
TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by Covista, Inc.

("Covista"), with principal offices at 721 Broad Street, 2nd Floor, Chattanooga, Tennessee 37402. This tariff applies for services furnished within the State of Florida. This tariff is on file with the Florida Public Service Commission ("FPSC"), and copies may be inspected, during normal business hours, at the company's principal place of business.

Issued:

By:

John Leach, President
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Effective:

CHECK SHEET

Sheets 1 through 33 inclusive 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.

<u>SHEET</u>	<u>REVISION</u>
1	Original
2	*1 st Revised
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
26	Original
27	Original
28	Original
29	*1 st Revised
30	*1 st Revised
31	Original
32	Original
33	Original

* New or Revised Sheet

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TABLE OF CONTENTS

	Page
Title Sheet.....	1
Check Sheet.....	2
Table of Contents.....	3
Alphabetical Index.....	4
Tariff Format.....	5
Symbols.....	6
Section 1 - Technical Terms and Abbreviations.....	7
Section 2 - Rules and Regulations.....	11
2.1 Undertaking of the Company.....	11
2.2 Use of Services.....	12
2.3 Liability of the Company.....	13
2.4 Responsibilities of the Subscriber.....	15
2.5 Responsibilities of the Customer.....	18
2.6 Cancellation or Interruption of Service.....	18
2.7 Credit Allowance.....	20
2.8 Restoration of Service.....	21
2.9 Deposit.....	21
2.10 Advance Payments.....	21
2.11 Taxes.....	21
2.12 Late Charge.....	21
2.13 Returned Check Charge.....	21
2.14 Reconnection Charge.....	21
Section 3 - Description of Service.....	22
3.1 Computation of Charges.....	22
3.2 Billing Arrangements.....	25
3.3 Validation of Credit.....	26
3.4 Contested Charges.....	26
3.5 Billing Entity Conditions.....	26
3.6 Service Offerings.....	27
3.7 Minimum Call Completion Rate.....	28
Section 4- Rates.....	29
4.1 Rate Tables.....	29
4.2 Additional Charges.....	30
4.3 Rate Periods.....	32
4.4 Special Rates.....	32

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ALPHABETICAL INDEX

	<u>PAGE</u>	<u>SECTION</u>
Additional Charges	30	4.2
Applicability	11	2.1
Cancellation or Interruption of Service	18	2.6
Computation of Charges	22	3.1
Check Sheets	2	-
Directory Assistance	28	3.6.4
Explanation of Symbols	6	-
Rate Periods	32	4.3
<u>Rates</u>	29	4
Dial Station	29	4.1.1
Operator Station	29	4.1.2
Customer Dialed Calling Card	29	4.1.3
Person-to-Person	30	4.1.4
Travel Cards	30	4.1.5
Rules and Regulations	11	2
<u>Service Offerings</u>	27	3.6
1 + Dialing	27	3.6.1
Travel Cards	27	3.6.2
Operator Assisted Services	27	3.6.3
Special Rates for Handicapped and Hearing Impaired Persons	32	4.4
Table of Contents	3	-
Technical Terms and Abbreviations	7	1

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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 pages 11 and 12 would be page 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the FPSC. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Because of various suspension periods, deferrals, etc. the FPSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheets currently in effect.

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

- 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 FPSC, 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 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 sheet is the most current on FPSC file.

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SYMBOLS

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

- D - Delete or Discontinue
- I - Change Resulting In An
Increase to A Customer's Bill
- M - Moved from Another Tariff Location
- N - New
- R - Change Resulting In A
Reduction to A Customer's Bill
- T - Change in Text or Regulation
But No Change In Rate or Charge

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a subscriber's location to Covista's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a subscriber, to enable Covista to identify the origin of the service customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Automated Operator Assisted Calls - Calls requiring assistance for completion or to arrange for billing, and completed by Covista using automated equipment without the intervention of a live operator. The following are examples:

Calling Card Calls - Calls for which charges are billed, not to the originating telephone number, but to a telephone calling card issued either by a local exchange or long distance telephone company for this purpose.

Credit Card Calls - Calls for which charges are billed, not to the originating telephone number, but to a credit card, such as VISA or American Express.

Commission - Used throughout this tariff to mean the Florida Public Service Commission ("FPSC").

Common Carrier - A company or entity providing telecommunications services to the public and subject to the jurisdiction of the FPSC.

Customer - The calling party utilizing the services of Covista and responsible for the payment of charges, unless that responsibility has been accepted by others, such as in the case of collect, third party and room charge calls.

FCC - Federal Communications Commission

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Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Local Access and Transport Area (LATA) - The term LATA denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a Bell operating company provides communications services.

Measured Charge - A charge assessed on a per minute basis in calculating a portion of the long distance charges due for a completed call.

Operator Assisted Calls - Calls placed by dialing 0+ (area code)+(exchange)+(line number), i.e. "0+", or by dialing "00", with all subsequent dialing being performed by the telephone operator, i.e., "00". The following are examples of calls normally placed in this manner:

Calling Card Calls - Calls for which charges are billed, not to the originating telephone number, but to a telephone calling card issued either by a local exchange or long distance telephone company for this purpose. An automated interface or a live operator's intervention is required to perform appropriate call completion functions and gather billing information on the calling card number to which the charges are to be billed.

Collect Calls - Calls for which charges are billed, not to the originating telephone number, but to the destination or terminating telephone number. An automated interface or a live operator's intervention is required to obtain agreement for the called party to accept the charges.

Credit Card Calls - Calls for which charges are billed, not to the originating telephone number, but to a credit card, such as VISA or American Express. An automated interface or a live operator's intervention is required to perform appropriate call completion functions and gather billing information on the credit card account number to which the charges are to be billed.

Person-to-Person Calls - Calls which are placed under the stipulation that the caller will speak only to a specific called party. An automated interface or a live Operator's intervention

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is required on calls of this type to determine whether the specified called party is available to accept the call, satisfying the stipulation under which the call was placed.

Room Charge Calls - Calls for which charges are collected by the subscriber, normally a hotel, motel, or hospital, but including other institutions, from the guest or occupant of the room from which the call originated. Calls of this type require that Covista communicate the call detail and charges back to the originating subscriber location upon completion of the call.

Third Party Calls - Calls for which charges are billed, not to the originating telephone number, but to a third party telephone number which is neither the originating nor the terminating telephone number. An automated interface or a live operator's intervention is required to record the telephone number to which the charges are to be billed and to obtain agreement from the third party to accept the charges.

Operator Services - The automated interface services or the live operator intervention services provided in connection with placing an Operator Assisted Call.

Operator Service Charge - A non-measured (fixed) charge which is added to a measured charge in calculating the total tariff charges due for a completed Operator Assisted Call.

Subscriber - The person, firm, corporation or other legal entity which enters into arrangements for Covista resale or operator assisted telecommunications services and is responsible for compliance with applicable tariff regulations.

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Covista or the Company - Used throughout this tariff to mean Covista, Inc., a New Jersey corporation.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

This tariff contains the regulations and rates applicable to intrastate resale and alternate operator telecommunications services provided by Covista for telecommunications between points within the State of Florida. Resale and alternate operator services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.

2.1.1 Covista may, from time to time, offer various enhanced services and information services within the State of Florida. Such services will be provided pursuant to contract and will not be governed by this tariff. Covista will furnish the Commission with a copy of any such offering at least thirty (30) days prior to such implementation.

2.1.2 Covista may also, from time to time, offer switching, transmission, and/or operated assisted services to other telecommunications providers for resale to such companies' customers. The rates for any such services will be determined pursuant to contract, to the extent authorized by the FPSC, and rates and sections of this tariff will not apply thereto.

2.1.3 The resale and alternate operator services of Covista are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but do involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.

2.1.4 The rates and regulations contained in this

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tariff apply only to the resale and operator assisted services furnished by Covista and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Covista.

- 2.1.5 The services of Covista shall be furnished to customers who are patrons, patients, students, and other authorized users of the terminal telephone or other facilities of privately or publicly owned coin and coinless operated telephone station providers, hotels/motels, hospitals, airports, colleges, universities, and other subscribers. Covista enters into arrangements with such subscribers providing for the availability of Covista's nationwide services, including the intrastate services offered under the terms and conditions of this tariff.

2.2 Use of Services

- 2.2.1 Covista's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
- 2.2.2 The use of Covista's services to make calls which might 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.
- 2.2.3 The use of Covista's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 Covista's services are available for use twenty-four hours per day, seven days per week.

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- 2.2.5 Covista does not transmit messages, but the services may be used for that purpose.
- 2.2.6 Covista's services may be denied for nonpayment of charges or for other violations of this tariff.

2.3 Liability of Covista

- 2.3.1 Covista shall not be liable for loss or damage sustained by reason of any failure in or breakdown of facilities associated with Covista's resale or operator assisted service or for any interruption or delay of services, whatever shall be the cause of such failure, breakdown or interruption and whether negligent or otherwise and however long it shall last. In no event shall Covista's liability for any services exceed the charges applicable under this tariff for such service.
- 2.3.2 Covista shall be indemnified and saved harmless by any subscriber, customer or by any other entity against claims for libel, slander, or the infringement of copyright arising from the material transmitted over its resale or operator assisted services; and against all other claims arising out of any act or omission of a subscriber or of any other entity in connection with the resale or operator assisted services provided by Covista.
- 2.3.3 Covista shall not be liable for any act or omission of any entity furnishing facilities or services connected with or provided in conjunction with the resale or operator assisted services provided by Covista.
- 2.3.4 Covista shall not be liable for and shall be indemnified and saved harmless by any subscriber, customer or by any other entity

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from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any subscriber, customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any subscriber, customer or any other entity or any other property whether owned or controlled by the subscriber, customer or others, caused or claimed to have been caused, directly or indirectly, by any act or omission of the subscriber, customer, or others or by any installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of facilities or equipment provided by Covista which is not the direct result of Covista's gross negligence. No agents or employees of any other entity shall be deemed to be the agents or employees of Covista.

- 2.3.5 Covista shall not be liable for any failure of performance due to causes beyond its control, including, without limitation, acts of God, fires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppages or other labor difficulties, and any law, order, regulation or other action of any governing authority or agency thereof.

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2.4 Responsibilities of the Subscriber

- 2.4.1 The subscriber is responsible for placing any necessary orders and complying with tariff regulations and for assuring that customers comply with tariff regulations. The subscriber is also responsible for the payment of charges for calls originated at the subscriber's number which are not collect, third party, calling card, or credit card calls.
- 2.4.2 The subscriber is responsible for charges incurred for special construction and/or special facilities which the subscriber requests and which are ordered by Covista on the subscriber's behalf.
- 2.4.3 If required for the provision of Covista's services, the subscriber must provide any equipment space, supporting structure, conduit and electrical power without charge to Covista.
- 2.4.4 The subscriber is responsible for arranging access to its premises at times mutually agreeable to Covista and the subscriber when required for Covista personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of Covista's services.
- 2.4.5 The subscriber shall cause the temperature and relative humidity in the equipment space provided by subscriber for the installation of Covista's equipment to be maintained within the range normally provided for the operation of microcomputers.
- 2.4.6 The subscriber shall ensure that the equipment and/or system is properly interfaced with Covista's facilities or services, that the signals emitted into Covista's network are of the proper mode, bandwidth, power and signal level for the

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intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other subscribers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Covista will permit such equipment to be connected with its channels without the use of protective interface devices.

If the subscriber fails to maintain the equipment and/or the system properly, with resulting imminent harm to Covista equipment, personnel or the quality of service to other subscribers, Covista may, upon written notice, require the use of protective equipment at the subscriber's expense. If this fails to produce satisfactory quality and safety, Covista may, upon written notice, terminate the subscriber's service.

- 2.4.7 The subscriber must pay Covista for replacement or repair of damage to the equipment or facilities of Covista caused by negligence or willful act of the subscriber, customers or others, by improper use of the services, or by use of equipment provided by subscriber, customer or others.
- 2.4.8 The subscriber must pay for the loss through theft of any Covista equipment installed at subscriber's premises.
- 2.4.9 The subscriber shall place tent cards, telephone stickers or other printed documentation furnished by or with the approval of Covista on or in close proximity to all telephones capable of accessing Covista's services and shall take reasonable action to replace any documentation which may be removed, defaced or otherwise rendered

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unavailable.

The tent card or informational documentation shall contain the following information:

1. Company Name - Covista USA Communications, Inc.
2. Rates for Operator Services -

Collect Station to Station	\$1.00
Collect Person to Person	\$2.50
Person to Person	\$2.50
Station to Station	\$1.00
Customer Dialed Credit Card	\$.80
3. Billing Procedures - All operator services and long distance rates will be billed to the end user through Covista billing, local exchange company billing, or major credit card billing, depending upon the circumstances of the call.
4. IntraLATA dialing instructions - Please consult your local telephone company directory or operator.
5. IntraLATA rates - Please consult your local telephone company directory or operator.
6. InterLATA dialing instructions - Dial 00 + area code + number.
7. InterLATA rates - Dial 00.
8. Surcharges for local calls - The establishment charge for local calls is \$_____ per call and will be billed by the establishment.

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9. Surcharges for long distance calls - The establishment charge for local calls is \$_____ per call and will be billed by the establishment.

2.4.10 If Covista installs equipment at subscriber's premises, the subscriber shall be responsible for payment of an installation charge.

2.5 Responsibilities of the Customer

2.5.1 The customer is responsible for payment of the charges set forth in this tariff unless the responsibility for such payment has been accepted by the called party, a third party, or a subscriber.

2.5.2 The customer is responsible for compliance with the applicable regulations set forth in this tariff.

2.5.3 The customer is responsible for establishing its identity as often as necessary during the course of a call.

2.5.4 The customer is responsible for identifying the station, party, or person with whom communication is desired and/or made at the called number.

2.6 Cancellation or Interruption of Services

2.6.1 Without incurring liability, upon five (5) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the subscriber, Covista may immediately discontinue services to a subscriber or may withhold the provision (the notice will contain the reason for discontinuing or withholding of service) of ordered or contracted services:

2.6.1.A For nonpayment of any sum due Covista for more than thirty (30) days after issuance of the bill for

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- the amount due,
- 2.6.1.B For violation of any of the provisions of this tariff,
- 2.6.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over Covista's services, or
- 2.6.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting Covista from furnishing its services.
- 2.6.2 Without incurring liability, Covista 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 Covista's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.
- 2.6.3 Service may be discontinued by Covista 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 Covista deems it necessary to take such action to prevent unlawful use of its service. Covista 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.

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2.7 Credit Allowance

- 2.7.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3 herein. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, or is not in wiring or equipment, if any, furnished by the customer and connected to the Company's facilities.
- 2.7.2 For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.7.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues. Credit Formula:

"A" - outage time in hours

"B" - monthly charge for affected activity

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

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2.8 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the FCC Rules and Regulations.

2.9 Deposit

No deposits are required from customers or subscribers.

2.10 Advance Payments

Covista reserves the right to collect an advance payment from customers in an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

2.11 Taxes

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

2.12 Late Charge

A late fee of 1.5% monthly will be charged on any past due balances.

2.13 Returned Check Charge

A fee of \$15.00, or five percent of the amount of the check, whichever is greater, will be charged whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

2.14 Reconnection Charge

A reconnection fee of \$25.00 per occurrence will be charged when service is re-established for customers which have been disconnected due to non-payment.

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SECTION 3 - DESCRIPTION OF SERVICE

3.1 Computation of Charges

- 3.1.1 The total charge for each completed call is a variable measured charge dependent on the duration, distance and time of day of the call. The total charge for each completed call may also be a variable measured charge dependent on the duration and time of day of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls, which are not operator assisted, are measured in six second increments, with a thirty second minimum per call. Operator assisted calls are measured in one minute increments, with a one minute minimum per call. All calls are rounded up to the next whole increment. The total charge for each completed operator assisted call consists of two charge elements: fixed operator service charge, dependent on the type of billing selected (i.e., calling card, charge third party or other) and /or the completion restriction selected (i.e., station-to-station or person-to-person) and/or the manner in which the call is placed; and a variable measured charge discussed above.
- 3.1.2 For the purpose of determining airline mileage, vertical and horizontal (V&H) grid lines have been established across the United States and Canada. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A V&H coordinate is computed for each local exchange company primary serving office and serving office from its latitude and longitude location by use of appropriate map-projection equations. A pair of V&H

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coordinates locates a primary serving office or serving office for determining airline mileage, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two primary serving offices or serving offices is the airline mileage computed as explained below.

To determine the rate distance between any two primary serving offices or serving offices, proceed as follows:

- 3.1.2.A Obtain the V&H coordinates for each local exchange company primary serving office or serving office.
- 3.1.2.B Obtain the difference between the vertical coordinates of the two primary serving offices or serving offices. Obtain the difference between the horizontal coordinates.

NOTE: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

$$V1-V2=Vd$$
$$H1-H2=Hd$$

- 3.1.2.C Square each difference obtained in 4.1.2.B above.
- $$Vd \times Vd = Vd^2$$
- $$Hd \times Hd = Hd^2$$

- 3.1.2.D Add the squares of the vertical difference and the horizontal difference obtained in 4.1.2.C above.

$$Vd^2 + Hd^2 = S$$

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3.1.2.E Divide the sum of the squares obtained in 4.1.2.D above by 10.

$$S/10=T$$

3.1.2.F Obtain the square root of the result obtained in 4.1.2.E above. This is the interexchange rate distance in miles. (Fractional miles are rounded to the next higher mile.)

$$\sqrt{T}=D$$

3.1.2.G Formula and Example:

Formula:

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

Example: The rate distance between Miami and New York City:

	V	H
Miami	8,351	529
N.Y.	4,997	1,406
Difference	3,354	-879

$$\sqrt{\frac{|(8351-4997)^2 + (529-1406)^2}{10}}$$

Distance equals 1,097 miles.

3.1.3 Timing of each call begins as specified below in Section 3.1.4, and ends when the calling party hangs up, where answer supervision is available. In no event will time begin before sixty (60) seconds from the intervention of the operator or automated equipment, except where positive answer detection capability exists.

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- 3.1.4 Timing begins when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Covista will not bill for uncompleted calls.

3.2 Billing Arrangements

3.2.1 Calling Card, Collect and Charge Third Party Calls

Charges for calls of this type will be included on the customer's or called to or third party's regular or business telephone bill pursuant to billing and collection agreements established by Covista or its intermediary with the applicable telephone company.

3.2.2 Credit Card Calls

Charges for credit card calls will be included on the customer's regular monthly statement from the card-issuing company.

3.2.3 Room Charge Calls

When requested by the customer, and authorized by the subscriber, the charges may be provided for inclusion on the customer's bill from a hotel, motel, hospital or other facility. In such cases, Covista will provide a record of the call detail and charges to the hotel, motel, hospital or other facility, for such billing purposes.

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3.3 Validation of Credit

Covista reserves the right to validate the credit worthiness of customers through available calling card, credit card, called number, third party telephone number, and room verification procedures. When a requested billing method cannot be validated, the customer may be required to provide an acceptable alternate billing method or Covista may refuse to place the call.

3.4 Contested Charges

Any objection to billed charges should be reported promptly to Covista. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where an undercharge in billing of the subscriber is the result of a mistake by Covista, the Company may not backbill in excess of twelve months. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

3.5 Billing Entity Conditions

When billing functions on behalf of Covista or its intermediary are performed by local exchange telephone companies, credit card companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. Covista's name and toll-free telephone number will appear on the end user's bill.

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3.6 Service Offerings

3.6.1 1+ Dialing

The customer utilizes "1+" dialing, or "10XXX" dialing followed by "1 + ten digits" for interLATA calls, or dials "10XXX" followed by "1 + 7 digits" or "1 + 10 digits" for intraLATA calls.

3.6.2 Travel Cards.

The customer utilizes an 11 digit "800" access number established by Covista to access a terminal. Upon receiving a second dialtone, the customer uses push button dialing to enter an identification code assigned by the Company, followed by the ten digit number of the called party.

3.6.3 Operator Assisted Services.

The Company may offer operator assisted services on calls where facilities and available personnel permit under the rates and regulations set forth in this tariff. Calls will be timed as follows:

3.6.3.A Person to Person and Collect Calls.

Timing commences when the specified person or the called party accepts the call or the charges.

Timing concludes when the Company receives a signal from the local exchange company indicating that either the calling party or the called party has hung up.

3.6.3.B Station to Station Calls.

Timing commences when the called party answers.

Timing concludes when the Company receives a signal from the local exchange company indicating either the calling party or the called party has hung up.

3.6.4 Local Calls and Directory Assistance.

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Local calls will not be accepted or completed. Covista does not provide local directory assistance. Access to long distance directory assistance is obtained by dialing 0 + 555-1212 for listings within the originating area code and 0 + (area code) + 555-1212 for other listings. A flat charge of \$0.60 applies for each connected call to directory assistance.

3.7 Minimum Call Completion Rate

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 95% during peak use periods for all Feature Group D services ("1+" dialing).

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SECTION 4 - RATES

4.1 Rate Tables

Rates shown in the following tables are applicable to intrastate long distance calling between all points within the State of Florida.

4.1.1 Dial Station

(R)

\$.0841 per minute
Billed in 6 seconds increments

4.1.2 Operator Station

Rate Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-10	\$.1900	\$.0900	\$.1425	\$.0675	\$.0950	\$.0450
11-22	0.2600	0.1600	0.1950	0.1200	0.1350	0.0800
23-55	0.2756	0.2180	0.2067	0.1635	0.1550	0.1140
56-124	0.2756	0.2200	0.2067	0.1650	0.1585	0.1185
125-292	0.2756	0.2290	0.2067	0.1718	0.1610	0.1235
293-430	0.2756	0.2320	0.2067	0.1740	0.1625	0.1235
431-624	0.2781	0.2370	0.2085	0.1778	0.1660	0.1285

4.1.3 Customer Dialed Calling Card

Rate Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-10	\$.1900	\$.0900	\$.1425	\$.0675	\$.0950	\$.0450
11-22	0.2600	0.1600	0.1950	0.1200	0.1350	0.0800
23-55	0.2756	0.2180	0.2067	0.1635	0.1550	0.1140
56-124	0.2756	0.2200	0.2067	0.1650	0.1585	0.1185
125-292	0.2756	0.2290	0.2067	0.1718	0.1610	0.1235
293-430	0.2756	0.2320	0.2067	0.1740	0.1625	0.1235
431-624	0.2781	0.2370	0.2085	0.1778	0.1660	0.1285

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4.1.4 Person-to-Person

Rate Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-10	\$.1900	\$.0900	\$.1425	\$.0675	\$.0950	\$.0450
11-22	0.2600	0.1600	0.1950	0.1200	0.1350	0.0800
23-55	0.2756	0.2180	0.2067	0.1635	0.1550	0.1140
56-124	0.2756	0.2200	0.2067	0.1650	0.1585	0.1185
125-292	0.2756	0.2290	0.2067	0.1718	0.1610	0.1235
293-430	0.2756	0.2320	0.2067	0.1740	0.1625	0.1235
431-624	0.2781	0.2370	0.2085	0.1778	0.1660	0.1285

4.1.5 Travel Cards (R)

\$.10 per minute
Billed in 6 second increments, 30 second minimum

4.2 Additional Charges

4.2.1	Customer Dialed Calling Card Station	
	Customer Dialed/Automated	\$.80
	Customer Dialed and Operator Assisted	.80
	Customer Dialed - Operator Must Assist	.80
4.2.2	Station	
	Customer Dialed Collect, Billed to Third Number	1.00
	Operator Dialed Collect, Billed to Third Number	1.00
	Operator Dialed, Billed to a Calling Card	1.00
4.2.3	Person	
	Customer Dialed Collect, Billed to Third Number, Calling Card, Sent Paid	2.50
	Operator Dialed Collect, Billed to Third Number, Sent Paid	2.50
	Operator Dialed, Billed to a Calling Card	2.50

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4.2.4 Operator Dialed Surcharge¹ .75

Note 1: The Operator Dialed Surcharge applies to those calls which the customer has the ability to dial, but chooses instead to have the Operator dial.

4.2.5 Application of Service Charges and Surcharges

TYPE OF CALL	SERVICE CHARGE	OPERATOR DIALED SURCH.
Dial Station (customer dialed 1+)	No	No
Customer Dialed Calling Card Sta.(0+)	Yes	No
Operator Station (customer dialed 0+) collect, billed to third number	Yes	No
Operator Station (operator dialed 0-) collect, billed to third number, sent paid	Yes	Yes
Operator Station (operator dialed 0-) billed to calling card	Yes	No
Person-to Person (customer dialed 0+) collect, billed to third number, calling card, sent paid	Yes	No
Person-to-Person (operator dialed 0-) collect, billed to third number, sent paid	Yes	Yes
Person-to-Person (operator dialed 0-) billed to a calling card	Yes	No

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4.3 Rate Periods

Day: 8 a.m. - 5 p.m.*, Monday - Friday
Evening: 5 p.m. - 11 p.m.*, Sunday - Friday
Night: 11 p.m. - 8 a.m.*, All Days
Weekend: 8 a.m. - 11 p.m.*, Saturday
Weekend: 8 a.m. - 5 p.m.*, Sunday

* To, but not including

When a message spans more than one rate period, total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. If the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

4.4 Special Rates

4.4.1 Discounts for Hearing Impaired Customers:

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, a discount on calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period. Discounts do not apply to surcharges or per call add on charges for operator service when the call is placed by a method that would normally incur the surcharge.

4.4.2 Operator Assistance for Handicapped Persons:

Operator station surcharges will be waived for operator assistance provided to a caller who identified him or herself as being handicapped and unable to dial because of a handicap.

4.4.3 Directory Assistance for Handicapped Persons:

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There is no charge for Directory Assistance for calls from handicapped persons. Such persons must contact Covista for credit on their directory assistance calls.

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