

TITLE SHEET  
FLORIDA TELECOMMUNICATIONS PRICE LIST

This price list contains the descriptions, regulations, service standards and rates applicable to the furnishing of service and facilities for telecommunications services provided by Dialtone Telecom, LLC, with principal offices located at 1521 W Washington St., Quincy, FL 32353. This price list applies for services furnished within the state of Florida. This price list 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 January 7 2002

EFFECTIVE: JAN 09 2002

By: Jack M. Munroe, Manager  
Dialtone Telecom  
1521 W Washington St.  
Quincy, FL 32353

DIVISION OF  
REGULATORY OVERSIGHT

2002 JAN -7 PM 1:28

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 of the bottom of this page.

SHEET	REVISION
1	Original
2	1 <sup>st</sup> Revised*
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	1 <sup>st</sup> Revised*

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SYMBOLS SHEET

The following are the only symbols used for the purposes indicated below:

D - Delete or Discontinue

I - Change Resulting In An Increase to A Customers 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

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PRICE LIST 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 price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 & 15 would be 14.1

B: SHEET REVISION NUMBERS: Revision numbers also appear in the upper right hand corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4<sup>th</sup> revised sheet 14 cancels the 3<sup>rd</sup> revised sheet 14. Because of various suspension periods, deferrals, etc. the FPSC follows in the price list page in effect. Consult the Check Sheet for the sheet currently in effect.

C: Paragraph Numbering Sequence- There are nine levels of paragraphing 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).I  
2.1.1.A.1.(a).I.(i).  
2.1.1.A.1.I.(i).(1).

D: Check Sheets- When a price list filing is made with the FPSC, an updated check sheet accompanies the price list filing. The check sheet lists the sheets contained in the price list with 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 price list user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

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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 of Carrier – Dialtone Telecom, LLC.

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

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

Message – A connected telephone call.

Holidays – The Company's recognized holidays are New Years Day, Memorial Day, July 4<sup>th</sup>, Veterans Day, Thanksgiving Day and Christmas Day.

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**Section 2 – Rules and Regulations**

- 2.1 Undertaking of : Dialtone Telecom, LLC
- 2.2 Limitations: Local Prepaid Phone Service only. This does not include an extended local calling area, long distance, or collect calls. In the event we are unable to block these calls, the customer is responsible for any and all charges incurred.
- 2.3 Liabilities of the Company : The Company and or its dealers will be held "harmless" against claims or damages that arise from accidental disconnect, including but no limited to any inability to access 911.
- 2.4 Service Availability: Service is to the residence and or business. The customer is responsible for maintaining the wiring and jacks along with his/her telephone within the agreed residence or business.
- 2.5 Interruption of Service: Non payment of regulated charges on a specified date, as agreed, will result in a disconnection of service. Any reconnection would involve a reconnection charge of \$25.00.
- 2.6 Deposits and Advance Payments: A one time non refundable processing fee of \$10.00 will be due at the time of application, along with the first months prepaid phone service charge of \$29.95. (Payments can only be made in the form of cash, money order or cashiers check).
- 2.7 Taxes: All applicable taxes will be billed monthly to the customer. Applicable taxes will not be collected along with the one time processing fee, and therefore the customers first billing may appear slightly higher than originally quoted.
- 2.8 Billing Periods: A customers billing period will begin on the actual date that the service was connected. If payment is not received by the due date a \$5.00 late fee will be accessed on days 1-3 and a \$10.00 late fee will be accessed on day's 4-7. If payment is not received within 7 days of the due date, the customers service will be subject to disconnection.
- 2.9 Refunds/Credits: A request for a refund or credit, for whatever the reason must be made in writing by the customer and mailed to: Dialtone Telecom, 1521 W Washington St. Quincy, FL 32353. The request for the refund will be reviewed and the customer will either receive a credit, or an explanation as to why no credit is due. This notification will be given to the customer within 30 days of receipt of the actual request.
- 2.10 Service Installation: The maximum time frame when service will be installed to the customer shall be 10 working days, excluding weekends and holidays. In the event service cannot be installed during the maximum 10 day time frame, the customer will be entitled to a full refund including any non refundable processing fees. In the event that an ILEC has no facilities available, the company shall have a maximum of 30 working days excluding weekends and holidays to allow the ILEC reasonable time to provide such facilities.
- 2.11 Service Repair: The maximum time frame for service repair will be 72 hours.
- 2.12 Grade of Service : The customer will be provided with a basic voice grade line for local service. The customer will have access to 800 numbers, and 911 service where available. The customers line will be toll restricted by way of blocking for the following:  
Long distance, extended calling areas, directory assistance, operator assistance, collect calls, as well as 900 and 976 numbers.
- 2.13 Account Change: In the event a customer wishes to change the service or features provided at any time after the customer has placed an initial customer connection order, and account change fee of 20.00 will be due at the time the change is requested.
- 2.14 Account transfer: In the event a customer wishes to change service from one location to another, and account transfer fee of \$40.00 will be due at the time the change is requested.

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**SECTION 3 – BASIC SERVICE DESCRIPTION AND RATES****3.1 Service Description**

Basic local phone service with 911 access and relay services. Service does not include an extended calling area or long distance.

**3.2 Rates**

Local Monthly Charges	39.95
Initial Customer Connection Charge	10.00
Late Payment fee 1-3 days	5.00
4-7 days	10.00

**3.3 Hearing and Speech Impaired Customers**

3.3.1 Directory Assistance: There shall be no charge for up to fifty calls per billing cycle from lines or trunks service individuals with disabilities. The company shall charge the prevailing price list rates for every call in Excess of 50 within a billing cycle.

3.3.2: Telecommunication Relay Service: For calls received from the relay service, the company will when billing relay calls, discount relay service calls by 50% 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 calls shall be discounted 60% off of the otherwise applicable rate for a voice non relay call.

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SECTION 4 – MISCELLANEOUS SERVICES4.1 ADDITIONAL FEATURES:

Call Waiting	\$6.00 per month
Caller ID	\$10.00 per month
Voice Mail	\$10.00 per month
Non Published number	\$ 6.00 per month

4.1.1 CALLING PACKAGES

#1	Call Waiting, Caller ID	\$14.00 per month
#2	Call Waiting, Voice Mail	\$14.00 per month
#3	Call Waiting, Voice Mail, Caller ID	\$24.00 per month

4.2 NON ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customers request, installation or maintenance may be performed at the outside the companies regular business hours. Or,(in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material and other costs incurred by or charged to the company will apply. If installation is started during regular business hours but, at the Company's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and or night hours, additional charges may apply.

4.3.DIRECTORY LISTINGS:

One listing, termed the initial listing, is included with each customers service request.

4.4 ACCOUNT CHANGES OR TRANSFERS

Account Change Fee	\$20.00
Account Transfer Fee	\$40.00

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