



February 20, 2012

Mr. Brent Kirtley  
Tariff Branch Manager  
Kentucky Public Service Commission  
211 Sower Blvd.  
Frankford, KY 40602

**RECEIVED**

MAY 18 2012

PUBLIC SERVICE  
COMMISSION

RE: Utility ID #: 5052700 Local Exchange  
Utility ID #: 22205270 Long Distance Service

Dear Mr. Kirtley:

Please accept this letter as official notice that effective immediately, Quality Telephone Inc., provider of Competitive Local Exchange and Long Distance Service within the Commonwealth of Kentucky is requesting to voluntarily withdraw its authority to provide Competitive Local Exchange and Long Distance Services granted in the Commonwealth of Kentucky.

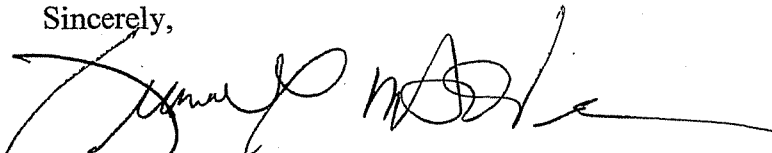
The Company does not have any customers, nor does it have any outstanding obligations in the form of advance payments, deposits, or prepaid accounts with any previous customers, therefore customer notice is not applicable.

For any questions regarding this notice, you may contact Peter Jucha, Vice President, at (214) 884-1740.

Please acknowledge receipt of this filing by date stamping the extra copy of this cover letter and returning it in the self-addressed, stamped envelope provided.

Thank you for your assistance.

Sincerely,



Francis X. McGovern  
President



**QUALITY TELEPHONE, INC.**

**OF**

**DALLAS, TEXAS**

**Rates, Rules and Regulations for Furnishing  
Resale of Interexchange Telecommunications Services**

**Throughout the Entire State of Kentucky**

**Filed with  
PUBLIC SERVICE COMMISSION OF KENTUCKY**

**ISSUED:** September 15, 2004

**EFFECTIVE:**

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY**  
ISSUED BY: Quality Telephone, Inc.  
EFFECTIVE  
10/17/2004  
BY: ~~Frank McGovern, President~~ 011  
SECTION 9 (1)  
By   
Executive Director

Interchange Services

---

**CHECK SHEET**

All sheets 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 on the bottom of this sheet.

<b>SHEET</b>	<b>REVISION LEVEL</b>
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
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original
23	Original
24	Original
25	Original

---

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:**

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

**PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)**

By   
Executive Director

Interchange Services

---

TABLE OF CONTENTS

Title Sheet ..... 01

Check Sheet ..... 02

Table of Contents ..... 03

Symbols ..... 04

Tariff Format ..... 05

Section 1 – Definitions and Abbreviations ..... 06

Section 2 – Rules and Regulations Section ..... 09

Section 3 – Description of Service ..... 18

Section 4 – Rates and Charges ..... 21

---

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:**

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004

PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

By  \_\_\_\_\_  
Executive Director

Interchange Services

---

SYMBOLS

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

- D - Delete or Discontinue
- I - Change Resulting in an Increase of Rates
- M - Moved From Another Tariff Location
- N - New Material
- R - Change Resulting in a Reduction of Rates
- T - Change in Text or Regulation But No Change in Rate or Charge

---

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

10/17/2004

By   
Executive Director

Interchange Services

**TARIFF FORMAT**

- A. Sheet Numbering – Sheet numbers appear in the upper-right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, 4<sup>th</sup> Revised Sheet 14 cancels 3<sup>rd</sup> Revised Page 14.
- C. Paragraph Numbering Sequence – There are various levels of paragraph coding. Each level of coding is subservient to its next higher level of coding. For example:
  - 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.(a).I.(i).(1)
- D. Check Sheets – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new sheets 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 sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

By   
Executive Director

Interchange Services

**SECTION 1 – DEFINITIONS AND ABBREVIATIONS**

1.1 Definitions

Application for Service – A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

Authorized User – A person, firm, corporation, or other entity authorized by the customer to receive or send communications.

Busy Hour – The two consecutive half hours during which the greatest volume of traffic is handled.

Cancellation of Order – A customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

Carrier - Quality Telephone, Inc., unless specifically stated otherwise.

Company - Quality Telephone, Inc., also referred to as “Carrier.”

Completed Calls – Completed calls are answered on the distance end. In the event a customer is charged for an incomplete call, the Company will issue a credit to the customer upon request.

Customer – The person, firm, corporation, or other entity which orders or uses service and is responsible by law for payment for communication service from the telephone utility.

Customer Provided Equipment – Terminal equipment provided by a customer.

Day Rate Period – 8:00 a.m. to 4:59 p.m., Monday through Friday.

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004

By   
Executive Director

**Interchange Services**

---

1.1 Definitions (continued)

Disconnect – The disabling of circuitry preventing outgoing and incoming toll communication service provided by Carrier.

Due Date – The last day for payment without unpaid amounts being subject to a late payment charge.

Evening Rate Period – 5:00 p.m. to 10:59 p.m., Sunday through Friday.

Holidays – Carrier’s recognized holidays are New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Interexchange Utility – A utility, resale carrier or other entity that provides intrastate telecommunications services and facilities between exchanges within the state, without regard to how such traffic is carried. A local exchange utility that provides exchange service may also be considered an interexchange utility.

Local Distribution Area (LDA) – Metropolitan locations served by Carrier which have been defined by the telephone company providing local service in its local exchange tariff as “local calling area.”

Measured Use Service – The provision of long distance measured time communications telephone service to customers who access the carrier’s services at its switching and call processing equipment by means of access facilities obtained from another carrier by the customer or otherwise provided at its own expense (the customer is responsible for arranging for the access line).

Message – A completed telephone call by a customer or user.

Network Terminal – Any location where carrier provides services described herein.

---

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

By   
Executive Director



Interchange Services

---

1.1 Definitions

Night/Weekend Rate Period – 11:00 p.m. to 7:59 a.m., every day, 8:00 a.m. to 10:59 p.m. Saturday, and 8:00 a.m. to 4:59 p.m. Sunday.

Normal Business Hours – 8:00 a.m. to 6:00 p.m., CST, Monday through Friday, excluding holidays.

Premises – The space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way, or a natural barrier.

Terminal Equipment – All telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

1.2 Abbreviations

IXC – Interexchange Carrier

LATA – Local Access Transport Area

LDA – Local Distribution Area

LEC – Local Exchange Carrier

MTS – Message Toll Service

PBX – Private Branch Exchange

V&H – Vertical and Horizontal

---

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004

By   
Executive Director

Interchange Services

**SECTION 2 – RULES AND REGULATIONS**

2.1 Carrier Undertaking

Carrier provides long distance message toll telephone service to customers for their direct transmission of voice, data, and other types of telecommunications.

Communications originates when the customer accesses Carrier directly or through the facilities of the local service carrier via one or more access lines, equal access or on a dial-up basis. Carrier may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Carrier network. The customer shall be responsible for all charges due for such service arrangements.

The Company's services are provided on a monthly basis unless otherwise stated in this tariff and are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Limitations on Service

2.2.1 Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

2.2.2 Carrier reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

2.2.3 Title to any equipment provided by Carrier under these regulations remains with Carrier. Prior written permission from the company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to any such assignee or transferee.

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004  
By   
Executive Director

**Interchange Services**

---

2.3 Use of Service

Service may not be used for any unlawful purposes.

The minimum period for service is one month (30 days), unless otherwise noted in the customer's service agreement.

2.4 Limitation of Liability

2.4.1 The liability of the carrier for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, commences upon activation of service and in no event exceeding an amount equivalent to the proportionate charge to the customer for the period of service during which the mistake, omission, interruption, delay, error, or defect in transmission occurred. For the purpose of computing such amount, a month is considered to have 30 days.

2.4.2 The carrier is not liable for any act or omission of any other company or companies furnishing a portion of the service.

2.4.3 Carrier shall be indemnified and held harmless by the customer against all other claims arising out of any act or omission of the customer in connection with any service provided by the carrier.

---

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

By   
Executive Director

Interchange Services

2.4 Limitation of Liability (continued)

2.4.4 The carrier shall not be liable for and the customer indemnifies and holds the carrier harmless from any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or persons, for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement, or destruction of the premises of the customer or any other property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of the equipment or wiring provided by the carrier where such installation, operation, failure to operate, maintenance, condition, location, or use is not the direct result of the carrier's negligence. No agents or employees of other carriers shall be deemed to be agents or employees of the carrier.

2.5 Interruption of Service

A credit allowance for interruptions of service which are not due to Carrier's testing or adjusting, to the negligence of the customer, or to the failure of the channels, equipment, and/or communications systems provided by the customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the customer to notify Carrier of any interruption in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by or within the customer's control and is not in wiring or equipment connected to the Carrier terminal.

2.6 Restoration of Service

The use and restoration of service in emergencies shall be in accordance with the Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations which specifies the priority system for such activities.

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004  
By   
Executive Director

**Interchange Services**

2.7 Customer Responsibility

2.7.1 All customers assume general responsibilities in connection with the provisions and use of Carrier's service. When facilities, equipment, and/or communication systems provided by others are connected to Carrier's facilities, the customer assumes additional responsibilities. All customers are responsible for the following:

- A. The customer is responsible for placing orders for service, paying all charges for service rendered by Carrier and complying with all of Carrier's regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.
- B. When placing an order for service, the customer must provide:
  - 1. The name(s) and address(es) of the person(s) responsible for the payment of service charges.
  - 2. The name(s), telephone number(s), and address(es) of the customer contact person.

2.7.2 Maintenance, Testing, and Adjustment

Upon reasonable notice, the equipment provided by Carrier shall be made available to Carrier for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

By   
Executive Director

Interchange Services

2.7.3 Deposits

The Company does not require a deposit for prepaid services. For all other services, Applicants or Customers whose financial condition is unknown or unacceptable to Carrier may be required to pay a deposit. If actual usage data is available for the customer at the same or similar premises, the deposit amount shall be calculated using the customer's average bill for the most recent twelve (12) month period. If actual usage data is not available, the deposit amount shall be based on the average bills of similar customers and premises in the system, not to exceed two (2) month's actual or estimated usage. If customer fails to pay for service or equipment, the deposit will be applied to the outstanding balance. If, at any time, Carrier feels that the customer has established satisfactory credit, the Carrier will refund the amount of the deposit. In any event, deposits or remaining balance thereof will be returned upon termination of service.

Interest will accrue on customer deposits held by the company, beginning on the date the deposit is made.

2.7.4 Credit Allowances

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, and billed for by Carrier.

- A. Credit allowances for failure of service or equipment starts when the customer notifies Carrier of the failure or when Carrier becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify the customer.
- B. The customer shall notify Carrier of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by customer provided facilities, any act, or omission of the customer or in wiring or equipment connected to the terminal.

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

**By**   
**Executive Director**

**Interchange Services**

2.7.4 Credit Allowance (continued)

- C. Only those portions of the service or equipment operation disabled will be credited. No credit allowances will be made for:
  - 1. Interruptions of service resulting from Carrier performing routine maintenance;
  - 2. Interruptions of service for implementation of a customer order for a change in the service;
  - 3. Interruption caused by the negligence of the customer or his authorized user;
  - 4. Interruptions of service because of the failure of service or equipment due to customer or authorized user provided facilities.

2.7.5 Cancellation by Customer

If a customer orders services requiring special equipment and/or facilities dedicated to the customer's use and then cancels his order before the service begins, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly n behalf of the customer by Carrier and not fully reimbursed by installation and monthly charges. If based on such an order, any construction has either begun or been completed, but no such services provided, the non-recoverable cost of such construction shall be borne by the customer.

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

By   
Executive Director

Interchange Services

2.7.6 Payment and Billing

- A. Charges for prepaid services are collected in advance of the provision of service. Non-prepaid services are provided and billed on a monthly basis. Each customer bill will set forth the company's name, address, and toll free Customer Service telephone number which is available 24 hours per day. The date after which a penalty may apply to the gross amount shall be indicated on the customer's bill.
- B. For prepaid services, payment is due prior to service being offered. For non-prepaid services, payment is due upon receipt, but will be considered timely if paid within 20 days after the bill is rendered. The bill shall be considered rendered when deposited in the U.S. mail with postage prepaid.
- C. In the event of a dispute concerning a bill, Customer must pay a sum equal to the amount of the undisputed portion of the bill and proceed with complaint procedures set forth in this tariff.
- D. The customer is responsible for payment of all charges for service furnished to the customer under this tariff. Charges are based on actual usage during a month will be billed monthly in arrears.
- E. Customer is responsible for payment of any state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) which will be listed as separate line items and which are not included in the quoted rates.
- F. In accordance with KAR 5:006 Section 8 (3)(h), Customers failing to pay a bill for services by the due date will be charged a one-time late payment penalty on the amount owed for such services. Any payment received by the customer will first be applied to the bill for services rendered.

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004

By   
Executive Director



**Interchange Services**

2.7.7 Application of Charges

The charges for service are those charges in effect during the period the service was furnished.

2.7.8 Customer Complaint Procedure

Carrier will resolve any disputes brought to its attention as promptly and effectively as possible. Customer Service Representatives can be reached by dialing the toll free number set forth on all bills. (Toll Free: 1-800-527-3233)

Any unresolved disputes may be directed to the attention of the Commission.

In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the undisputed portion of the bill and notify the Company of the disputed portion.

2.8 Carrier Responsibility

2.8.1 Calculation of Credit Allowance

Pursuant to limitations set forth herein, when service is interrupted, the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than two hours.
- B. When a minimum usage charge is applicable and the customer fails to meet a usage minimum credit, the outage shall be applied against that minimum equal to 1/360<sup>th</sup> of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues beyond two hours.
- C. Carrier will try its best to resolve any disputes properly brought to its attention. Unresolved disputes may be directed to the attention of the Commission.

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE**

10/17/2004

By   
Executive Director

**Interchange Services**

**2.8.2 Cancellation of Credit**

Where Carrier cancels a service or the provision of equipment and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30<sup>th</sup> of the monthly recurring charge for each day the service was rendered or the equipment was provided. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

**2.8.3 Disconnection of Service by Carrier**

Carrier, upon 10 days written notice to the customer, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

- A. Non-payment of any sum due to Carrier for service for more than thirty days beyond the date of rendition of the bill for such service;
- B. A violation of any regulation governing the service under this tariff;
- C. A violation of any law, rule, or regulation of any government authority having jurisdiction over the service; or
- D. Carrier is prohibited from furnishing services by order of a court or other government authority having jurisdiction;
- E. Carrier may immediately terminate service, without notice if a dangerous condition exists which could subject a person to imminent harm.

**2.8.4 Fractional Monthly Charges**


Charges for a fractional part of a month are calculated by counting the number of days in the billing period service was discontinued. Divide the number of days by thirty days and then multiply by the monthly charge.

**ISSUED:** September 16, 2004

**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

**By**   
**Executive Director**

Interchange Services

**SECTION 3 – DESCRIPTION OF SERVICE AND RATES**

3.1 Timing of Calls

The customer's monthly usage charges for Carrier service are based upon the total number of minutes the customer uses and service options subscribed to. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when either party "hangs up."

There are no charges incurred if a call is not completed.

3.2 Start of Billing

The Start of Service date is the first day which service is actually provided to the customer. The End of Service date is the last day or any portion thereof that service is provided to customer.

3.3 Interconnection

Services furnished by Carrier may be interconnected with services or facilities of other authorized communications common carrier and with private systems, subject to the technical limitations established by Carrier. Service furnished by Carrier is not part of a joint undertaking with such other carriers. Any special interface equipment of Carrier and other participating carriers shall be provided at the customer's expense.

The customer is responsible for taking all necessary legal steps for interconnecting his customer-provided terminal equipment or communications systems with Carrier's. The customer shall secure all licenses, permits, right-of-ways, and other arrangement necessary for such interconnection.

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE**

10/17/2004

By   
Executive Director

Interchange Services

3.4 Terminal Equipment

Carrier's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinters, handsets, or data sets. Such terminal equipment will be furnished and maintained at the expense of the providing customer, except as otherwise agreed in advance and in writing. The customer is responsible for all costs at their premises, including personnel, wiring, electrical power, and the like incurred in the use of Carrier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

3.5 Calculation of Distance

Usage charges are generally flat rated. However, if a rate is based on the airline mileage between points, the calculations are made as follows:

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate centers and associated vertical and horizontal coordinates defined by AT&T in its FCC tariff No. 10.

Formula:

$$\frac{\sqrt{(V1 - V2)^2 + (H1 - H2)^2}}{10}$$

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004

By   
Executive Director

**Interchange Services**

3.6 Minimum Call Completion Rate

The customer can expect a call completion rate of 99% of calls attempted during peak use periods for all Feature Group D (1+) services.

3.7 Special Services

For the purpose of this tariff, a Special Service is deemed to be any service requested by the customer for which there is no prescribed rate in this tariff. Special Services charges will be developed on an individual case basis and submitted to the Commission for prior approval;

Special Service charges will be based on the cost of furnishing such services including the cost of operating and maintaining such a service, the cost of equipment and materials used in providing such a service, the cost of installation including engineering, labor supervision, transportation, and the cost of any specific item associated with the particular Special Service request.

3.8 Service Offerings

The Company provides the following services:

3.8.1 Message Toll Services (MTS)

Dialing is achieved by customer's telephone lines being programmed by the local telephone company (LEC) to automatically route 1+ calls to the Company's network.

3.8.2 Directory Assistance

The Company will provide requesting customers with listed telephone numbers at a per call charge.

3.8.3 Operator Service

Operator Assisted Services are provided by and billed by the Company's underlying carrier.

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
10/17/2004**

By   
Executive Director

Interchange Services

**SECTION 4 – RATES AND CHARGES**

4.1 Usage Charges and Billing Increments

4.1.1 Usage Charges

Usage flat rate, usage charges are determined by the time of day rate periods and minutes of use within each rate period. The rate period is determined by the time and day of call origination at the customer's location.

4.1.2 Billing Increments

Usage is billed in accordance with the billing increments set forth in the individual product rate sections of this tariff. All partial usage will be rounded up to the next highest applicable billing increment.

4.1.3 Rounding

All calls are rounded to the next highest billing interval. Any partial cents per call will be rounded up the next highest whole cent.

4.2 Switched Access Outbound Rates

Long distance service offered without the Company's prepaid local exchange service.

\$0.20 per minute

Billed in whole minute increments.

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE**

10/17/2004

By   
Executive Director

**Interchange Services**

---

4.3 Prepaid Switched Access Outbound Package Rates

Long distance service offered in conjunction with the Company's prepaid local exchange service.

60 minutes: \$5.00  
600 minutes: \$20.00

Billed in whole minute increments.

4.4 Directory Assistance

The Company's customers will be billed the following per call charge to be connected to the local exchange company directory assistance service for directory assistance calls within the State.

Directory Assistance Charge Per Call: \$0.80

4.5 Returned Check Charge

Any customer issued Carrier check(s) returned to Carrier will be charged \$15.00 per check.

4.6 Special Promotions

Carrier may from time to time offer special promotions to customers upon prior Commission approval of such promotion.

---

**ISSUED:** September 16, 2004  
**ISSUED BY:** Frank McGovern, President  
Quality Telephone, Inc.  
301 N Market St Ste 400  
Dallas Texas 75202

**EFFECTIVE:** PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE**

10/17/2004

By   
Executive Director



P.O. Box 7310 \* Dallas, Texas 75209-0310

Account Number: QT-(775) 555-1212-2

John Q. Public  
123 Main Street  
Home Town, KY 75123  
USA

Total Previous Balance: \$66.84  
Payments and Adjustments: \$0.00  
Past Due Balance DUE NOW: \$66.84  
Current Charges Due 04/09/04: \$39.99  
Total Amount: \$106.83

Late Fee of \$10 applies on: 04/10/04

Any past due account may be disconnected immediately.

Contact Qtel at 1-800-527-3233

For service from 4/16/2004 through 5/15/2004.

RETURN TOP PORTION OF YOUR BILL WITH YOUR PAYMENT MADE OUT TO: QUALITY TELEPHONE, INC.

**ACCOUNT INFORMATION**

Account Number: QT-(775) 555-1212-2  
Current Charges Due On Or Before: 04/09/04  
Previous Charges: \$56.84  
Late Fee Applied:  
03/10/04 Late Fee \$10.00  
Total Late Fees: \$10.00  
Total Previous Balance: \$66.84  
Payments, Credits, and Adjustments:  
No Payments Received  
Payments and Adjustments Total: \$0.00  
Past Due Balance DUE NOW: \$66.84  
Monthly Charges  
Basic Service Charge \$39.99  
Activation Charge \$0.00  
Optional Features  
No Optional Features Selected  
Local Taxes and Fees  
FCC Line Charge \$0.00  
State Telecom Tax \$0.00  
Federal Comm Tax \$0.00  
Universal Service \$0.00  
Line Portability \$0.00  
Touch Tone \$0.00  
Municipal Franchise Surcharge \$0.00  
OSS Charge \$0.00  
Current Charges Total: \$39.99  
Total Amount: \$106.83

Any past due account may be disconnected immediately.

**PAYMENT OPTIONS**

**BY MAIL (Money Orders Only)**

Quality Telephone, Inc.  
P.O. Box 7310  
Dallas, Texas 75209-0310

**BY AUTHORIZED AGENT**

Credit Card  
Please call for the nearest payment location

**BY PHONE 1-800-527-3233**

Credit Card or Check Card

**BY AUTHORIZED PAYMENT CENTER**

Your Phone Number is your account number

Ace America's Cash Express  
Swiftpay by Western Union  
MoneyGram; Receive Code 1668  
IPP; In Person Payment Locations  
APS; American Payment System Locations

**INSTALLATION FEE**

Line Installation Fees will be due prior to transferring an account. Your account will be credited \$10 per month toward the Line Installation Fee. This fee only applies if you transfer your account.

Line Installation Fee: EFFECTS \$160.00  
Credit to Date: 10/17/2004 \$20.00  
Remaining Installation Fee: \$140.00

PURSUANT TO 807 KAR 5:011

SECTION 9 (1)

Should you have any questions regarding your bill contact us at 1-800-527-3233 or visit us on the web at Qtel.com

By  Executive Director

THANK YOU FOR BEING A CUSTOMER!