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APR 10 1991

Decision 91-04-014 April 10, 1991

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Application of)
Hotel Networks for a certificate of)
public convenience and necessity to)
operate as an operator service provider)
within the state of California.)

ORIGINAL

Application 90-06-041
(Filed June 18, 1990)

OPINION

Cynthia J. Sendlak (applicant), doing business as Hotel Networks, seeks a certificate of public convenience and necessity to provide intrastate interLATA operator-assisted service (AOS) to public entities such as hotels and motels within California, pursuant to Public Utilities Code Section 1001.

Notice of this application and amended application appeared on the Commission's Daily Calendar of June 22, 1990 and November 16, 1990, respectively. Copies of the amended application were served on 7 telecommunication carriers with which applicant is likely to compete. No protests to this application have been received; therefore, a public hearing is not necessary.

By order dated June 29, 1983, the Commission instituted an investigation to determine whether competition should be allowed in the provision of telecommunications transmission services within the state (Order Instituting Investigation (OII) 83-06-01). Numerous applications to provide competitive service were consolidated with that investigation and by Interim Decision (D.) 84-01-037 dated January 4, 1984 and subsequent decisions, these applications were granted, limited to the provision of interLATA service and subject to the condition that applicant not hold out to the public the provision of intraLATA service pending our decision in the OII.

On June 13, 1984 we issued D.84-06-113 in OII 83-06-01 denying the applications to the extent not previously granted and

directing persons not authorized to provide intraLATA telecommunications services to refrain from holding out the availability of such services and to advise their subscribers that intraLATA communications services should be placed over the facilities of the local exchange company.

Since 1988, we have granted numerous certificates for AOS. However, as an integral part of the authority granted, each AOS operator was required to conform to a uniform set of conditions.¹ Therefore, these conditions should be equally applicable to applicant and are incorporated in Ordering Paragraph 2 below. The Commission has also reviewed issues affecting the AOS industry in I.88-04-029 which resulted in the issuance of D.90-06-018. Applicant's AOS operations shall conform to D.90-06-018 requirements.

On April 13, 1988, the Director of the Commission's Advisory and Compliance Division (CACD) sent a letter directing all AOS companies which provide intrastate services in California to file applications for certificates of public convenience and necessity and proposed tariffs for their intrastate services within 60 days. Applicant's proposed AOS tariffs, filed as part of its November 7, 1990 amended application, have been reviewed and approved by CACD. Therefore, applicant is authorized to file with this Commission, after the effective date of this order, signed tariff sheets identified in Appendix A. Applicant may not offer AOS service until the signed tariff sheets are on file with CACD's Telecommunications Branch.

We also issued D.90-08-032 in Order Instituting Rulemaking 85-08-042, which imposed new requirements on nondominant

¹ See AOS Continental of California, Inc. Application (A.) 88-03-034, D.88-05-062; National Telephone Services, Inc., A.87-12-043, D.88-06-025; and Tel Com International, Inc., A.90-01-022; D.90-05-066.

interexchange (NDIEC) telecommunications utilities. Among these new requirements is the requirement that new NDIEC applicants demonstrate that they possess a minimum of \$400,000 of unencumbered cash to carry out their first full year of operations. An exemption to this financial requirement is available if the new carrier can demonstrate that it does not need \$400,000 of cash for its first year of operation.

Applicant is a resale carrier providing 24-hour long distance operator-assisted, interstate service from California to all points to all points in the contiguous United States. Applicant's proposed service will enable an end-user placing a "0" dialed call from a hotel/motel to hear a "Bong" tone and instruct the caller to either dial "0" for an operator or enter a calling card number. If the caller wishes to speak to a live operator, applicant passes the call on to a live operator service contracted with the hotel/motel property, such as AT&T. If the caller dials a credit card number, applicant collects the information on cards it is allowed to accept for billing or passes the call on to the carrier of the caller's choice. All intraLATA calls will be routed to the local exchange carrier. Applicant has an agreement with billing companies that have arrangements with Pacific Bell and other local exchange carriers not to refuse the billing of these call types.

Applicant's November 7, 1990 amended application clarified that applicant does not hold any deposits and does not bill any recurring charges to end-users in advance. End users are billed after their use of service. Applicant is not liable for end-user advance payments made to hotel and motel customers, pursuant to agreements between applicant and the hotels and motels. Further, applicant's customers are paid any sums due them upon receipt of payments from the applicable carrier. Therefore, applicant represents that the \$400,000 requirement is not applicable for its AOS service.

Applicant should be authorized to file its AOS tariffs, and attached to its amended application and to this order as Appendix A with the Commission's Advisory and Compliance Division Director.

Applicant is authorized to file with this Commission, five days after the effective date of this order, tariff schedules for the provision of other interLATA service, unconnected with its proposed AOS related service. However, any such filing should include compliance with D.90-08-032's \$400,000 financial requirement. Applicant may not offer such service until tariffs are on file.

This application is granted to authorize interLATA service, including interLATA AOS, under the conditions specified, and to the extent the application may be construed as a request for authorization to provide intraLATA service, it will be denied.

Findings of Fact

1. Applicant served a copy of its application upon 7 telecommunications corporations with which it is likely to compete.

2. Notice of the filing of this application and amended application appeared on the Commission's Daily Calendar of June 22, 1990 and November 16, 1990, respectively.

3. No protests to this application have been received. A public hearing is not necessary.

4. On June 29, 1983, the Commission issued Order Instituting Investigation (OII) 83-06-01 to determine whether competition should be allowed in the provision of telecommunication transmission service within the state. Many applications to provide competitive service within the state were consolidated with OII 83-06-01.

5. By interim Decision (D.) 84-01-037, and later decisions, we granted those applications, authorizing interLATA entry generally. However, we limited the authority conferred to provide interLATA service; and we subjected the applicants to the condition

that they not hold themselves out to the public to provide intraLATA service, pending our final decision in OII 83-06-01.

6. By D.84-06-113 we denied the applications to the extent that they sought authority to provide competitive intraLATA telecommunications service. We also directed those persons or corporations not authorized to provide intraLATA telecommunication service to refrain from holding out the availability of such service; and we required them to advise their subscribers that intraLATA calls should be placed over the facilities of the local exchange company.

7. The Commission has reviewed issues affecting the AOS industry in I-88-04-029 which resulted in the issuance of D.90-06-018.

8. There is no basis for treating this application differently than those filed earlier.

9. Applicant has demonstrated that it should be granted a waiver of the \$400,000 minimum amount in uncommitted cash or equivalent financial resources as required by D.90-08-032 for its AOS operations.

10. Applicant needs to demonstrate that it has a minimum of \$400,000 in uncommitted cash or equivalent financial resources before it can file tariffs for interLATA services other than AOS.

11. Applicant has made a reasonable showing of technical expertise in telecommunications, as required by D.90-08-032. This showing includes a complete draft of applicant's initial tariff.

12. Applicant is technically and financially able to provide the proposed AOS service.

13. It can be seen with certainty that the proposed operation will not have a significant effect on the environment.

14. Exemption from the provisions of PU Code §§ 816 through 830 has been granted to other resellers.

15. Public convenience and necessity require the service to be offered by applicant.

Conclusions of Law

- 1. This application should be granted.
- 2. This order should be effective on the date signed because applicant's proposed AOS service is in the public interest.

ORDER

IT IS ORDERED that:

1. The application of Cynthia J. Semlak (applicant) is granted to the limited extent of providing the requested service on an interLATA basis, subject to the condition that applicant refrain from holding out to the public the provision of intraLATA service, and subject to the requirement that it advise its subscribers that intraLATA communications should be placed over the facilities of the local exchange company.

2. In connection with the provision of AOS (Assisted Operator Service) services, applicant shall adhere to the following four conditions:

- a. All intraLATA calling shall be directed by applicant to the local exchange company for completion by the local exchange company as intraLATA calling. As used herein "intraLATA calling" shall mean all calls that originate and terminate within the same LATA. The routing of intraLATA calls to the local exchange carrier requires that (1) all such calls, as dialed by the end user customer, be routed as dialed to the local exchange carrier and may not be routed to any other person or entity for call processing, billing, transmission or completion, and (2) all such routing be accomplished in a manner that permits application of the local exchange carrier's charges for intraLATA calling by the local exchange carrier from the central office where the call originates to the central office or wire center serving the device where the call terminates. In

addition the routing of intraLATA calls to the local exchange carrier shall be done in a manner which permits the performance by the local exchange carrier of functions for which a local exchange carrier charge applies (including, without limitation, all intraLATA operator and operator surcharge functions). By way of example, and without limitation, applicant shall not, by itself or in conjunction with any other entity or person, permit, allow, or hold out the availability of any routing arrangement that directs intraLATA calls as dialed by an end user customer to any person or entity other than the local exchange carrier.

- b. Applicant shall not offer, hold out, provide, or otherwise make available intraLATA operator-handled calls. As used herein intraLATA operator-handled calls (also referred to as "non-sent paid calls"), whether handled mechanically or manually, includes all intraLATA credit card, bill third number, collect, Station-to-Station, Person-to-Person, conference calls, or any combination thereof. The routing of intraLATA operator-handled calls (non-sent paid calls) by the local exchange company requires that (1) all such calls as dialed by the end user customer be routed to the local exchange company and to no other person or entity, including applicant, (2) Routing shall be accomplished in a manner that permits application of the local exchange company's operator charges, and (3) such non-sent paid calls shall be billed by the local exchange company to the number or account designated by the calling person and acceptable by the local exchange company. InterLATA operator-handled calls may be provided by applicant so long as those who provide AOS on behalf of applicant clearly identify themselves as applicant operators when first connected to the caller.
- c. Applicant shall inform all customers who inquire that intraLATA calls and intraLATA operator-handled calls are to be provided

by the local exchange company. In addition, applicant shall take all necessary action to ensure that such calls are returned to the local exchange company central office serving the calling party for completion and billing by the local exchange company as an intraLATA call.

- d. For completion of calls from non-utility pay phones, applicant will charge customers no more for interLATA-intrastate calling than the tariffed rates of AT&T Communications, Inc., plus any additional amounts permitted by the Commission.

3. Applicant is authorized to file with the Commission's Advisory and Compliance Division (CACD) Telecommunications Branch, 5 days after the effective date of this order, tariff schedules for the provision of interLATA AOS, identical to the draft tariff schedules contained in Appendix A. Applicant shall not offer service until tariffs are on file.

4. Applicant shall not provide interLATA AOS through coin telephone equipment until it has provided applicable tariff schedules to the CACD Telecommunications Branch, for its review. Upon review of these tariff schedules and the written approval of them by the Chief of CACD's Telecommunications Branch, applicant is authorized to file with this Commission tariff schedules for the provision of interLATA AOS through coin telephone equipment. Applicant may not offer such services until these tariffs are on file.

5. In connection with non-AOS related interLATA telecommunications services we are treating the resale operations as a new service (under the 40-day notice) for this applicant in view of the fact that applicant has not met the financial qualifications now required of non-dominant interexchange carriers (NDIEC) reseller applicants pursuant to Decision 90-08-032. Applicant is authorized to file its tariff schedules with this Commission 40 days after the effective date of this order. As part

of its filing, applicant shall demonstrate that it has \$400,000 of unencumbered cash to carry out its first full year of operation pursuant to Decision 90-08-032. Applicant may not offer service until tariffs are approved and on file. If applicant has an effective Federal Communications Commission (FCC) approved tariff, it may file a notice adopting such FCC tariff with a copy of the FCC tariff included in the filing. Such adoption notice shall specifically exclude the provision of intraLATA service. If applicant has no effective FCC tariffs, or wishes to file tariffs applicable only to California intrastate interLATA service, it is authorized to do so, including rates, rules, regulations, and other provisions necessary to offer service to the public. Such filing shall be made in accordance with General Order (GO) 96-A, excluding Sections IV, V, and VI, and shall be effective not less than 1 day after filing.

6. Applicant is authorized to deviate from the requirements of GO 96-A in the following manner: (a) to deviate from Paragraph II.C.(1)(b) which requires consecutive sheet numbering and prohibits the reuse of sheet numbers, and (b) to deviate from the requirements set forth in Paragraph II.C.(4) which requires that "a separate sheet or series of sheets should be used for each rule". Tariff filings incorporating these deviations shall be subject to the approval of CACD's Telecommunications Branch. Tariff filings shall reflect the fees and surcharges noted in Ordering Paragraphs 15, 16, and 17.

7. If applicant fails to file its AOS tariffs within 90 days of the effective date of this order, applicant's certificate may be suspended or revoked.

8. Applicant is an NDIEC. The effectiveness of its future tariffs is subject to the schedules set forth in Ordering Paragraph 5 of Decision 90-08-032, as follows:

"5. All NDIECs are hereby placed on notice that their California tariff filings will be

processed in accordance with the following effectiveness schedule:

- "a. Inclusion of FCC-approved rates in California Public Utilities (Commission) tariff schedules shall become effective on one (1) day's notice.
- "b. Uniform rate reductions for existing services shall become effective on five (5) days' notice.
- "c. Uniform rate increases for existing services shall become effective on thirty (30) days' notice, and shall require bill inserts on first class mail notice to customers of the pending increased rates, and
- "d. Advice letter filings for new services and for all other types of tariff revisions shall become effective on forty (40) days' notice."

9. The requirements of GO 96-A relative to the effectiveness of tariffs after filing are waived in order that changes in FCC tariffs may become effective on the same date for California interLATA service for those companies that adopt the FCC tariffs.

10. Applicant shall notify this CACD's Director in writing of the date service is first rendered to the public within 5 days after service begins.

11. Applicant shall keep its books and records in accordance with the Uniform System of Accounts specified in Part 32 of the FCC rules.

12. Applicant shall file an annual report, in compliance with GO 104, on a calendar year basis using the information request form developed by the CACD Auditing and Compliance Branch and contained in Appendix B.

13. Applicant shall send a copy of this decision to concerned local permitting agencies not later than 30 days from today.

14. Within 60 days of the effective date of this order, applicant shall comply with PU Code Section 708, Employee Identification Cards, and notify the Chief of CACD's Telecommunications Branch in writing of its compliance.

15. Applicant is subject to the 3.4 percent surcharge applicable to the gross revenues of intrastate interLATA services as established by Commission decisions and resolutions pursuant to PU Code Section 879.

16. Applicant is subject to a three-tenths of one percent (0.3 percent) monthly surcharge to fund Telecommunications Devices for the Deaf as outlined in Resolution T-13061 dated April 26, 1989 pursuant to PU Code Section 2881.

17. Applicant is subject to the user fee as a percentage of gross intrastate revenue pursuant to PU Code Sections 431-435.

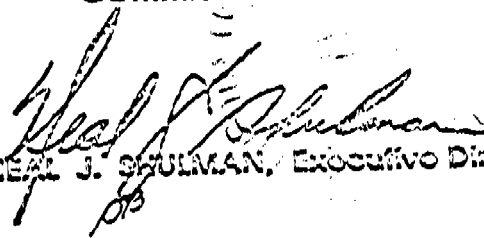
18. The corporation identification number assigned to Cynthia J. Semlak is U-5232-C which should be included in the caption of all original filings with this Commission, and in the titles of other pleadings filed in existing cases.

This order is effective today.

Dated April 10, 1991, at San Francisco, California.

PATRICIA M. ECKERT
President
G. MITCHELL WILK
JOHN B. OHANIAN
DANIEL Wm. FESSLER
NORMAN D. SHUMWAY
Commissioners

I CERTIFY THAT THIS DECISION
WAS APPROVED BY THE ABOVE
COMMISSIONERS TODAY

- 11 - 
NEAL J. SCHULMAN, Executive Director

A.90-06-041

APPENDIX A

HOTEL NETWORKS
P. O. Box 237
Dana Point, CA
92629

Original CAL. P. U. C. SHEET NO. 1

CANCELING _____ CAL. P. U. C. SHEET NO. _____

TELECOMMUNICATIONS SERVICE TARIFF
FOR
HOTEL NETWORKS

This tariff contains the rules, regulations, and rates applicable to the furnishing of telecommunication service by Hotel Networks, a resale carrier providing interLATA telecommunications and operator assistance services within the State of California.

Advice Letter No. _____

ISSUED BY

Date Filed _____

Decision No. _____

Cindy Semlak

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PRESIDENT

Resolution No. _____

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Original CAL. P. U. C. SHEET NO. 2

CANCELING _____ CAL. P. U. C. SHEET NO. _____

CHECK SHEET

The Title Page and Pages 1 to 41, inclusive, of this tariff are effective as of the date shown. Original and revised pages as named below, contain all changes from the original tariff that are in effect on the date thereon, except as otherwise noted.

PAGE	NUMBER OF REVISION (except as indicated)	EFFECTIVE DATE
1	ORIGINAL	
2	ORIGINAL	
3	ORIGINAL	
4	ORIGINAL	
5	ORIGINAL	
6	ORIGINAL	
7	ORIGINAL	
8	ORIGINAL	
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28	ORIGINAL	
29	ORIGINAL	
30	ORIGINAL	
31	ORIGINAL	

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HOTEL NETWORKS
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Original CAL. P. U. C. SHEET NO. 3

CANCELING _____ CAL. P. U. C. SHEET NO. _____

CHECK SHEET (Cont'd)

PAGE	NUMBER OF REVISION (except as indicated)	EFFECTIVE DATE
32	ORIGINAL	
33	ORIGINAL	
34	ORIGINAL	
35	ORIGINAL	
36	ORIGINAL	
37	ORIGINAL	
38	ORIGINAL	
39	ORIGINAL	
40	ORIGINAL	

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Original CAL. P. U. C. SHEET NO. 4

CANCELING _____ CAL. P. U. C. SHEET NO. _____

CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

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Original CAL. P. U. C. SHEET NO. 5

CANCELING _____ CAL. P. U. C. SHEET NO. _____

TARIFF FORMAT

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

Explanation of Symbols - When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised page(s) through the use of the following symbols:

- (C) - To signify changed regulation.
- (D) - To signify discontinued rate or regulation.
- (I) - To signify increases rates.
- (L) - To signify material relocated from one page to another without change.
- (N) - To signify new rate, regulation or text.
- (R) - To signify reduced rate.
- (S) - To signify reissued material.
- (T) - To signify a change in text, but no change in rate or regulation.
- (Z) - To signify a correction.

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Original CAL. P. U. C. SHEET NO. 6

CANCELING _____ CAL. P. U. C. SHEET NO. _____

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Original CAL. P. U. C. SHEET NO. 7

CANCELING _____ CAL. P. U. C. SHEET NO. _____

PRELIMINARY STATEMENT

This tariff contains the regulations and rates applicable to the furnishing of intrastate interLATA common carrier communications and operator services within the State of California provided by Hotel Networks.

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Original CAL. P. U. C. SHEET NO. 8

CANCELING _____ CAL. P. U. C. SHEET NO. _____

SERVICE AREA

Service area includes the entire state of California,
served by the 209, 213, 408, 415, 619, 707, 714, 805,
818, and 916 NPA's.

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Original CAL. P. U. C. SHEET NO. 9

CANCELING _____ CAL. P. U. C. SHEET NO. _____

RATES AND CHARGES

This section sets forth the rates and charges applicable to Hotel Networks service, by class of service.

Hotel - interLATA Rates

Measured Usage Charges

Plan A:

Mileage

Int'l/Add'l

1-20	.24/.19
21-40	.28/.25
41-70	.34/.32
71-100	.39/.37
101-150	.41/.39
151-330	.43/.40
331-9999	.44/.42

Discounts

Day	0%
Evening	15%
Night	25%
Weekend/Holiday	Same as D, E, N

Credit Card Surcharge: \$1.75

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Original CAL P. U. C. SHEET NO. 10

CANCELING CAL P. U. C. SHEET NO.

RATES AND CHARGES (Cont' d)

Hotel - interLATA Rates (Cont' d)

Plan B:

<u>Mileage</u>	<u>Int'l/Add'l</u>
1-20	.24/.19
21-40	.28/.25
41-70	.34/.32
71-100	.39/.37
101-150	.41/.39
151-330	.43/.40
331-9999	.44/.42

Discounts

Day	0%
Evening	20%
Night	40%
Weekend/Holiday	Same as D, E, N

Credit Card Surcharge: \$1.75

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Original CAL P.U.C. SHEET NO. 11

CANCELING CAL P.U.C. SHEET NO.

RATES AND CHARGES (Cont' d)

Hotel - interLATA Rates (Cont' d)

Plan C:

<u>Mileage</u>	<u>Int'l/Add'l</u>
1-20	.18/.09
21-40	.26/.15
41-70	.27/.16
71-100	.28/.18
101-150	.31/.19
151-330	.32/.21
331-9999	.35/.22

Discounts

Day	0%
Evening	20%
Night	40%
Weekend/Holiday	Same as D, E, N

Credit Card Surcharge: \$1.75

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Original CAL. P. U. C. SHEET NO. 12

CANCELING _____ CAL. P. U. C. SHEET NO. _____

RATES AND CHARGES (Cont' d)

Hotel - interLATA Rates (Cont' d)

Plan D:

<u>Mileage</u>	<u>Int'l/Add'l</u>
1-20	.28/.26
21-40	.34/.32
41-70	.39/.38
71-100	.46/.44
101-150	.49/.48
151-330	.54/.49
331-9999	.59/.51

Discounts

Day	0%
Evening	20%
Night	40%
Weekend/Holiday	Same as D, E, N

Credit Card Surcharge: \$1.75

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Original CAL. P. U. C. SHEET NO. 13

CANCELING _____ CAL. P. U. C. SHEET NO. _____

RULE No. 1 - DEFINITION OF TERMS

Access Line

A dedicated or switched access channel or transmission path provided by the Local Exchange Carrier or other common carrier which connects a Customer's location to Carrier's location or switching center.

Authorization Code

One or more numerical codes which may be assigned to a Customer to enable Carrier to identify the origin of service and associate it with Customer for purposes of entitlement to access, call handling, and accounting.

Automatic Number Identification (ANI)

Signaling provided by the Local Exchange Carrier or other common carrier, typically provided in conjunction with Feature Group D access, which automatically identifies the local exchange line from which a call originates.

Calling Card

A card issued by Local Exchange Companies or Interexchange Carriers which enables users to bill telephone calls to accounts established with the Local Exchange Company.

Carrier or Company

Unless otherwise indicated, Hotel Networks.

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Original CAL P. U. C. SHEET NO. 14

CANCELING CAL P. U. C. SHEET NO.

DEFINITION OF TERMS (Cont' d)

Collect Call

An arrangement whereby the charge for a call is billed to the called telephone number, provided that someone at the called number accepts the call.

Credit Card or Commercial Credit Card

A card issued by a bank, financial institution or other business organization which authorizes the holder to charge purchases for later billing. American Express, Mastercard, and VISA are examples of credit cards accepted by Hotel Networks.

Customer

The institution, hotel/motel owner or operator, or other person, corporation, partnership, governmental agency, association or other entity, regardless of corporate form, who contracts for the services offered in this tariff and who is responsible for compliance with the regulations set forth herein.

End User

The individual, typically a member of the transient public or a guest or patron of Carrier's Customer, who places and/or accepts calls handled by the Carrier.

Local Access Transport Area (LATA)

A geographic area established pursuant to the AT&T/Bell System Plan of Reorganization developed under the Modified Final Judgement that defines the boundaries for provision and administration of services as between Bell operating companies and AT&T and other interexchange carriers.

Local Exchange Carrier (LEC)

The telephone company which furnishes local exchange services.

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DEFINITION OF TERMS (Cont' d)

Measured Usage Charges

Charges assessed on a per minute and distance sensitive basis, exclusive of fixed operator assistance service charges.

Operator Assisted Call

interLATA calls placed by dialing 0+ (area code) + (exchange) + (line number), i.e., "0+", or by dialing "0", with all subsequent dialing being performed by the telephone operator, i.e., "0-". Hotel Networks does not hold out, offer or provide intraLATA calls, which are to be completed through the facilities of the local exchange carrier.

Operator Assistance Service Charge

A fixed per call fee tariffed by Carrier for operator assistance services rendered in connection with completed calls. The applicable operator assistance service charge will depend upon the billing method selected by the End User. The applicable operator assistance service charge is added to measured usage charges to calculate the total due for completed operator assisted call.

Operator Station

A service arrangement, other than Person-to-Person, which requires the assistance of an Hotel Networks contracted operator to complete the call.

Person-to-Person

A service arrangement whereby calls are placed under the stipulation that the call will be billed only if a specified person, or department, mobile station, extension, or office is reached.

Subscriber

See Definition of Customer.

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DEFINITION OF TERMS (Cont'd)

Third Party Billed Call

A billing arrangement which allows the End User to bill charges for an operator assisted call to a telephone number which is different from the calling number or called telephone number.

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RULE No. 2 - DESCRIPTION OF SERVICE

General Description of Service

Hotel Networks is a resale carrier that provides telecommunications and operator assistance services for intrastate interLATA and interstate calls. The services provided by Hotel Networks are offered under contract to Customers such as hotel/motels and enable employees, patrons, guests and members of the transient public ("End Users") to place operator assisted calls from Customer's premises. Service is available on a full-time basis, 24 hours a day, 7-days a week.

End User Billing

Operator assistance calls completed by Hotel Networks from the locations and facilities of Customer will be billed in accordance with the billing instructions of the End User, subject to charge acceptance by the billed party, where applicable.

Charges to the End User are billed arrears and will appear in the End User's local telephone company bill or credit card invoice, or are billed directly by Hotel Networks, as directed by the End User or billed party.

Intrastate services provided by Hotel Networks shall be billed to End Users at the tariffed rates set forth herein. Hotel Networks does not allow Customer specified surcharges to be added to the tariffed amounts billed by Hotel Networks to the End User.

Hotel Networks reserves the right to refuse service to End Users due to insufficient billing information, invalid telephone numbers, credit card, or calling card numbers, and/or refusal of the called party to accept billing.

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DESCRIPTION OF SERVICE (Cont' d)

In the event that End User's requested billing method cannot be honored by Hotel Networks for reasons of lack of validation, billed party refusal to accept charges, toll billing exception, or unavailability of an authorized billing arrangement, End User may be required to select an alternate payment before the call is completed by Hotel Networks.

Customer Compensation

Under certain situations, at the option of Hotel Networks, certain equipment or facilities which are actually the obligation of the Customer may be ordered and billed to Hotel Networks. In these instances, the costs incurred by Hotel networks on behalf of the Customer will be charged to the Customer and deducted from the commission otherwise due the Customer. Should a net amount be due Hotel Networks, an invoice will be rendered to the Customer which is due upon receipt.

Liability

Hotel Networks 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 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 direct control of the company. The Company shall not be liable in any event for indirect, special or consequential damages.

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DESCRIPTION OF SERVICE (Cont' d)

The liability of Hotel Networks for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the transmission occurring in the course of furnishing service shall in no event exceed an amount equivalent to the proportionate charge to the End User for the service or period of service during which such mistake, omission, interruption, delay, error, or defect in transmission occurs.

The Customer indemnifies and holds Hotel Networks harmless from any and all loss, claims, demands, suits, or other action, or any 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 or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such equipment where such installation, operation, failure to operate, maintenance, condition, location, or use is not the direct result of Hotel Networks negligence.

Hotel Networks is not liable for any defacement of, or damage to, the premises of a Customer resulting from the furnishing of services or the attachment or removal of equipment or wiring when such defacement or damage is not the direct result of the Company's negligence. No agents or employees of other participating carriers shall be deemed to be agents or employees of Hotel Networks without written authorization.

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DESCRIPTION OF SERVICE (Cont' d)

Description of Operator Service

Operator assistance services are provided by Hotel Networks primarily to guests of hotel/motels. Terminal equipment accessing Hotel Networks services will route operator assisted calls over designated carrier facilities to regional digital call processing switches served by Hotel Networks contracted operator centers.

Calls requiring operator intervention such as collect, third party billed, person to person and certain calling/credit card calls will be routed to an operator position by the processor. Hotel Networks contracted operators and automated interfaces will answer each call by identifying the service as that of Hotel Networks and Hotel Networks contracted operator services.

The operator will collect billing information and perform validation and call acceptance functions. If the call is authorized, the operator will release the call for completion and call timing will be performed in the processing switch. Automated interface calling card and credit card calls, i.e., where the End User dials all of the digits required to route and bill the call are validated through an automated interface and if authorized will be completed without operator intervention.

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DESCRIPTION OF SERVICE (Cont' d)

Call message detail collected by the switch processors is forwarded via formatted disks for computer processing and application of tariffed rates. After rating has been performed billing tapes are created and forwarded to local exchange carriers and commercial credit card companies. These billing companies acknowledge receipt and after processing confirm revenues due and payable to Hotel Networks, subject to applicable withhold amounts. The billing companies prepare and render invoices to their End Users reflecting the charges of Hotel Networks.

Hotel Networks prepares commission statements based on agreements with its Customers and forwards commission checks based on authorized billed revenue for each monthly period.

Classes of Service

Hotel Networks furnishes its operator assistance service to the classes of customers defined below. Rates and charges are established by class of service and set forth in applicable rate schedules as shown in Section D, Rates and Charges.

Hotel Service

Hotel Networks provides this service to hotels and motels, and other establishments whose patrons. guests or occupants have telephone instruments made available for their individual use in non-public settings, such as guest rooms. Typically these instruments will be configured as extensions behind PBX equipment.

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DESCRIPTION OF SERVICE (Cont' d)

Access Arrangements

Hotel Networks service is provided to Customers and End Users through network access arrangements established by Hotel Networks in each geographic area served. Access to Hotel Networks services shall require the Customer to presubscribe Customer's line or configure its originating terminal or switching equipment as directed by Hotel Networks, or to permit installation of carrier provided equipment.

Hotel Networks will determine the most cost effective means of access on the basis of Customer's geographic location, Customer's volume and other traffic loading from that geographic area, the local exchange carrier's equal access implementation, and Hotel Networks existing or proposed carrier transport arrangements. Hotel Networks reserves the right to modify Customer's access arrangement, as conditions may warrant.

The principal forms of access available from Hotel Networks shall include Feature Group B ("950" access), Feature Group D, 1-800 access, and dedicated, leased private line access.

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DESCRIPTION OF SERVICE (Cont' d)

Measured Usage Charge

Each operator assisted call billed to an End User will contain a measured usage charge component that is computed on the basis of the duration, distance and time of day discounts applicable to that call.

Timing of Calls

Each call is timed and billed in one minute increments. Fractional durations are rounded up to the next minute. No charge will apply to calls that are less than forty-five seconds duration. The minimum length of a call is one minute.

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DESCRIPTION OF SERVICE (Cont' d)

Determination of Mileage

Each call will be rated according to the airline mileage between the originating point and terminating point of the call. The originating point shall be identified as the location of the local exchange central office serving central office associated with the caller number. The vertical and horizontal coordinates ("V and H" coordinates) of the local serving offices shall be utilized for calculating with the formula set forth in AT&T FCC Tariff No. 10.

Time of Day Discounts

Measured usage charges computed hereunder shall be subject to time of day discounts as set forth in Section D Rates and Charges. All times refer to the local time at the originating point.

Commercial Credit Card Discount

The measured usage charge computed for an operator assisted call hereunder shall be subject to a percentage discount as set forth in Section D Rates and Charges if that call is billed through a credit card accepted by Hotel Networks.

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DESCRIPTION OF SERVICE (Cont'd)

Customer Dialed Calling/Credit Card

applies in lieu of Operator Station charges and in addition to the Measured Usage Charge for calls billed to a calling card or credit card where the End User dials all of the digits required to route and bill the call.

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RULE No. 3 - APPLICATION FOR SERVICE

Service is provided by Hotel Networks solely through subscribers, so there are no applications for service available to users.

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RULE No. 4 - CONTRACTS

Limitations

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

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

Carrier's service may not be used for any unlawful purpose.

Intrastate Directory Assistance is not included in the Company's service offering.

Hotel Networks does not hold out, offer or provide intraLATA calls, which are to be completed through the facilities of the Local Exchange Carrier.

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CONTRACTS (Cont' d)Use of Service

Service may not be accessed by Customer without an approved agreement between Hotel Networks and the Customer.

Customer agrees to route and deliver to Hotel Networks all dial "0+" intrastate interLATA telephone traffic from the location(s)/facilities covered under Customer's approved agreement with Hotel Networks except where End Users designate alternate carriers by dialing carrier access codes or otherwise request such access.

Customer agrees to cooperate with Hotel Networks in implementing End User notice and posting programs as may be reasonably adopted by Hotel Networks, including posting in plain view at each terminal equipment location permanent signing that identifies the provider of operator services as Hotel Networks, and that calls will be billed at applicable Hotel Networks rates. Customer shall provide such additional notice to End Users as may be prescribed by regulatory authorities.

intraLATA calls and intraLATA operator assisted calls are to be completed through the facilities of the local exchange carrier. Hotel Networks shall (for all of its service classifications) advise all its customers that intraLATA calls and intraLATA operator assisted calls are to be completed through the facilities of the local exchange carrier, and Hotel Networks will reasonably assist all of its subscribers in programming equipment and arranging network connections to ensure that all such intraLATA calls are so provided.

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CONTRACTS (Cont' d)

Customer Interconnection

Services furnished by Hotel Networks may be interconnected only after Customer has executed a service agreement, and sufficient network interface capability has been established.

The Customer is responsible for satisfying all necessary legal and regulatory criteria prior to interconnecting the customer-provided terminal equipment or switching systems with Hotel Networks facilities or services. Customer shall secure all necessary certificates, licenses, permits and other necessary arrangements.

The Customer shall ensure that the customer-provided equipment is properly interfaced with Hotel Networks facilities and services, that the signals emitted into the network are of proper mode, band width, power and signal level for the intended use of the Customer and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other customers.

Customer provided terminal equipment or switching facilities, such as PBX equipment, used to access Hotel Networks service, shall be furnished and maintained by Customer at Customer's expense, except as otherwise agreed in writing. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Hotel Networks service.

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RULE No. 5 - SPECIAL INFORMATION REQUIRED ON FORMS

(None in effect)

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RULE 6 - ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

Hotel Networks reserves the right to refuse service to End Users due to insufficient billing information, invalid telephone numbers, credit card, or calling card numbers, and/or refusal of the called party to accept billing.

In the event that End User's requested billing method cannot be honored by Hotel Networks for reasons of lack of validation, billed party refusal to accept charges, toll billing exception, or unavailability of an authorized billing arrangement, End User may be required to select an alternate payment before the call is completed by Hotel Networks.

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RULE 7 - DEPOSITS

Customer Compensation

Hotel Networks does not collect deposits from Customers nor are any recurring charges billed in advance.

Hotel Networks will pay Customer a commission on the gross revenue, less applicable taxes, collected by Hotel Networks on authorized calls completed by Hotel Networks from customer locations at percentages specified by agreement.

Payments will be made to Customer on a monthly cycle basis.

Under certain situations, at the option of Hotel Networks, certain equipment or facilities which are actually the obligation of the Customer may be ordered and billed to Hotel Networks. In these instances, the costs incurred by Hotel networks on behalf of the Customer will be charged to the Customer and deducted from the commission otherwise due the Customer. Should a net amount be due Hotel Networks, an invoice will be rendered to the Customer which is due upon receipt.

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RULE 8 - NOTICES

Any notice from any user or subscriber may be given to Hotel Networks orally to Hotel Networks at Hotel Networks business office or by written notice mailed to Hotel Networks business office.

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RULE 9 - RENDERING AND PAYMENT OF BILLS

Charges to the End User are billed arrears and will appear in the End User's local telephone company bill or credit card invoice, or are billed directly by Hotel Networks, as directed by the End User or billed party.

Hotel Networks agreements for billing and collections entered into with its billing agents, i. e., local exchange companies and credit card companies, do not modify the preexisting terms and conditions for service and extension of credit as established between End User and the applicable billing entity. Billing entity terms and conditions for finance charges on outstanding balances, late payment, dispute resolution and termination govern. Hotel Networks agreements with its billing agents permit the billing agent to make immediate adjustments to charges assessed by Hotel Networks up to specified dollar amounts, and Hotel Networks dispute resolution representatives are available to resolve billing disputes of all amounts, and to cause adjustments to issue directly or through the applicable billing agent.

An End User may notify the Company of a dispute relating to rates and charges or service rendered, by telephone, mail or in person. The Company will refer the matter to an employee assigned to investigate billing complaints, and such employee will investigate and make a substantial effort to settle the matter to the satisfaction of the End User or complainant. Where requested, the Company will provide a detailed review of its findings. Billing disputes that cannot be resolved to the satisfaction of the End User upon initial contact will be referred to the Company's billing inquiry manager. If the dispute remains unresolved, the End User will be informed that he or she may appeal to the California Public Utilities Commission.

The End User will be billed for and is liable for payment of all applicable federal, state and local taxes and surcharges and other Commission approved surcharges, and such applicable taxes and surcharges will be itemized on End User bills.

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RULE No. 10 - DISPUTED BILLS

In the event that there is still a disagreement about the disputed amount after the investigation and review by Hotel Networks, the customer may appeal to the C.P.U.C. for their investigation and decision.

The Addresses of the C.P.U.C. are:

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

or

California Public Utilities Commission
107 S. Broadway, Room 5109
Los Angeles, CA 90012

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RULE No. 11 - DISCONTINUANCE AND RESTORATION OF SERVICE

Hotel Networks may, upon reasonable notice, gain access to the location, facilities or terminal equipment of Customer, on a direct or remote basis, to make such tests, inspections and adjustments to assure that all requirements of this tariff are being met. Hotel Networks may interrupt the service necessary without penalty to itself because of Customer's departure from any of these requirements.

Cancellation of Service

Cancellation by Customer

The Customer may cancel service for cause, by giving notice to Hotel Networks not less than thirty (30) days prior to the day cancellation is required. If the Customer orders service which requires special construction or special facilities dedicated to the Customer's use, the cost for which Hotel Networks is liable, and Customer cancels before service begins, a charge will be made to the Customer for the nonrecoverable portions of the expenditures or liabilities incurred expressly on behalf of the Customer by Hotel Networks. If the Customer orders service which requires special construction or special facilities dedicated to the Customer's use, the cost for which Hotel Networks is liable, and then the Customer cancels the service prior to the expiration of the contract period, a prorated charge may be made to the Customer for the nonrecoverable portions of the expenditures of liabilities incurred expressly on behalf of the Customer by Hotel Networks.

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DISCONTINUANCE AND RESTORATION OF SERVICE (Cont' d)

Cancellation by Hotel Networks

Without incurring liability, Hotel Networks may cancel an application for service or discontinue service to the Customer by seven (7) day written notice prior to cancellation: (a) for non-payment of any sum due Hotel Networks for more than thirty (30) days after Hotel Networks issues the bill for the amount due; (b) for violation of any of the provisions governing the furnishing of service under this tariff or the service contract; (c) for any violation of any law, rule, regulation, or policy of any government authority having jurisdiction over service; or (d) by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Hotel Networks from furnishing service.

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RULE No. 12 - OPTIONAL RATES AND INFORMATION
TO BE PROVIDED THE PUBLIC

In the event of the adoption by Hotel Networks of new rates or services, this tariff will be amended and the amendments will be made available for public inspection.

A copy of this tariff and advice letters will be available for public inspection at Hotel Networks business during regular business hours.

A copy of this tariff and advice letters will be available for public inspection at the office of the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102.

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RULE NO. 13 - TEMPORARY SERVICE

(None in effect)

RULE NO. 14- CONTINUITY OF SERVICE

(None in effect)

RULE NO. 15 - EXTENSIONS

(None in effect)

RULE NO. 16 - SERVICE CONNECTIONS AND FACILITIES
ON CUSTOMERS PREMISES

(None in effect)

RULE NO. 17 - MEASUREMENT OF SERVICE

(None in effect)

RULE NO. 18 - METER TESTS AND ADJUSTMENT OF
BILLS FOR METER ERROR

(None in effect)

RULE NO. 19 - SUPPLY TO SEPARATE PREMISES AND RESALE

(None in effect)

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CANCELING CAL. P.U.C. SHEET NO.

SAMPLE FORM

PACIFIC BELL
A Pacific Telesis Company

Account Number 714 496-5006 819 S 3

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Statement Date Jan 5, 1990

INTEGRETEL

Questions For billing questions call: No Charge 811-3220

Calls	Itm	Date	Time	Min	*	Place and Number Called	Charge
	1	Nov29	109P	2		SD HUNTIITNBCH CA - 843 2092 Coll	1.51
	* See Rate Key on Reverse						
	Call Subtotal						\$1.51
Monthly Charges and Credits	Itm						Charge
	2	Tax: Fed:	.05	911:	.01		.06
	Monthly Charges and Credits Subtotal						\$.06
Total	INTEGRETEL Current Charges						\$1.57

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(END OF APPENDIX A)

APPENDIX B
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TO: ALL INTEREXCHANGE TELEPHONE UTILITIES

Article 5 of the Public Utilities Code grants authority to the California Public Utilities Commission to require all public utilities doing business in California to file reports as specified by the Commission on the utilities' California operations.

A specific annual report form has not yet been prescribed for the California interexchange telephone utilities. However, you are hereby directed to submit an original and two copies of the information requested in Attachment A no later than March 31st of the year following the calendar year for which the annual report is submitted.

Address your report to:

California Public Utilities Commission
Auditing and Compliance Branch, Room 3251
505 Van Ness Avenue
San Francisco, CA 94102-3298

Failure to file this information on time may result in a penalty as provided for in §§ 2107 and 2108 of the Public Utilities Code.

If you have any question concerning this matter, please call
(415) 557-2484.

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Information Requested of California Interexchange Telephone Utilities.

To be filed with the California Public Utilities Commission, 505 Van Ness Avenue, Room 3251, San Francisco, CA 94102-3298, no later than March 31st of the year following the calendar year for which the annual report is submitted.

1. Exact legal name and U # of reporting utility.
2. Address.
3. Name, title, address, and telephone number of the person to be contacted concerning the reported information.
4. Name and title of the officer having custody of the general books of account and the address of the office where such books are kept.
5. Type of organization (e.g., corporation, partnership, sole proprietorship, etc.).

If incorporated, specify:

- a. Date of filing articles of incorporation with the Secretary of State.
 - b. State in which incorporated.
6. Commission decision number granting operating authority and the date of that decision.
 7. Date operations were begun.
 8. Description of other business activities in which the utility is engaged.
 9. A list of all affiliated companies and their relationship to the utility. State if affiliate is a:

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- a. Regulated public utility.
 - b. Publicly held corporation.
10. Balance sheet as of December 31st of the year for which information is submitted.
 11. Income statement for California operations for the calendar year for which information is submitted.

(END OF APPENDIX B)