First Choice Technologies, Inc.

TITLE PAGE

OF

KENTUCKY LOCAL EXHANGE SERVICES TARIFF

OF

FIRST CHOICE TECHNOLOGIES, INC.
"FCT"

This tariff, filed with the Kentucky Public Service Commission, contains the rates, terms, and conditions applicable to Local Exchange Services within the State of Kentucky Offered by First Choice Technologies. (FCT)

ISSUED BY: First Choice Technologies, Inc.
411 Ring Rd.
Elizabethtown, Kentucky 42701

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 23 2000

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Stephanie Bell
SECRETARY OF THE COMMISSION

TARIFF FORMAT

Page Numbering – Page Numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added between existing pages, a decimal is added to the preceding page number. For example, a new page added between Pages 3 and 4 would be numbered 3.1.

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APPLICATION OF TARIFF

This tariff contains the regulation and rates applicable to the provision of local exchange service by First Choice Technologies, Inc. (FCT) within the State of Kentucky and subject to the jurisdiction of the Kentucky Public Service Commission.

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SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

Access Line – An arrangement which connects the customer's location to the local exchange carriers.

Authorized User – A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the company's service.

Carrier or Company – Whenever used in this tariff, "Carrier," "Company," or "FCT" refers to First Choice Technologies, Inc. unless otherwise specified or clearly indicated by the context.

Commission – Kentucky Public Service Commission

Customer – The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company's Tariff

Exchange Access Line – The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and for the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer. Exchange access lines are subject to non-recurring charges, as specified in Section 4 of this tariff.

ILEC – The incumbent Local Exchange Carrier.

FIRST CHOICE TECHNOLOGIES OR FCT – Used throughout this tariff to mean First Choice Technologies, Inc. unless clearly indicated otherwise by this text.

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LEC – Local Exchange Company

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, CONT.

Local Exchange Services – Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

Resold Local Exchange Service – A service composed of resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate/international services.

Station-to-Station Calling – A service whereby the originating End User requests the assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company-issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to- Person basis. Automated Calling Card calls are not Operator-station calls. Calls may be dialed by contract of ILEC or third party. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

Person-to-Person Calling – An operator-assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, a calling card or designated third party station.

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SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of First Choice Technologies, Inc.

FCT's services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. FCT may offer these services over its own or resold facilities.

FCT installs, operates, and maintains or contracts to install, operate or maintain the communications services provided herein under in accordance with the terms and conditions set forth under this tariff. FCT may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and order, when authorized by the Customer, to allow connection of a Customer's location to the FCT network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

2.2.1 Services are offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.2.2 FCT reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.3 Limitations, cont.

2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.3.4 All facilities provided under this tariff are directly controlled by FCT or controlled by negotiated agreement with ILEC and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.3.5 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 of service.

2.4 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.5 Liabilities of the Company

2.4.1 FCT's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

SECTION 2 – RULES AND REGULATIONS, CONT.

2.4 Liabilities of Company, cont.

2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier by an act of God, fire, war, civil distribution, or act of government, or by any other cause beyond the Company's direct control.

2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special, or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, proprietary or creative right; or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff, or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.4 Liabilities of Company, cont.

2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

2.5 Deposits

2.5.1 The Company shall require credit review in an effort to determine if or amount of deposit required. Deposits may be required from Customers whose credit history is unacceptable or unavailable. Deposits are collected in accordance with the rules of the Commission.

2.6 Advance Payments

Recurring Charges: Customers from whom the Company feels an advance payment is necessary, FCT 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 next month's charges and a new advance payment may be collected for the next month.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.6 Advance Payments, cont.

Non-Recurring Charges: FCT reserves the right to require pre-payment of non-recurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advanced payment of the quoted construction charges may be required at the time of application for service.

2.7 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.8 Equipment

2.8.1 The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer connecting to Company equipment and facilities shall ensure that Customer supplied equipment is compatible with such equipment and facilities.

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SECTION 2 – RULES AND REGUALTIONS, CONT.

2.9 Equipment, cont.

2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.8.3 Equipment the Company provides or installs at the Customer's premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.

2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, The Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmissions, or the reception of signals by customer-provided equipment.

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SECTION 2 – RULES AND REGUALTIONS, CONT.

2.8 Equipment, cont.

2.8.6 Upon reasonable notification to the Customer and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment.

2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

2.9 Installation

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

2.10 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by FCT. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Kentucky Public Service Commission.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.11 Payment for Service, cont.

FCT billing invoices will be considered correct and binding upon the Customer if no written notice is received from the Customer within thirty (30) of the date of invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate. Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice. If a Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Kentucky Public Service Commission for final resolution.

2.12 Late Payment Charge

FCT will assess a late payment charge equal to 1.5% for any past due balance that exceeds thirty days. A late payment penalty may be assessed only once on any bill for rendered services.

2.13 Cancellation by Customer

Customer may cancel service by providing 30 days written notice to the Company. Failure to provide notice will result in the recurring fee for the following month being assessed to Customer.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.13 Interconnection

Service furnished by FCT may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with FCT's services. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

2.14 Refusal or Discontinuance by Company

FCT may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given proper notification in accordance with 807 KAR 5:006 Section 14 to comply with any rule or remedy and deficiency:

2.14.1 For non-compliance with or violation of any State, municipal or Federal law, ordinance or regulation pertaining to telephone service.

2.14.2 For use of telephone service for any other property or purpose than that described in the application

2.14.3 For neglect or refusal to provide reasonable access to FCT or its agents for the purpose of inspection and maintenance of equipment owned by FCT or its agents.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.14 Refusal or Discontinuance by Company, cont.

2.14.4 For noncompliance with or violation of Commission regulation or FCT rules and regulations on file with the Commission, provided ten days written notice is given before termination.

2.14.5 For nonpayment of bills, including bills for any of the Company's other communication services, provided that suspension or termination of service shall not be made without seven days written notice to the Customer, except in extreme cases. Customers on a pre-paid arrangement must have payments complete prior to beginning next billing period or be subject to service interruption.

2.14.6 Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect FCT equipment or service to others. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.

2.14.7 Without notice in the event of tampering with the equipment or services owned by FCT or it's agents. Within Twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.15 Refusal or Discontinuance by Company, cont.

2.14.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, FCT may, before restoring service, require the customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.

2.14.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

2.16 Inspection, Testing, and Adjustment

Upon reasonable notice the facilities provided by the Company shall by made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.16 Test, Pilots, Promotional Campaigns and Contests

The Company may conduct special test or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will notify the Commission regarding specific promotions and contests.

2.17 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications Systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided equipment are not deemed an interruption of service as defined herein.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.18 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Carrier including legal and accounting expenses. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.19 Returned Check Charges

A fee of $20.00, or five percent of the amount of the check, whichever is greater, may be charged for each check returned for insufficient funds.

2.20 Service Implementation

Absent a promotional offering, service implementation charges of $15.00 per service order will apply to new service order or to orders to change existing service for the access services listed in Section 3. Normal install fees for new service shall be billed to customer in the same amount set forth in local ILEC's current tariff.

2.21 Reconnection Charge

A reconnection fee of $25.00 per occurrence may be charged when service is reestablished for customers who have been disconnected for nonpayment, and is payable at the time that the restoration of suspended service and facilities is arranged.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.22 Operator Service Rules

The Company will enforce the operator service rules specified by the Commission and by the FCC.

2.22 Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.24 Access to Carrier of Choice

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its customers not later than the date of submission of its first bill to the customer. FCT should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.25 Directory Listings

2.25.1 The company does not publish a directory of subscriber listings. The Company, however does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.

2.25.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone number and as an aid to the use of telephone service.

2.25.3 The listings of subscribers, either without charge or at the rate specified within this tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as result of the publication of such listings in the directories.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.25 Directory Listings, cont.

2.25.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of company records and the directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.

2.25.5 The Company reserves the right to limit the length of any listing to one Line in the directory by use of abbreviations when, in sole judgment, clearness of the listing and the identification of the subscriber is not impaired.

2.25.6 Generally, the listed address is the location of the subscriber's place of business or residence.

2.25.7 Liability of the Company due to directory errors and omissions is as specified in Section 2 of the tariff.

2.25.8 Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm, or corporation which contracts for the service or the name under which a business is regularly conducted.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.26 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

A) where facilities are not presently available, and there is no requirement for the facilities so constructed:

B) of a type other than that which the Company would "normally" utilize in the furnishing of its services

C) over a route other than that which the company would normally utilize in the furnishing of its services;

D) in a quantity greater than that which the Company would normally construct;

E) on an expedited basis;

F) on a temporary basis until permanent facilities are available;

G) involving abnormal costs;

H) in advance of its normal construction.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.27.1 Universal Emergency Telephone Number Service (911, E911)

2.27.1 Company shall contract with ILEC for all 911 and E911 services. FCT will cooperate in providing and maintaining current information to ILEC.

2.27.2 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

2.27.3 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.27 Universal Emergency Telephone Number Service (911, E911), cont.

2.27.4 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused or claimed to be caused, directly to indirectly by use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this tariff, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone number used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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SECTION 3 – DESCRIPTION OF SERVICE

3.1 Local Service Areas

First Choice Technologies will provide Local Exchange Service in the entire State of Kentucky.

3.2 Product Description

3.2.1 FCT Business Services

FCT Business Services are offered for local calling using the facilities of FCT and/or those of other authorized Local Exchange Carriers. FCT Business Services are offered primarily to the following:

1. Offices, stores, factories, and all other places of a strictly business nature;

2. offices of hotels, boarding houses, apartment houses, colleges, quarters occupied by clubs and fraternal societies, public, private or parochial schools, hospitals, nursing homes, libraries, churches, and other institutions; and

3. Services terminating solely on the secretarial facilities of a telephone answering bureau.

If a Subscriber's service changes from business service to residential service, the telephone number will normally be changed. Reference of calls will not normally be provided regardless of how long existing directories will remain in effect. Changes from residential to business service may be made without change in telephone number, if the subscriber so desires.

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SECTION 3 – DESCRIPTION OF SERVICE

3.2 Product Descriptions, cont.

3.2.2 Directory Listings

For each Customer of FCT Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listing at an additional charge.

3.2.3 Operator-Assisted Services

Operator-assisted services are provided to Business and Residential Customers on a prescribed basis. Various billing arrangements are available with FCT operator- assisted service including Calling Card, Collect, Person-to-person and Third Party. Monthly and/or usage-sensitive charges apply as stated in Section 4, as well as per call operator charges.

3.2.3.A Operator Dialed Surcharge

This service applies to Operator Station and Person-to-Person rated Calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

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SECTION 3 – DESCRIPTION OF SERVICE

3.3 Product Descriptions, cont.

3.2.3 Operator-Assisted Services, cont.

3.2.3.A Operator Dialed Surcharge, cont.

1) Calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the FCT network; and

2) Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

3.2.3.B Busy Line Verify and Line Interrupt Service

A charge will apply when:

1. The operator verifies that the line is busy with a call in progress.

2. The operator verifies that the line is unavailable for incoming calls; or

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3.2 Product Descriptions, cont.

3.2.3 Operator- Assisted Services, cont.

3.2.3.B Busy Line Verify and Line Interrupt Service

3. The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. One charge will apply for both verification and interruption.

No charge will apply when:

1. The calling party advises that the call is to or from an official public emergency agency; or

2. Under conditions other than the three stated above. Busy Verification and Interrupt service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

3.2.4 Directory Assistance

Customers and users of the Company's business and residential calling services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance Operator.

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SECTION 3 – DESCRIPTION OF SERVICE

3.2 Product Descriptions, cont.

3.2.4 Directory Assistance, cont.

All customer are allotted one free call for local directory assistance per installed access line. All calls to long distance directory service shall be billable.

A credit will be given for calls to Directory Assistance when:

1. The Customer experiences poor transmission or is cut-off during the call.

2. The Customer is given an incorrect telephone number, or

3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

1. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt form Directory Assistance charges.

2. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from the rate, and shall not be included in the one call allowance.

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SECTION 3 – DESCRIPTION OF SERVICE

3.2 Product Descriptions, cont.

3.2.5 Extended and Expanded Area Calling Services

Extended and Expanded Area Calling Service allows the Customer to make calls to specific NXX codes within designated exchanges outside the Customer's Local Calling area without paying intraLATA toll rates. FCT will mirror all existing extended and expanded calling areas the ILEC currently has in place for resold services.

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SECTION 4 – RATES

4.1 General

Installation, monthly recurring and per minutes usage charges will apply to the Company's local exchange services. An addition per-call operator service charge will apply for operator-assisted calling.

4.2 Business and Residential Access Line Service

4.2.1 Business and Residential Access Line Service

4.2.1.A Monthly Charges

FCT shall offer Business and Residential Access Line Service at a rate equal to current local ILEC tarriffed rates.

4.2.1.B Optional Features

FCT shall offer all available Optional Features at a rate which mirrors local ILEC tarriffed rates.

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SECTION 4 –RATES

4.2 Business and Residential Services, cont.

4.2.1.C Installation

FCT shall charge an installation fee at a rate equal to that imposed by local ILEC's current tariff for the same type service.

4.2.1.D Pre-Payment Classification

FCT shall provide access services to customers classified as pre-Pay as specified in Section 2.5.1 should credit review be reason to classify customer as Pre-Pay.

4.3 Pre-Paid Categorized Service

FCT shall provide access services to customers classified as Pre-Pay as specified in Section 2.5.1 in accordance with current ILEC rates for customer type specified, either business or residential, plus 12%.

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SECTION 4 – BILLING CONTENTS

5.1 FCT BILLING CONTENTS

FCT's customer bills contain the following information:

Name and address of Company
- Address for Correspondence
- Address for Remittance

Customer Service/Billing Inquiry toll-free telephone number
Name and address of Customer
Bill Date
All Account Numbers
Invoice Number
Summary of Charges
Detail of Charges

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SECTION 6 – SPECIAL SERVICE ARRANGEMENTS

6.1 Individual Case Basis Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. FCT rates will be offered to the Customer in writing and on a nondiscriminatory basis. All such rates will be submitted to the Commission for approval.

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