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Docket No. _____
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(File Original and 3 copies)

TDS METROCOM, INC.

Application for a certificate of local and interexchange authority to operate as a reseller and facilities based carrier of telecommunications services statewide in the State of Illinois.

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 39.1879010

TDS METROCOM, INC.

Address: Street 1212 DEMING WAY, SUITE 350

City MADISON State/Zip WI 53717

2. Authority Requested: (Mark all that apply)

x13-403 13.404 13.405

3. Request for waivers/variances: In applications for exchange service authority under Sections 13-404 or 13.405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13.403 and 13.404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting.

Part 710 Part 735 Section 735.180 Other

The system of accounts of TDS Telecom, Inc., of which TDS Metrocom, Inc. ("TDS Metrocom"), is a wholly owned subsidiary, are being submitted as Attachment A in support of the request for waiver of Part 710. Specifics regarding billing processes and procedures are available upon request. TDS Metrocom will contract with the RBOC for directory publishing.

ATTACHMENT A IS PROPRIETARY INFORMATION AND TDS METROCOM REQUESTS THAT SUCH FINANCIAL INFORMATION NOT BE MADE A PART OF THE PUBLIC RECORD.

Reservation of Rights

To allow TDS Metrocom to compete effectively in the Illinois marketplace, it may be necessary for TDS Metrocom to request additional waivers and variances in the future. Accordingly, TDS Metrocom reserves the right to seek additional waivers and variances.

4. In what area of the state does the Applicant propose to provide service?

Statewide.

5. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) **consumer** issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address, if any.

Attachment B contains the requested contact information.

7. Please check type of organization.

- Individual
 - Corporation
 - Partnership
 - Other (Specify)
- Date corporation was formed 02/05/97
In what state? DELAWARE

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

A copy of the Articles of Incorporation and a copy of the **Certificate** of Authority to Transact Business in the State of Illinois are attached as Attachment C.

9. List jurisdictions in which Applicant is offering service(s)

WISCONSIN

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

- YES (Please provide details)
- NO

conform to 83 Ill. Adm. Code 735 as applicable. Billing practices will be detailed in "tariffs."

17. How does Applicant propose to handle service, billing, and repair complaints?

TDS Metrocom will provide three toll-free numbers for customers to contact customer care personnel. The numbers will be used for 3 separate categories: Business Customers, Residential Customers and Repair. Customer Care Advisors will handle the majority of complaints. To the extent that complaints cannot be handled by Customer Care Advisors, complaints will be referred to supervisors and technical experts. Specifics regarding the customer complaint process are still in development.

18. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? YES NO

Inquiries

7:00am – 8:00pm Monday thru Friday

9:00am – 4:00pm Saturday

Repairs

24 hours/day, 7 days/week

19. What telephone number(s) would a customer use to contact your company?

The current toll-free number is 888-790-6408. As stated above, toll-free numbers for business, residential and repair will be advertised once they have been determined.

20. What are your procedures to prevent unauthorized "slamming" of customers?

TDS Metrocom requires verbal authorization from a customer before making a change in their long distance carrier. As additional protection, TDS Metrocom offers a Long Distance "Slamming" Protection Guarantee. This is a free service. If the customer chooses this service, TDS Metrocom will not change the customer's long distance carrier without written consent.

21. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 735, 755, 756, 757, 770, and 772?

YES NO (If no, please provide an explanation.)

TDS Metrocom intends to comply with all applicable rules and regulations, except as the Commission may grant waiver OF variance from compliance.

22. Will the applicant sign and return membership forms to the Universal Telephone Assistance Corporation and the Illinois Telecommunications Access Corporation?

YES NO

FINANCIAL

23. Please attach evidence of applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

See Attachment E: TDS Metrocom is a wholly owned subsidiary of TDS Telecom, Inc., and reports its financial information on a consolidated basis.

ATTACHMENT E IS PROPRIETARY INFORMATION AND TDS METROCOM REQUESTS THAT SUCH FINANCIAL INFORMATION NOT BE MADE A PART OF THE PUBLIC RECORD.

TECHNICAL

24. Does Applicant utilize its own equipment and/or facilities? YES NO

If YES, please list: Siemens EWSD, Lucent, Tellabs, Cerent, AFC & CISCO

If NO, which facility provider(s)'s services does Applicant use? N/A

25. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, local service).

TDS Metrocom will provide facilities and resale based voice and data service to business and residential customers. Services will be provided on both a local and interexchange basis.

26. Will technical personnel be available at all times to assist customers with service problems?

YES NO

Please see the response to question #18

27. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84.0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? YES NO

N/A. TDS Metrocom will not provide payphone service.

TDS Metrocom, Inc.

By: Jim Bateman, President
Title: _____

