

Navigation	Reports	PSC Home
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KY Public Service Commission

Utility Information

General	Address	Comments	Counties	Groups
<p align="center">Comments for Utility ID: 5051340 Express Phone Service, Inc.</p> <p>Utility was on PENDING; Made Active 2/19/2007 due to ICA. Mailing of AR package on 2/16/2007 undeliverable; Made inactive. Address changed 7/19/2007 per 7/18/2007 email. Made active per 10/1/2009 application to operate as a CLEC. Made inactive per 7/8/2014 request to withdraw authority to operate.</p> <p align="right">Last Changed: 7/10/2014</p>				

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 OF KENTUCKY
 7/14/2014

KENTUCKY TELECOMMUNICATIONS TARIFF

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

This tariff contains the descriptions, regulations, and rates applicable to the local telecommunications services offered by Express Phone Service, Inc. ("Express Phone") within the State of Kentucky. The Company has principal offices at 1803 W. Fairfield Drive, Unit 1, Pensacola, FL 32501. This tariff is on file with the Kentucky Public Service Commission ("Commission" or "Kentucky PSC"). Copies may be inspected during business hours at the Company's principal place of business.

Issue Date: September 30, 2009

Effective Date: October 2, 2009

By: Tom Armstrong, President
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 1

CHECK SHEET

Sheets 1 through 17 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets are named below and comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

SHEET	REVISION	SHEET	REVISION
1	Original	15	Original
2	Original	16	Original
3	Original	17	Original
4	Original	18	Original
5	Original	19	Original
6	Original	20	Original
7	Original	21	Original
8	Original	22	Original
9	Original	23	Original
10	Original	24	Original
11	Original	25	Original
12	Original	26	Original
13	Original	27	Original
14	Original	28	Original
15	Original	29	Original

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 2

TARIFF FORMAT

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 tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Kentucky PSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the Kentucky PSC follow in their tariff approval process, the most current sheet number on file with the PSC is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.

C. Paragraph Numbering Sequence - There are seven levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.1
- 2.1.(A).
- 2.1.(A).1
- 2.1.(A).1.(a)
- 2.1.(A).1.(a).I.
- 2.1.(A).1.(a).I.(i).

D. Check Sheets - When a tariff filing is made with the Kentucky PSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision.

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For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 3

EXPLANATION OF SYMBOLS

- (D) To signify discontinued material
- (I) To signify a rate or charge increase
- (M) To signify material relocated without change in text or rate
- (N) To signify new material
- (R) To signify a reduction
- (T) To signify a change in text but no change in rate or regulation
- (Z) To signify a correction

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 4

TABLE OF CONTENTS

CHECK SHEET1

TARIFF FORMAT2

EXPLANATION OF SYMBOLS3

TABLE OF CONTENTS4

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS5

SECTION 2 - RULES AND REGULATIONS6

SECTION 3 - DESCRIPTION OF SERVICE14

SECTION 4 - RATES AND CHARGES15

Issue Date: September 30, 2009

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1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
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For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 5

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Billed Party - The person or entity responsible for payment of the Company's service. The Billed Party is the Customer in whose name service is registered with the Company.

Called Station - The terminating point of a call.

Calling Station - The originating point of a call.

Carrier - The facilities-based telecommunications provider whose services are being resold to the Customer by the Company.

Commission - The Kentucky Public Service Commission.

Company - Express Phone Service, Inc.

Customer - The person who orders or uses service and is responsible for payment of charges and compliance with tariff regulations.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, or any other form of intelligence.

User - A Customer, or any person or entity that makes use of services provided to a Customer under this Tariff.

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 6

SECTION 2 - RULES AND REGULATIONS

2.1 APPLICATION OF TARIFF

2.1.A. This tariff contains the rates applicable to local exchange telecommunications services offered by Express Phone within the State of Kentucky. Service is furnished subject to transmission, atmospheric and like conditions.

2.1.B. The rates and regulations contained in this tariff apply only to services provided through Company's contracted Carrier, and do not apply, unless otherwise specified, to the lines, facilities, or services provided by any other local exchange telephone company or other common carrier for use in accessing the services of the Company.

2.2 UNDERTAKING OF THE COMPANY

2.2.A. The Company undertakes to provide telecommunications services to Customers for their lawful and direct transmission and reception of voice, data, and other types of communications in accordance with the terms and conditions set forth in this tariff.

2.2.B. All service is subject to the availability of necessary and suitable facilities and to the provisions of this tariff. The company or its designee 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 a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement, and shall pay for such service agreement in advance.

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

2.2.D. The Company shall not be responsible for any construction, installation, operation or maintenance of any Customer-provided communications equipment. Where such equipment is connected to serviced furnished pursuant to this tariff, the responsibility of the Company shall be limited to furnishing of services in the proper manner.

2.2.E. The Company assumes no liability with respect to the construction, operation, or maintenance of Customer-provided station equipment at the Customer's premises, excepting such liability directly due to negligence of Company's employees or agents.

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 7

2.2.F. The Carrier may, upon notification of the Customer, at a reasonable time, make such tests and inspections as may be necessary to determine that the requirements of this tariff are being complied with in the installation, operation, and maintenance of Customer-provided equipment and in the wiring of the connection of Customer channels to Carrier-owned facilities. The Carrier may temporarily suspend services, without liability to Company or Carrier, while making such tests and inspections, and thereafter until any violations of such requirements are corrected.

2.2.G. The Company may take such action as necessary to protect its operations, personnel, and services, and will promptly notify the Customer by registered mail in writing of the need for protective action. In the event that the Customer fails to advise the Company within ten (10) days after such notice is received that corrective action has been taken, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its operations, personnel, and services from harm.

2.3 LIMITATIONS

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

2.3.B. 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.

2.3.C. Company reserves the right to disconnect service without incurring liability when necessitated by conditions beyond the Company's control or when the Customer is using the service in violation of either the provisions of this tariff or the laws, rules, regulations, or policies of the jurisdiction of the Calling Station or the Called Station, or the laws of the United States including the rules, regulations, and policies of the Federal Communications Commission.

2.3.D. Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this tariff.

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LOCAL TELECOMMUNICATIONS SERVICES

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1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 8

2.4 USE

- 2.4.A. Services may be used for the lawful transmission of communications by the Customer consistent with the provisions of this tariff.
- 2.4.B. Service may not be used for any unlawful purpose. The use of the Company's services to make calls which might be reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.4.C. The use of the Company's services without payment for service, as well as any attempt to avoid payment for service by fraudulent means, devices, or schemes, false or invalid numbers, or false calling or credit cards, or other fraudulent means, is prohibited.
- 2.4.D. The Company's services are available for use twenty-four (24) hours per day, seven (7) days per week.
- 2.4.E. Provided that they have obtained any and all required regulatory approvals, Customers of service provided under this tariff may authorize or permit others to use these services, and may resell or share such services subject to the regulations contained in this tariff upon written consent of Company. The Customer remains responsible to the Company for payment of all charges for services used by others pursuant to this paragraph, with or without the Customer's knowledge, and is responsible for notifying the Company immediately of any unauthorized use of services.

2.5 LIABILITIES OF THE COMPANY

- 2.5.A. The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to: acts of God, fires, flood or other catastrophes; any law, order, regulation, directive, action, or request of the United States Government or any other government, including state and local governments having jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of said governments or of any civil or military authority; national emergencies; insurrections; riots; wars; or labor difficulties.

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1803 W. Fairfield Drive, Unit 1
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For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 9

2.5.B. The Company shall not be liable for any act or omission of any other entity furnishing to the Customer facilities, equipment, or services used with the Company's services. The Company shall not be liable for any damages or losses due to the failure of Customer-provided equipment, facilities, or services. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service. No agents or employees of connecting, concurring, or other participating carriers or companies shall be deemed to be agents or employees of the Company without written authorization.

2.5.C. Company shall not be liable for and Customer shall indemnify and hold Company harmless from any and all losses, 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 by 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 equipment, wiring, or services provided by Company or Carrier where such installation, operation, failure to operate, maintenance, condition, location, or use is not the direct result of Company's negligence.

2.5.D. The liability of the Company for mistakes, omissions, interruptions, delays, errors, or defects in transmission shall not exceed an amount equivalent to the proportionate monthly recurring charge to the Customer for the period of service during which such events occur. No credit shall be allowed for an interruption of a continuous duration of less than two (2) hours. For purposes of determining service credits, a month shall be deemed to have seven hundred twenty (720) hours. Any credits will be set off against charges billed during the next month.

2.5.E. In addition to and not in limitation of all other provisions in this paragraph 2.5 with respect to Customer indemnification of the Company, Company shall be indemnified and held harmless by the Customer against:

- (1) Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name, or service mark arising out of the material, data, information, or other content transmitted via Company's services.
- (2) Claims for patent infringement arising from combining or connecting Carrier's facilities with apparatus and systems of the Customer; and

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LOCAL TELECOMMUNICATIONS SERVICES

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1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 10

(3) All other claims arising out of any act or omission of the Customer in connection with any service provided by company.

2.5.F. The Company shall not be liable for damages or adjustment, refund, or cancellation of charges unless the Customer has notified the Company in writing, of any dispute concerning charges, or the basis of any claim for damages, within a reasonable period of time after the invoice is rendered or a debit is effected by the Company for the call giving rise to such dispute or claim. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands. If notice of a dispute concerning the charges is not received, in writing, within a reasonable period of time after an invoice is rendered or a debit is effected, such invoice shall be deemed to be correct, accepted, and binding upon the Customer.

2.6 OBLIGATIONS OF THE CUSTOMER

2.6.A. The Customer shall provide the personnel, power, and space required to operate all facilities and associated equipment installed on the premises of the Customer.

2.6.B. The Customer shall be responsible for providing Carrier personnel access to premises of the Customer at any reasonable hour for the purpose of testing the facilities or equipment of the Carrier.

2.6.C. The Customer will be liable for damages to the facilities of the Carrier caused by negligence or willful acts of any officers, employees, agents, or contractors of the Customer.

2.6.D. The Customer is responsible for pre-payment of all charges for services to be rendered by the Company. Customer may authorize others to use the services provided by the Company, but Customer remains responsible to the Company for payment of all charges for services used by others pursuant to this paragraph, with or without the Customer's knowledge. Customer is responsible for notifying the Company immediately of any unauthorized use or service.

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 11

2.7 INTERRUPTION OF SERVICE

For the interruption of service which lasts more than two hours in continuous duration, and which is not due to Company's testing or adjusting, to the negligence or willful acts of the Customer, or to the failure of channels and/or equipment provided by the Customer, the Customer is eligible for a service credit. It shall be the obligation of the Customer to notify Company of any interruptions of service for which a credit allowance is desired. Before notifying Company of any service interruption, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer, not within the Customer's control, and/or is not in the wiring or equipment, if any, furnished by the Customer and connected to the facilities of the Company. For purposes of calculating the service credit under this provision, every month shall be considered to have seven hundred twenty (720) hours, and the applicable credit shall be calculated according to the following formula:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours

B = total monthly charge for affected facility.

2.8 RESTORATION OF SERVICE

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

2.9 PAYMENTS AND BILLING

2.9.A. Service is provided on a monthly basis and billed in advance. The minimum service period is one month.

2.9.B. The Customer is responsible for the payment of all charges for services furnished by the Company.

2.9.C. Customer bills are due and payable on the posted due date on their invoice.

2.9.D. Customer bills are payable by cashier's check, money order, or electronic funds transfer only.

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 12

- 2.9.E. Company may appoint an agent to provide billing and collection services.
- 2.9.F. Customer questions, complaints, and disputes regarding billing or services provided by the Company may be referred to Express Phone's customer service department in writing:

1803 W. Fairfield Drive, Unit 1, Pensacola, FL 32501

- 2.9.G Unresolved disputes may be referred to the Kentucky Public Service Commission, 211 Sower Boulevard, Post Office Box 615, Frankfort, Kentucky, 40602-0615; or (800)-772-4636.

2.10 CANCELLATION BY CUSTOMER

- 2.10.A The minimum service period after initiation of service is one calendar month. Customers may cancel by providing written or verbal notice during the last calendar month of service. The Customer shall remain liable for any charges incurred prior to the time that such cancellation becomes effective.

2.11 CANCELLATION BY COMPANY

- 2.11.A Service may be discontinued or temporarily suspended by the Company, without notice to the customer, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk. Charges for reconnection of blocked or suspended service are included in Section 4.

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1803 W. Fairfield Drive, Unit 1
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For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 13

2.11.B Without incurring liability, the Company may discontinue the provision of service to a Customer or to a particular Customer location, or may withhold the provision of ordered or contracted services:

- (1) Upon seven (7) days' written notice, for nonpayment of any sum due the company on the posted due date on the customer's invoice;
- (2) For violation of any of the provisions of this tariff or any applicable service contract;
- (3) For violation of any law, rule, regulation, or policy of any governing authority having jurisdiction over the Company's services;
- (4) By reason of any order or decision of a court, public service commission, or federal regulatory body or other governing authority prohibiting the Company from furnishing its services; or
- (5) In the event that the Company's underlying Carrier(s) no longer provide the Company with services necessary for the Company to provide the services offered herein.

2.12 INTERCONNECTION

2.12.A Services furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company or Carrier. Any special interface of equipment or facilities necessary to achieve computability between the facilities of Company and other participating carriers shall be provided at the Customer's expense.

2.12.B Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.

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Effective Date: October 2, 2009

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By authority of Order of the Public Service Commission in Case No. _____
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LOCAL TELECOMMUNICATIONS SERVICES

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1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 14

SECTION 3 - DESCRIPTION OF SERVICE

3.1 SERVICES OFFERED

3.1.A. Express Phone offers local exchange inbound and outbound service to residential and business customers.

3.2 MINIMUM CALL COMPLETION RATE

A Customer can expect a call completion rate (number of calls completed per number of calls attempted) of at least 99% during peak use periods.

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LOCAL TELECOMMUNICATIONS SERVICES

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Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 15

SECTION 4 - RATES AND CHARGES

4.1 PROMOTIONS

The Company may, from time to time, engage in special promotional offerings or trial service offerings limited to certain dates, times, and/or locations in order to attract new Customers or increase usage by existing Customers. In such cases, the Company will notify the Commission in writing prior to initiating the promotion.

4.2 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. The Company's rates will be offered to the Customer in writing and on a non-discriminatory basis. All such rates will be submitted to the Commission for approval.

4.3 DEPOSITS

The Company reserves the right to require deposits from the Customers as necessary.

4.4 TAXES

Quoted rates do not include any state or local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax).

4.5 BASIC LOCAL SERVICE RATES

1.	Repeat Dialing	\$ 8.00
2.	Call Return	\$ 9.50
3.	Call Selector	\$ 8.00
4.	Call Forwarding	\$ 8.00
5.	Call Waiting	\$ 9.50
6.	Speed Dial	\$ 8.00
7.	Three-Way Calling	\$ 9.50
8.	Call Blocking	\$ 8.00
9.	Preferred Call Forwarding	\$ 8.00
10.	Call Tracing	\$ 8.00
11.	Anonymous Call Rejection	\$ 8.00

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Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 16

12.	Caller ID with Name Delivery	\$ 14.00
13.	Caller ID with Name Delivery with Call Waiting	\$ 26.00
14.	Privacy Director	\$ 5.95
15.	Hunting, Per Line	\$ 4.75
16.	RingMaster	\$ 4.75

¹ Voice mail and Internet access are not regulated by the Commission.

4.5.1 Express Basic Residential Service

Residential Only,
Monthly Rate \$25.45

- A. Express Basic Residential Service includes the following:
 - 1. Local line and unlimited local calling
- B. No Custom Calling Features are included with Express Basic Residential Service.
- C. No toll calls are allowed with Express Basic Residential Service.

4.5.2 Express Caller ID Service

AT&T Territory Only,
Residential only,
Monthly Rate \$28.45

- A. Express Caller ID Service includes the following:
 - 1. Local line and unlimited local calling.
 - 2. Caller ID and Call Waiting Custom Calling Features.

4.5.3 Express Feature Service

AT&T Territory Only,
Residential,
Monthly Rate \$35.45

- A. Express Feature Service includes the following:
 - 1. Local line and unlimited local calling
 - 2. Custom Calling Features.

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For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 17

4.5.4 Express Unlimited Residential Service

AT&T Territory Only,
Residential Only,
Monthly Rate

\$49.95

A. Express Unlimited Residential Service includes the following:

- 1. Local line and unlimited local calling
- 2. Custom Calling Features.
- 3. Monthly Unlimited domestic interstate and intrastate toll calling.

- a. This service is for use by residential customers for voice traffic only.
- b. The Company reserves the right to adjust a customer's service upon appropriate customer notification.
- c. If it is determined, at the Company's discretion, that usage is not consistent with normal residential voice applications, customer's service may be assessed a \$50.00 monthly recurring data usage charge, disconnected or limited to a usage amount that the Company deems as normal residential voice application.

4.6 Service Order, Change Order, Record Change and Miscellaneous Charges

Non-recurring charges apply to processing Customer requests for new service, changes in service, changes in record of service and other miscellaneous requests and/or charges.

4.6.1 Service Order Charges

- A. Primary Service Connection Charge
- B. Secondary Service Connection Charge
- C. Service Conversion Charge
- D. Primary or Secondary Service Disconnection Charges.
- E. Transfer of Service Charge, Primary Line

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Dated: _____

LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 18

- F. Transfer of Service Charge (TOS), Secondary Line
- G. Technician Dispatch Charge - A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire. This charge also applies for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.
- H. Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.
- I. Service Commencement Charge - applies to requests to the Company to commence or establish telephone service, requests to the Company for an inside move, change or addition to regular service, requests to the Company to move or change physical location of the service. This charge applies to all lines of service irrespective of when requested and is applicable whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

4.6.2 Change Order Charges

- A. Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer.
- B. If multiple changes listed below are requested by the Customer and occur on the same order/request, only the highest charge amount will apply.
- C. Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.
- D. Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.
- E. Telephone Number Change Order - applies to each telephone number change request/order.
- F. Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Issue Date: September 30, 2009

Effective Date: October 2, 2009

By: Tom Armstrong, President
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 19

- G. Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

4.6.3 Record Change Charges

A Record Change charge applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.

4.6.4 Miscellaneous Charges

- A. Duplicate Invoice Charge - Applies each time a Customer requests an additional copy of a current bill or invoice.
- B. Call Detail Report Charge - Applies each time a Customer requests local call detail for a given month.

4.6.5 Rates

- A. Service Order Charge Rates

Technician Dispatch Charge	\$100.00
Service Order Charge	\$ 6.95
Service Commencement Charge	\$60.00

- B. Change Order Service Charge Rates

Feature or Feature Pack Change Order	\$ 6.95
Toll Restriction Fee Order	\$ 6.95
Telephone Number Change Order	\$ 6.95
Long Distance Minutes Pack Change Order	\$ 6.95
Listing Change Charge	\$ 6.95

- C. Record Change \$ 6.95

- D. Miscellaneous Charge Rates

Duplicate Invoice	\$ 5.00
Call Detail Report/Per Request/Per Day	\$30.00
Service Extension	\$ 5.00

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Effective Date: October 2, 2009

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Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 20

4.7 Premises Work Charges

- 4.7.1 Premises Work Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.
- 4.7.2 Premises Work Charges will be credited to the Customer's account in the event trouble is not initially found in the Company facilities, but the trouble is later determined to be in those facilities.
- 4.7.3 The time period for which the Premises Work Charges are applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time per Customer request.
- 4.7.4 Trouble Isolation Charge - A nonrecurring charge which applies to residence and business customers for each repair visit made to a premises to test the central office line, up to the demarcation point, when the line tests clear and the trouble is not found in the Company facilities.

4.7.5 Rates

	<u>Residence</u>	<u>Business</u>
Normal Business Hours:		
First 15 minutes, or fraction thereof	\$25.00	\$28.00
Each addition 15 minute increment, or fraction thereof	\$ 9.00	\$12.00
Outside Normal Business Hours:		
First 15 minutes, or fraction thereof	\$37.50	\$37.50
Each additional 15 minute increment, or fraction thereof	\$13.50	\$13.50
Sundays and Holidays:		
First 15 minutes, or fraction thereof	\$50.00	\$50.00
Each additional 15 minute increment, or fraction thereof	\$18.00	\$18.00

4.8 Restoration of Service

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Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 21

- 4.8.1 A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged.
- 4.8.2 The restoration charge does not apply when, after disconnection of service, service is later re-installed. Service connection charges would apply.

4.8.3 Rates

Restoration of service, Per occasion	\$25.00
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4.9 Temporary Suspension/Restoration of Service

Upon the request of the customer, service may be temporarily suspended. Suspension of service may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension. Customers requesting temporary suspension of their service will incur this charge at the time of the suspension. There will be no charge upon the subsequent restoration of service. In addition, a Premises Work Charge will also apply when a premises visit is required in connection with the suspension of service or equipment.

	<u>Residence</u>	<u>Business</u>
Temporary Suspension Charge	\$10.00	\$29.75

4.10 Optional Calling Features

- 4.10.1 The features in this section may be made available to Residential and Business Customers on a per use basis.
- 4.10.2 To protect the Company's interests, some Customers, depending on credit classification determined by the Company, may have the availability of the Optional Calling features described herein blocked as a condition of receiving service.
- 4.10.3 All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed, and bears the responsibility for all charges incurred, the per feature usage charge shown in the table below each time a feature is used by the Customer, unless the feature is provided as part of a bundled package described herein.
- 4.10.4 Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all users in some cases.

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Effective Date: October 2, 2009

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1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 22

4.10.5 Optional Calling Features Listing

- A. Call Return
- B. Call Trace
- C. Repeat Dialing
- D. Three Way Calling
- E. Caller Identification Blocking
 - Per Call Blocking
 - Per Line Blocking

4.10.6 Services are furnished only where facilities permit.

4.10.7 Non-Recurring Charges:

<u>Feature</u>	<u>Per Use Charges</u>
Call Return, per use	\$1.00
Call Trace, per successful trace	\$3.50
Repeat Dialing, per use	\$1.00
Three Way Calling, per use	\$1.00
Caller Identification Blocking, per call	\$1.00
Caller Identification Blocking, per line	\$1.00

4.11 Toll Restriction Service

4.11.1 Toll Restriction enables Customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks.

4.11.2 To protect the Company's interests, some Customers, depending on credit classification determined by the Company, may have Toll Restriction Service installed as a condition of receiving service. Additionally, some specific screening information from the originating line is sent to the operator to prevent operator assisted calls from being billed to the Customer's line.

4.11.3 Service is furnished only where facilities permit.

4.11.4 Subscribing to this service or the Company installing this service does not relieve Customers of responsibility for calls charged to their numbers.

4.11.5 Rates

A. AT&T Service Area	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$10.00	\$19.00
Monthly, per line	\$ 5.00	\$ 5.00

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 23

4.12 Local Operator Service

4.12.1 The Company's operator services, available to pre-subscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

- A. Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.
- B. Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.
- C. Operator Station - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.
- D. Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party.

4.12.2 Charges do not apply unless the specified party or an acceptable substitute is available.

4.12.3 Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

4.12.4 Rates

In addition to applicable usage charges, a service charge applies to each call completed with operator assistance. When more than one service charge would apply, only the greater charge is applied.

A. AT&T Service Area

Station-to-Station \$3.00

Issue Date: September 30, 2009

Effective Date: October 2, 2009

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Pensacola, FL 32501



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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 24

Dial Calling Card	\$0.80
Operator Assisted	\$1.75
Person-to-Person	\$3.25
Operator Dialed Surcharge	\$0.60

4.13 Busy Line Verification and Emergency Interrupt Service

- A. Upon request of a calling party, the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line.
- B. Emergency interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.
- C. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.
- D. No charge will apply when the calling party advises that the call is to or from an official public emergency agency.
- E. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.
- F. The Customer shall indemnify and hold save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

4.13.1 Rates

Per call,

Busy Line Verification, each occasion	\$2.25
Emergency Interruption, each occasion and in addition to the Verification charge	\$3.00

4.14 Directory Assistance

4.14.1 Basic Directory Assistance

- A. Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

Issue Date: September 30, 2009

Effective Date: October 2, 2009

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Pensacola, FL 32501

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LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 25

- B. There are no call allowances for Directory Assistance. No credit will be given for requested telephone numbers that are not found in the directory. Customers may reach Directory Assistance by dialing direct or by having the call billed to a calling card or third number.
- C. A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or preexisting certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

4.14.2 Directory Assistance Call Completion

- A. Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.
- B. The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect. All operator-handled charges, as specified in Section 3.12, apply as appropriate.
- C. There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 3.13.1 of this price list.
- D. For local and intraLATA calls, charges for DACC service are not applicable to calls placed by handicapped Customers exempt from Directory Assistance charges, as specified in Section 3.13.1 of this price list.

4.14.3 National Directory Assistance Service

- A. National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.
- B. There are no call allowances or exemptions for National Directory Assistance.

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Pensacola, FL 32501

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Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 26

- C. A maximum of two (2) requested telephone numbers are allowed per call.
- D. This service may be alternately billed by using a calling card, billing to a third number, or collect.
- E. Operator-handled charges, as specified in Section 3.12, apply as appropriate.

4.14.4 Rates

- A. Basic Directory Assistance

	AT&T
Local Directory Assistance,	
Per query,	
Direct dialed	\$0.50
Via operator	\$2.00
- B. Directory Assistance Call Completion

Per completed call	\$2.00
--------------------	--------
- C. National Directory Assistance

Direct dialed	\$2.00
---------------	--------

4.15 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(s) 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 listings for an additional charge.

4.15.1 Non-Published Service

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

4.15.2 Non-Listed Service

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

4.15.3 Additional Listing

Issue Date: September 30, 2009

Effective Date: October 2, 2009

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Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 27

Additional listings are confined to the names of those who are entitled to use the customer's service.

4.15.4 Toll-Free Directory Listing

Where available, a listing which references the Toll Free Number for a Business customer will be made available.

4.15.5 Rates and Charges

A. AT&T Service Area

Monthly,	<u>Residence</u>	<u>Business</u>
Additional Listings	\$2.00	ICB
Non-Listed	\$1.00	\$1.00
Non-Published	\$2.00	\$2.00
Toll-Free Directory Listings	N/A	\$15.00

B. For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 3.7.5 of this tariff.

4.16 Public Telephone Surcharge

4.16.1 In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an non-discountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

4.16.2 Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call . The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

4.16.3 Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

4.16.4 Rates

Rate Per Call \$0.50

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Effective Date: October 2, 2009

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1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 28

4.17 Carrier Pre-subscription

4.17.1 General

- A. Carrier Pre-subscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier.
- B. Presubscription does not prevent a Customer who has pre-subscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

4.17.2 Pre-subscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance.

4.17.3 Rules and Regulations

- A. Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.
- B. Customers may change their selected Option and/or pre-subscribed toll carrier at any time subject to charges specified in 3.16.5 below.
- C. Customers who elect some of the service offerings listed in Section 3.6 may be required to subscribe to the Company's choice of interexchange carrier.

4.17.4 Pre-subscription Procedures

- A. A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service pre-subscription shall be provided free of charge.
- B. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a pre-subscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice.
- C. Customers of record may initiate a intraLATA or interLATA pre-subscription change at any time, subject to the charges specified in 3.16.5 below.

4.17.5 Pre-subscription Charges

Issue Date: September 30, 2009

Effective Date: October 2, 2009

By: Tom Armstrong, President
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
Dated: _____



LOCAL TELECOMMUNICATIONS SERVICES

Express Phone Service, Inc.
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

For the State of Kentucky
PSC Ky. Tariff No. 1
Original Sheet No. 29

A. Application of Charges

After a Customer's initial selection for a pre-subscribed toll carrier and as detailed in above, for any change thereafter, an Pre-subscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per business or residence line, trunk, or port \$6.95

4.18 FEES AND SURCHARGES

Quoted rates do not include fees or surcharges.

A. Lifeline Support Charge

Each line will incur a \$0.08 per-line, per-month Kentucky Lifeline Support Charge.

B. TRS/TAP Surcharges

Each line will incur a \$0.04 per-line, per-month Kentucky TRS/TAP Surcharge.

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Effective Date: October 2, 2009

By: Tom Armstrong, President
1803 W. Fairfield Drive, Unit 1
Pensacola, FL 32501

By authority of Order of the Public Service Commission in Case No. _____
Dated: _____





Express Phone Service
1803 W. Fairfield Drive
Pensacola, FL 32501-1040

Invoice

Account No.	Invoice No.	Invoice Date	Due Date
[REDACTED]	254395	08/18/09	08/31/09

Total Amount Due if paid by 08/31/09 **32.95**
Amount Due if paid on or after 09/03/09 **37.95**

Service interruption & a \$25
restore fee may apply if not
paid by 09/05/09.

Amount Paid

old2100616—job635318
seq871—1 of 1

Express Phone Service
1803 W. Fairfield Drive
Pensacola, FL 32501-1040



Return this portion with payment payable to Express Phone Service.

Customer Service/Billing Inquiries



In Pensacola: **432-4588/4688**
Toll-Free: **877-439-1010**

Automated Telephone Access

24 hours a day, 7 days a week



In Pensacola: **444-9725**
Toll-Free: **888-912-7466**



Express Phone is now
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Wal-Marts and wherever MoneyGram is accepted. Use
Receive Code **5735** and provide your phone number.

Account Summary

Account Number	[REDACTED]
Customer Name	[REDACTED]
Invoice Date	08/18/09
Invoice No.	254395
Due Date	08/31/09

Activity Summary

Previous Balance	0.00
Balance Forward	0.00
New Charges	
Recurring Charges	43.40
Taxes and Surcharges	3.05
Discounts	-13.50
Total New Charges	32.95
Total Due	32.95

Recurring Charges

Recurring Charges for: Number: (850) 456-7645

Description	Period	Amount
First Month Free CID Line FL Lifeline	8/31/09 to 9/29/09	34.95
FCC Subscriber Line Charge	8/31/09 to 9/29/09	6.50
Regulatory Recover Fee	8/31/09 to 9/29/09	1.95
Subtotal		43.40

Payments and Credits

Credit - Life Line Credit (ETC)	8/31/09	-13.50
Subtotal		-13.50

Taxes and Surcharges

Federal Excise Tax	0.91
FL 911 Surcharge	0.50
FL Gross Receipts Tax	0.71
FL Telecom Relay System Fund	0.11
Local Communications Svc. Tax	0.82
Total Taxes and Surcharges	3.05

TARIFF BRANCH

RECEIVED

10/1/2009

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COMMISSION
OF KENTUCKY