



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	SHEET	REVISION	SHEET	REVISION
1	SECOND	26	FIRST	52	FIRST
2	FOURTH*	27	FIRST	53	FIRST
3	FIRST	28	FIRST	54	FIRST
4	SECOND	29	FIRST	54.1	ORIGINAL*
5	FIRST	30	FIRST	54.2	ORIGINAL*
6	FIRST	31	FIRST	54.3	ORIGINAL*
7	FIRST	32	FIRST	55	FIRST
8	FIRST	33	FIRST	56	FIRST
9	FIRST	34	FIRST	57	FIRST
10	FIRST	35	FIRST	58	FIRST
11	FIRST	36	FIRST	59	FIRST
12	FIRST	37	FIRST	60	FIRST
13	SECOND	38	FIRST	61	FIRST
14	SECOND	39	FIRST	62	FIRST
15	FIRST	40	FIRST	63	FIRST
16	FIRST	41	FIRST	64	FIRST
17	FIRST	42	FIRST	65	FIRST
18	FIRST	43	FIRST	66	FIRST
19	FIRST	44	FIRST	67	FIRST
20	FIRST	45	FIRST	68	FIRST
21	FIRST	46	FIRST	69	FIRST
22	FIRST	47	FIRST	70	FIRST
23	FIRST	48	FIRST	71	FIRST
24	SECOND	49	FIRST	72	FIRST
24.1	ORIGINAL	50	FIRST	73	FIRST
25	FIRST	51	FIRST	74	FIRST

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**SECTION 2 - RULES AND REGULATIONS, *continued***

**2.15 Levels of Service Quality Objectives**

(N)

The Company will endeavor at all times to provide its Customers with high quality, reliable telecommunications services. However, the Company's ability to meet the stated service quality objectives is ultimately subject to the availability of any ILEC network and outside plant facilities and equipment which it utilizes, and the timeliness of the ILEC's response to Company-initiated requests for service installation and repair.

**2.15.1 Limitations**

Service quality objectives for installation, maintenance and repair as described herein apply only to single-line residence and business services.

Emergency conditions under which service quality objectives described in this section may not be met include but are not limited to Acts of God, fires, floods, earthquakes, hurricanes, tornados, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; or compliance with any law, order, regulation or other action of any governing authority or agency which impairs or interferes with the Company's normal business operations.

Service quality objectives apply to services and equipment provided by the Company only. The Company may be unable to meet these objectives due to the unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties under the direction of the Customer.

The Company's liability, where applicable, in the event that it is unable to meet the objectives described herein will be subject to the limitations of liability and credits and allowances for interruptions of service as provided in this Price List.

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**SECTION 2 - RULES AND REGULATIONS, *continued***

**2.15 Levels of Service Quality Objectives, *continued***

**2.15.2 Installations**

Where ILEC central office and outside plant facilities are readily available, the Company's objective for fulfillment of single-line residence and business Customer requests for primary service following receipt of application for same when all tariff requirements relating thereto have been complied with, except those instances where a later installation date is required by the Customer or where special equipment or services are involved, is five working days.

**2.15.3 Maintenance and Repairs**

The Company shall make reasonable attempts to restore service on the same day that an interruption is reported by the Customer where the trouble is the result of equipment or facilities provided by the Company. In those instances, the Company's objective for repair or restoration of service for single-line residence and business Customers following receipt of a Customer trouble report and obtaining sufficient information from the Customer to identify and diagnose the problem is as follows:

- (A) Restoration of 95% of interrupted service lines within 24 hours of receipt of the trouble report.
- (B) Clearing of 95% of service affecting troubles within 72 hours of receipt of trouble report.

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**SECTION 2 - RULES AND REGULATIONS, *continued***

**2.15 Levels of Service Quality Objectives, *continued***

**2.15.4 Grade of Service**

Subject to the adequacy of facilities and equipment provided to the Company by incumbent local exchange carriers, the Company's objective grade of service standards are as follows:

- (A) During the average busy season busy hour, at least 90% of all calls offered to any trunk group shall not encounter an all-trunk busy condition.
- (B) During the average busy season busy hour, at least 90% of intra-office, inter-office, extended area and intraLATA direct distance dialed calls carried by the Company will encounter a ring back tone, line busy signal, or non-working number intercept facility (operator or recording) after completion of dialing.

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