator Assistance	\$1.50	\$1.50
Late Fee	Late Fee	\$3.50	\$3.50

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Non Published Number	Non Published Number	\$3.50	\$3.50
PIC / LPIC Change	PIC / LPIC Change	\$3.50	\$3.50
Toll Block Restriction	Toll Block Restriction	\$4.69	\$4.69
Remote Access Call Forwarding	Offsite call forward	\$5.20	\$5.20
FLATEL Wire Maintenance	FLATEL Wire Maintenance	\$5.95	\$5.95
Inside Wire Maintenance	Inside Wire Maintenance	\$5.95	\$5.95
Repeat Dialing	Repeats the call when busy	\$5.95	\$5.95
Ring Master	Distinctive rings	\$5.95	\$5.95
Speed Calling	Quick access to phone numbers	\$5.95	\$5.95
Three Way Calling	Allows up to 3 callers	\$5.95	\$5.95
Memory Call Voice Mail	Voicemail service	\$7.95	\$7.95
Privacy Director	Privacy Director	\$7.95	\$7.95
Line Hunting	Redirects a call to next number	\$9.95	\$9.95
Suspension Status Fee	Suspension Status Fee	\$10.00	\$10.00
Local Plan Change	Local Plan Change	\$22.00	\$22.00
Name Change	Name Change	\$22.00	\$22.00
Number Change	Number Change	\$29.00	\$45.00
MEAS	Measured Extended Area Service	\$30.00	\$30.00
Returned Check Fee	Returned Check Fee	\$30.00	\$30.00
Rewire	Rewire	\$57.00	\$57.00
Jack Installation	Jack Installation	\$85.00	\$85.00
Repair	Repair	\$85.00	\$85.00
Long Distance Deposit	Deposit	\$200.00	\$200.00
Long Distance Plan with Deposit	Plan	\$2.00	\$2.00
Federal public housing/Section 8	Lifeline	\$10.00 Credit	
Food Stamps	Lifeline	\$10.00 Credit	
Household Income State Means Test (OPC Certified)	Lifeline	\$10.00 Credit	
Low Income Home Energy Assistance Plan (LIHEAP)	Lifeline	\$10.00 Credit	

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Medicaid	Lifeline	\$10.00 Credit
National School Lunch Program (NSL)	Lifeline	\$10.00 Credit
Senior Citizens	Lifeline	\$10.00 Credit
Supplemental Security Income (SSI)	Lifeline	\$10.00 Credit
Temporary Assistance to Needy Families (TANF)	Lifeline	\$10.00 Credit

\*Rates subjected to change

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