

STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

WISCONSIN INDEPENDENT)
 NETWORK, LLC)
)
 Application for Certificates of Service) Docket No.
 Authority to Provide Resold and Facilities-)
 Based Interexchange Telecommunications)
 Services statewide with the State of Illinois.)

APPENDIX A TO APPLICATION
 Worksheet for Illinois Commerce Commission
Certificates of Service Authority Case

GENERAL

1. Applicant's Name(including d/b/a, if any) FEIN # 39-1899436

WISCONSIN INDEPENDENT NETWORK LLC

Address: **800 Wisconsin Street, Bdlg. D02, Suite 301, Mailbox 107**
 City: **Eau Claire** State/Zip: **Wisconsin 54703**

2. Authority Requested: X 13-403 Facilities Based Interexchange
 X 13-404 Resale of Interexchange
 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local 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 and explain why Applicant is requesting each waiver/variance.

 X Part 710 Uniform System of Accounts for Telecommunications Carriers

 X Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Local Exchange Telecommunications Carriers in the State of Illinois

____ Section 735.180 Directories

X Other [**request to keep records outside the State of Illinois and waiver of Code Part 250.10 as more fully set forth in the text of the Application.**]

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

Not Applicable – No Local Exchange Authority requested.

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

Applicant requests certificates to provide interexchange service statewide within the State of Illinois. WIN initially proposes to provide service primarily in the northern part of Illinois.

6. Please designate contact persons to work with Staff on the following: (Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.)

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

See Exhibit 1 attached hereto for the following information on the above individuals: (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.)

7. Please check type of organization?

Individual
 Partnership

Corporation
Date corporation was formed: _____
In what state? _____

LLC Other (Specify)

Date LLC formed: **June 19, 1997**
In what state? **Wisconsin**

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

Attached as Group Exhibit 2 are the Articles of Organization and Certificate of Organization/Good Standing from the Wisconsin Department of Financial Institutions, Division of Corporate & Consumer Services and evidence of Authority to Transact Business in Illinois and Good Standing from the Illinois Secretary of State.

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

**Wisconsin
Minnesota**

Attached as Group Exhibit 3 are the Orders from the Minnesota Public Utilities Commission and the Public Service Commission of Wisconsin granting certificates of authority to WIN.

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) **X** _____ NO

11. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

_____ YES **X** _____ NO

12. Has Applicant provided service under any other name?

_____ YES **X** _____ NO

13. Will the Applicant keep its books and records in Illinois? _____ YES **X** _____ NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

Permission Requested to keep records outside the State of Illinois and waiver of Code Part 250.10 as more fully set forth in the text of the Application.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

Attached as Group Exhibit 4 are the resumes/narrative biographies describing the managerial and technical background and experience of WIN's key personnel.

15. List officers of Applicant.

**Dennis Bachman, President
Mark Anderson, Secretary
Scott Hoffmann, Executive Director**

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? X YES ___ NO

If YES, list entity. **Mark Anderson has ownership in Clear Lake Telephone Company in Wisconsin. Dennis Bachman is Manager of Citizens Telephone Cooperative in Wisconsin.**

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

WIN has operated its bookkeeping since 1999 out of QuickBooks. Invoices are generated and mailed or sent electronically to WIN's wholesale customers on a monthly basis. WIN's invoices show circuit type, circuit ID, circuit description, quantity, rate, service period being billed for and total dollar amount. The invoice also lists an invoice date, and invoice #, the customer account # and the date the invoice is due. A remit to address is included on the invoice along with a phone number for customers to call if there is a question regarding the invoice.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint

escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

WIN's business clientele consists of wholesale telecommunication customers. All of our customers are provided WIN's Trouble Reporting and Escalation Contacts list prior to start of service. See attached Exhibit 1. The list provides contacts information for 24 hour per day, seven day per week access to WIN's Network Operation Center and managerial escalation contacts in the event of a network service trouble. WIN outsources its Network Operation Center to personnel from West Wisconsin Telecom. These personnel have been providing help desk service on WIN's behalf since 1999 on a 24 x 7 basis. WIN has dedicated personnel in its Eau Claire, WI office to receive and respond to customer billing questions or concerns. Typically, the Master Service Agreement between WIN and each of its large customer contains language addressing the terms for resolving disputes in the event of a complaint or circuit trouble.

If a complaint should arise from a customer regarding a billing issue or service trouble, WIN's internal process for complaint resolution is to attempt to handle it at the sales and support level. If this does not reach a satisfactory result for the customer, the complaint escalates to a Department Head for resolution. If this does not reach a satisfactory result for the customer, the complaint escalates to the Executive Director for final resolution. If WIN and the customer have not reached a mutually agreed resolution through this escalation process within 15 business days, the Executive Director of WIN will notify the customer that they may seek the assistance of the Commission.

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

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

General inquiries during business hours: 1-877-946-6300. Customer service issues call WIN Network Operations Center 1-866-206-2027. WIN's Network Operations Center is available 24 hours per day, 7 days per week.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

YES NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

WIN does not presently offer voice services – not applicable.

23. 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, 730, 732, 735, 755, 756, 757, 770, and 772?

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

Not Applicable – No Local Exchange Authority requested

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

 X YES _____ NO

FINANCIAL

25. 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.

Attached as Exhibit 5 are the most recent audited financial statements for the Applicant, which show financial information for 2005 and 2004.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? **X** YES _____ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

WIN will operate a SONET OC-192 ring that extends between Milwaukee, WI, Chicago, IL, Schaumburg, IL, Machesney Park, IL, Janesville, WI and Madison, WI. WIN has procured fiber optic cable between these locations from AT&T and McLeod USA under 20 year IRU agreements. WIN owns the Cisco 15454 OC-192 SONET equipment at each of the sites throughout this SONET ring and has contracted for collocation services at a site in each of these locations. WIN also intends to install Cisco DWDM equipment on same fiber as initial OC-192 ring capacity exhausts.

WIN at times may need to order a circuit off of its network, or "Offnet" in order to complete a customer point to point service request. WIN intends to "resell" the local special access service of AT&T or a CLEC operating in the specific location.

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

WIN intends to sell special circuits, T1s, DS3s, OC-3s, OC-12s, OC-48s, 2.5 Gig or 10 Gig wavelength services, or dedicated Ethernet services (eg. 10 Meg, 100 Meg, Gig E) from POP (point of presence) to POP throughout its network. These special circuits are typically sold to other telecommunications providers (IXCs, CLECs, ISPs, Wireless Carriers) who in turn utilize the circuits for their own business needs.

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

YES NO

29. 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

Not Applicable - WIN has no plans to provide payphone services.