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## **KY** Public Service Commission

# Utility Information

General	Address	Comments	Counties	Groups
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#### Zoom-I-Net Communications, Inc.

#### KENTUCKY TELECOMMUNICATIONS TARIFF

This tariff contains the rates, terms and conditions applicable to Resold Interexchange Telecommunications Services provided by **Zoom-I-Net Communications, Inc.,** under the following business and trade names: Zoom-I-Net Communications and/or ZinTel, with principal offices at 198 N. Ridge Drive, Central Square, NY 13036.

This tariff applies for services furnished within the State of Kentucky. This tariff is on file with the Kentucky Public Service Commission, and copies may be inspected during normal business hours at the Company's principal place of business.

Issued: August 20, 2004



#### **CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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#### SYMBOLS

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

- (C) Change in Rule or Regulation.
- **(D)** Delete or discontinue.
- (I) Change resulting in an increase to a customer's bill.
- (M) Moved from or to another tariff location.
- **(N)** New.
- (R) Change resulting in a reduction to a customer's bill.
- (T) Change in text or regulation.

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#### **SECTION 1 - DEFINITIONS**

Access Line - An arrangement which connects the Subscriber's or Customer's location to the Carrier's designated point of presence or network switching center.

**Authorized User -** A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services.

**Carrier or Company** – Zoom-I-Net Communications, Inc. d/b/a ZinTel, unless otherwise indicated by the context.

**Customer** - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service and is responsible for the payment of charges and/or compliance with tariff regulations.

**Customer Premises Equipment -** Terminal equipment, as defined herein, which is located on the Customer's premises.

Dedicated Access - See Special Access Origination/Termination.

**KPSC** - Refers to the Kentucky Public Service Commission.

**Special Access Origination/Termination** - Where originating or terminating access between the Customer and the interexchange carrier is provided on dedicated circuits. The Access Provider provides these dedicated circuits from the Customer's location to the Company's point of presence. The rates and charges for dedicated circuits are determined by the Access Provider and the Customer is responsible for payment of these charges to the Access Provider.

**Subscriber** - The person, firm, corporation, or other legal entity, which arranges for services of the Company on behalf of itself or Authorized Users. The Subscriber is responsible for compliance with the terms and conditions of this tariff. A Subscriber may also be a Customer when the Subscriber uses services of the Company.

**Switched Access Origination/Termination** - Where originating or terminating access between the Customer and the interexchange carrier is provided on Feature Group D circuits.

**Terminal Equipment -** Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

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#### 2.1 Undertaking of the Company

Company offers intrastate service originating at specified points within the state of Kentucky under terms of this tariff. The Company's services and resold facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four hours per day, seven days per week.

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

#### 2.2 Limitations

- **2.2.1** Service is offered subject to the availability of the necessary resold facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.
- **2.2.2** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Subscriber or Customer is using service in violation of provisions of this tariff, or in violation of the law.
- **2.2.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- **2.2.4** All services and resold facilities provided under this tariff are directly or indirectly controlled by the Company and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

**2.2.5** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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#### 2.3 Use

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

#### 2.4 Liabilities of the Company

- **2.4.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, shall be determined in accordance with 807 KAR 5:061 Section 25 regulations and any other applicable law.
- **2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- **2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- **2.4.4** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service, which is not the direct result of the Company's negligence.

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#### 2.5 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

#### 2.6 Terminal Equipment

The Company's facilities and service may be used with or terminated in Subscriber-provided terminal equipment or Subscriber-provided communications systems, such as a PBX or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Subscriber, except as otherwise provided. The Subscriber is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company 's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

#### 2.7 Installation and Termination

Service is installed upon mutual agreement between the Subscriber and the Company. The agreement will determine terms and conditions of installation, termination of service, any applicable sales commission structure, and sales commission payment schedule. The service agreement does not alter rates specified in this tariff.

When Customers are members of the transient public, they do not contract directly with the Company for provision of service. Subscribers contract for service on behalf of themselves and/or their transient patrons. Service provided to Customers (patrons of the contracting party) is governed by the terms of this tariff schedule and the lawful terms of the billing agency. No contractual agreements are required of the Customer.

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#### 2.8 Cancellation by the Company

The Company expressly retains the right to cancel service without incurring any liability for any of the following reasons:

- **2.8.1** Nonpayment of any sum due for service provided hereunder, where the Customer's charges remain unpaid more than ten (10) days following notice of nonpayment from the Company. Notice shall be deemed to be effective upon mailing of written notice, postage prepaid, to the Customer's last known address;
- **2.8.2** Customer's acts or omissions that constitute a violation of, or a failure to comply with, any regulation stated in this tariff governing the furnishing of service, but which violation or failure to comply does not constitute a material breach or does not pose any actual threatened interference to Company operations or its furnishing of service. The Company agrees to give Customer ten (10) days notice of such violation or failure to comply prior to disconnection of service; or
- **2.8.3** The implementation of any order of a court of competent jurisdiction, or federal or state regulatory authority of competent jurisdiction, prohibiting the Company from furnishing such service; or
- **2.8.4** Failure to pay a previously owed bill by the same Customer at another location.

#### 2.9 Interruption of Service by the Company

Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of subscriber and the Company 's equipment and facilities and may continue such interruption until any items of non-compliance or improper equipment operation so identified are rectified.

The Company may discontinue Service without notice to the subscriber, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain customer authorization codes, 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, and will, upon request by the customer affected, assign a new authorization code to replace the one that has been deactivated.

#### 2.10 Termination of Service by Subscriber

Unless otherwise specified by contractual commitment, any Subscriber may terminate service with the Company upon thirty days written notice.

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Effective:



#### 2.11 Payment for Service

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the KPSC. Any objections to billed charges must be reported within 180 days to the Company's billing agent. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Customers who are dissatisfied with the response to their complaint may contact the Kentucky Public Service Commission for resolution of the issues at the following address:

Kentucky Public Service Commission P.O. Box 615 211 Sower Boulevard Frankfort, Kentucky 40602-0615 (502) 564-3940 Fax (502) 564-3460

TTY users in Kentucky may reach the KPSC by dialing 711 or 1-800-648-6056 to reach the Kentucky Relay Service. Please instruct the CA to dial 502-564-3940 or 800-772-4636 for Consumer Services.

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#### 2.12 Other Rules

#### 2.12.1 Regulatory Changes

The Company reserves the right to discontinue service, limit service, or to impose requirements on Subscribers as required to meet changing regulatory rules and standards of the Kentucky Public Service Commission and the Federal Communications Commission.

#### 2.12.2 Refunds or Credits for Service Outages or Deficiencies

Credit allowances for interruptions of service caused by service outages or deficiencies are limited to the initial minimum period call charges for re-establishing the interrupted call.

#### 2.13 800/888/877/866 Numbers

- **2.13.1** The Company will make every effort to reserve "800" vanity numbers on behalf of customers, but makes no guarantee or warrantee that the requested "800" number(s) will be available or assigned to the customer requesting the number.
- **2.13.2** If a Customer accumulates undisputed past-due charges, the Company reserves the right not to honor the Customer's request for a change in 800/888/877/866 service to another carrier (e.g., "porting" of the 800/888/877/866 number), including a request for a Responsible Organization (Resp Org) change, until such time as all charges are paid in full.
- **2.13.3** 800/888/877/866 numbers shared by more than one Customer, whereby individual customers are identified by a unique Personal Identification Number, may not be assigned or transferred for use with service provided by another carrier. The Company will only honor Customer requests for change in Resp Org or 800/888/877/866 service provider for 800/888/877/866 numbers dedicated to the sole use of that single Customer.

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#### **3.1** General Description of Rates and Charges

#### **3.1.1** Application of Charges

Long Distance Communications Service includes recurring and non-recurring charges. Stabilized recurring charges may be offered on a Customer specific basis where service demands or competitive necessity justify such charges. Recurring charges consist of flat-rated monthly and usage-sensitive charges. Service also may include a Minimum Charge. Nonrecurring charges for installation of a service and additions to service, as well as a Termination Charge and Cancellation Charge, are also included.

(a) Non-Recurring Charges: Non-Recurring Charges are billed in advance.

(b) Recurring Charges: Recurring Charges, including usage-sensitive charges, are billed in arrears.

#### **3.1.2** Taxes

The Customer will be billed for, and is responsible for payment of any taxes, surcharges, fees or assessments (excluding taxes on the Company's net income) imposed on or based upon provision, sale or use of the Company's services.

#### 3.1.3 Jurisdiction

When the location of the calling and the called stations is a factor in rate determination, the rate is calculated according to whether the termination of the call is intrastate, interstate or international. This tariff contains rates for intrastate calls only.

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#### **3.2** Timing of Calls

- **3.2.1** Timing for all calls begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- **3.2.2** Chargeable time for all calls ends when either one of the parties disconnects from the call.
- **3.2.3** The minimum call duration and additional billing increments are specified on a per product basis in this section of the tariff.
- **3.2.4** The Company will not bill for incomplete calls.

#### **3.3** Special Access Channels

Special access channels (i.e.: dedicated facilities), if utilized, are provided and billed to the Customer by the local exchange telephone company. Charges for the special access channel are determined by the local access provider and the Customer is responsible for payment of these charges to the local exchange telephone company. The Company will, at the Customer's request, act on behalf of the Customer in the ordering and installation of the special access channel with the access provider. The Company may also request the access provider to bill them for the account in the name of the Customer. If this option is utilized, the Company will pass the charges, including a billing service fee, through to the Customer.

#### 3.4 Quality and Grade of Service Offered

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 98% during peak use periods. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

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#### **3.5** Service Offerings

#### 3.5.1 Basic Services

Carrier's Basic Services are switched equal access outbound services using standard equal access dialing (1+NPA+NXX+XXX) to place interLATA and intraLATA calls from customer premises to points located within Florida, the rates of which are flat rate based on usage and switched equal access inbound services using standard equal access dialing (1+800+NXX+XXX or 1+888+NXX+XXX).

#### **3.5.2 Operator Service**

Standard operator services and operator assistance services are not offered by Company but are available from its Underlying Carrier subject to the rates and charges of that Carrier.

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#### 3.6 **Rates and Charges**

Services are available to subscribers under the following rate plans. Calls in each rate plan are billed in increments as specified. No charge is made for an uncompleted call.

#### 3.6.1 The Nickel Plan.

Company's Nickel Plan offers 1+ calls feature rates that are time-of-day and distance insensitive and are available to all areas with equal access. Billing is in full minute increments and are rounded to the next full minute increment. A monthly recurring charge and other charges apply. See Section 4.11, Miscellaneous Charges, following.

For the first and each additional minute or fraction thereof, the following recurring charges apply.

All Time Periods:	\$ 0.05
Monthly Recurring Fee:	9.95

#### 3.6.2 The Lucky 7 Plan

The Lucky 7 Basic Plan provides 1+ interstate long distance service from customer premises with equal access local service. Calls are time-of-day and distance insensitive. Calls are billed in 60second increments and rounded to the next whole 60-second interval. Other charges apply. See Section 4.11, Miscellaneous Charges, following.

Initial 60 Seconds	Each Add'l 60 Seconds
\$0.07	\$0.07

\$0.07

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#### **3.6** Rates and Charges (Cont.)

#### 3.6.3 The Lucky 7 Economy Plan

The Lucky 7 Economy Plan provides 1+ interstate long distance service from customer premises with equal access local service. Calls are time-of-day and distance insensitive. Calls are billed in 6-second increments and rounded to the next whole 6-second interval. One message unit applies per call. Other charges apply. See Section 4.11, Miscellaneous Charges, following.

Initial 6 Seconds	Each Add'l 6 Seconds	Message Units
\$0.007	\$0.007	\$0.19/call



#### **3.6** Rates and Charges (Cont.)

#### 3.6.4 The Lucky 7 Day/Night Plan

The Lucky 7 Day/Night Plan provides 1+ interstate long distance service from customer premises with equal access local service. Calls are time-of-day sensitive, but distance insensitive. Calls are billed in 60-second increments and rounded to the next whole 60-second interval. Other charges apply. See Section 4.11, Miscellaneous Charges, following.

9:00am to 4:59	pm	5:00pm to 8:59	am
Initial 60 Seconds	Each Add'l 60 Seconds	Initial 60 Seconds	Each Add'l 60 seconds
\$0.07	\$0.07	\$0.14	\$0.14



#### 3.6 Rates and Charges (Cont.)

#### 3.6.5 Lucky 7 Double/Down Plan

The Lucky 7 Double/Down Plan provides 1+ interstate long distance service from customer premises with equal access local service. Calls are time-of-day and distance insensitive. Calls are billed in 60-second increments and rounded to the next whole 60-second interval. The minimum service term under this plan is six (6) 30-day billing cycles. Rates are graduated downward for all calls over set volumes of usage up to 630 minutes (10 and one-half hours). The per minute rates for all minutes in excess of 630 repeats the cycle at 7 cents and declines in 70 minute increments up to the next segment of 630 minutes (e.g., 1260 minutes). The cycle repeats itself at each 630-minute segment for the 30-day billing cycle. Cancellation prior to the expiration of the Commitment Period incurs a flat \$25 termination charge. Administrative charges apply. See Miscellaneous Charges section following.

Call Volume	Initial 60 Seconds	Each Add'l 60 Seconds
1-70	\$0.070	\$0.070
71-140	0.065	0.065
141-210	0.060	0.060
211-280	0.055	0.055
281-350	0.050	0.050
351-420	0.045	0.045
421-630	0.035	0.035

#### 3.6.6 Lucky 7/20 Plan

The Lucky 7/20 Plan provides 1+ interstate long distance service from customer premises with equal access local service. Calls are time-of-day and distance insensitive. All calls are billed in 60-second increments and rounded to the next whole 60-second interval. See Miscellaneous Charges section, following.

Initial 20 Minutes	Each Add'l 60 Seconds	
\$0.99	\$0.07	

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#### **3.6** Rates and Charges

## 3.6.7 Calling Card Service – All Plans

Calling Card Service is billed in one-minute increments with a minimum billing increment of one minute at the following flat rate:

\$0.209/minute

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	Executive Director

#### **3.7** Public Telephone Surcharge

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 undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

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.

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.

#### 3.7.1 Public Telephone Surcharge

Rate per Call

\$0.30

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#### **SECTION 4 - MISCELLANEOUS**

#### 4.1 General

Each Customer is charged individually for each call placed through the Company. Charges may vary by service offering, class of call, time of day, day of week, class of call and/or call duration.

#### 4.2 Late Payment Charge

A late fee of 1.5% per month may be assessed if a customer fails to pay a bill for services by the due date shown on the customer's bill. The penalty may be assessed only once on any bill for rendered services. Any payment received shall first be applied to the bill for service rendered. Additional penalty charges shall not be assessed on unpaid penalty charges.

#### 4.3 Return Check Charge

The Company will assess a return check charge of up to \$20.00 whenever a check or draft presented for payment of service is not accepted by the institution on which it is written. This charge applies each time a check is returned to the Company by a bank for insufficient funds.

#### 4.4 Directory Assistance

A Directory Assistance charge of \$0.95 per call applies whether or not the requested number is provided. Up to two requests for listings within a single area code may be made on each call to Directory Assistance. If the Directory Assistance attendant is asked to dial the requested number, a charge of \$0.50 applies whether or not the called party answers.

#### 4.5 PIC Account Set Up Fee

The company will charge a one-time account set up fee of \$3.95/BTN.

#### 4.6 Bill Format

Bills rendered to Customers by the Company contain the following information:

Date of Bill Rendering Service Dates Past Due Date Past Due Amount (if applicable) Originating location & terminating number Call type Total Charges for Company Services Toll Free Customer Service Number:

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# Zoom-I-Net Communications, Inc. d/b/a ZinTel

#### **SECTION 5 - PROMOTIONS**

#### 5.1 **Promotions - General**

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some of all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration, not to exceed 90 days, or by offering premiums or refunds of equivalent value. Such promotions shall be made available to all similarly situated Customers in the target market area. All promotions will be filed with and approved by the Commission prior to offering them to Customers.

#### 5.2 Demonstration of Calls

From time to time the Company shall demonstrate service by providing free test calls of up to four minutes duration over its network.

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#### **SECTION 6 - CONTRACT SERVICES**

#### 6.1 General

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.

Each contract will be filed with the Kentucky Public Service Commission.

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