

Dollar Phone Enterprise Inc. d/b/a DPE  
Application for a Certificate of  
Prepaid Calling Service Provider  
Authority in the Entire State of Illinois  
(File this application via e-docket, or if unable to do so, file one original verified application  
with the Chief Clerk.)

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§  
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Docket No.

08-0471

ICC Office Use Only

**APPLICATION FOR CERTIFICATE TO OBTAIN A  
"CERTIFICATE OF PREPAID CALLING SERVICE PROVIDER AUTHORITY"**

**GENERAL**

**1. Applicants Name (including d/b/a, if any)**

Dollar Phone Enterprise Inc. d/b/a DPE  
232 Broadway  
Brooklyn NY, 11211

FEIN: 20-2802405

**Please complete the following with respect to the Applicant and Underlying Carrier:**

**2. Please provide the Applicant's toll-free customer service number.**

Toll-Free: (888) 565-4418

**3. In what area or areas of the state does the Applicant propose to provide service?**

Dollar Phone Enterprise Inc. d/b/a DPE proposes to offer its services statewide throughout Illinois.

**4. Please attach a sheet designating contact persons to work with Illinois Commerce Commission 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**

Sharon Thomas, Consultant to Dollar Phone Enterprise Inc. d/b/a DPE  
Technologies Management, Inc.  
2600 Maitland Center Parkway, Suite 300  
Maitland, FL 32751  
Phone: 407-740-3031  
Fax: 407-740-0613  
E-Mail: sthomas@tminc.com

CHIEF CLERK'S OFFICE

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ILLINOIS  
COMMERCE COMMISSION

**(b) consumer issues**

Eitan Kimelman  
Dollar Phone Enterprise Inc. d/b/a DPE  
232 Broadway  
Brooklyn NY, 11211  
Phone: (718) 889-1124  
Fax: (718) 889-1163  
E-Mail eitan@dollarphone.com

**(c) customer service complaint resolution**

Eitan Kimelman  
Dollar Phone Enterprise Inc. d/b/a DPE  
232 Broadway  
Brooklyn NY, 11211  
Phone: (718) 889-1124  
Fax: (718) 889-1163  
E-Mail eitan@dollarphone.com

**(d) technical and service quality issues and compliance with service quality standards and remedies**

Eitan Kimelman  
Dollar Phone Enterprise Inc. d/b/a DPE  
232 Broadway  
Brooklyn NY, 11211  
Phone: (718) 889-1124  
Fax: (718) 889-1163  
E-Mail eitan@dollarphone.com

**(e) "tariff" and pricing issues**

Eitan Kimelman  
Dollar Phone Enterprise Inc. d/b/a DPE  
232 Broadway  
Brooklyn NY, 11211  
Phone: (718) 889-1124  
Fax: (718) 889-1163  
E-Mail: eitan@dollarphone.com

**(g) security/law enforcement**

Eitan Kimelman  
Dollar Phone Enterprise Inc. d/b/a DPE  
232 Broadway  
Brooklyn NY, 11211  
Phone: (718) 889-1124  
Fax: (718) 889-1163  
E-Mail: eitan@dollarphone.com

**5. Please check type of organization**

- |                                      |   |             |  |
|--------------------------------------|---|-------------|--|
| <input type="checkbox"/> Individual  | <input checked="" type="checkbox"/> Corporation |             |  |
| <input type="checkbox"/> Partnership | Date Corporation was formed:                    | May 3, 2005 |  |
|                                      | In What State?                                  | New York    |  |
| <input type="checkbox"/> Other - LLC |   |             |  |

**6. Submit a copy of articles of incorporation or other organization documents, a copy of any contract with any underlying carrier(s) and a copy of certificate of authority to transact business in Illinois.**

A Copy of Dollar Phone Enterprise Inc. d/b/a DPE Articles of Organization and Secretary of State Certificate are attached as Exhibit I.

**7. List jurisdictions (other than Illinois) in which Applicant is offering service(s).**

Dollar Phone Enterprise Inc. d/b/a DPE is currently authorized to provide resold interexchange intrastate telecommunications services throughout the entire state of Florida.

**8. 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  
 No

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

- Yes (please describe fully)  
 No

**10. Has Applicant provided service under any other name?**

- Yes (please provide list)  
 No

**11. Is the Applicant seeking an expedited application pursuant to Section 13-404.1(b)?**

- Yes.  
 No

If YES, please provide the name of the underlying carrier(s) and the docket number of the underlying carrier(s) certification proceeding.

## MANAGERIAL

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

Please see Exhibit II for resumes of key personnel.

13. **List officers or principals of Applicant.**

<b>Name</b>	<b>Title</b>
Mr. Abraham Greenfield	President
Josh Cohen	Vice President
Abraham Landau	Treasurer
Elisha Hisiger	Secretary

14. **Does any officer of Applicant have an ownership or other interest in any other entity that has provided or is currently providing telecommunications services?**

- Yes (is Yes, list entity.)  
 No

15. **How does Applicant propose to handle service 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?)**

Customers may reach the Company at the toll-free Customer service number, (888) 565 4418 24 hours per day, seven days a week. In addition, Customers may contact the Company in writing at Dollar Phone Enterprise Inc. d/b/a DPE, 232 Broadway Brooklyn, NY 11211. The Company provides the toll-free number on the back of all debit cards for Customer inquiries. The Company investigates and responds to all complaints and inquiries promptly. If the customer is not satisfied with the resolution of his/her complaint, the complaint is escalated to the regulatory department for resolution. The customer is informed by the regulatory department that they may seek assistance from the Commission if they are not satisfied with the resolution of the complaint.

**16. Does Applicant currently maintain service quality standards?**

- Yes - As a toll service reseller, the Company relies on its facilities-based underlying carriers for the operation and maintenance of the network. The Company uses only reputable underlying carriers to ensure that high quality service is provided to customers. Consequently, the quality of service that Dollar Phone Enterprise Inc. d/b/a DPE customers receive will be at least equivalent to that provided by the underlying carrier(s). If a customer notifies the Company that a debit card does not work, the Company will issue a replacement card or refund upon return of the unused original card.
- No

**If YES, please attach what those standards are, any credits that may be issued for failures and how customers are notified.**

**17. Will personnel be available at Applicant's business office during regular working hours to respond to customer inquiries about service or billing?**

- Yes
- No

**18. What telephone number(s) would a customer use to contact your company (other than the toll-free customer service number provided in response to question 1)?**

Phone: (718) 889-1100

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

- Yes
- No

**FINANCIAL**

**20. 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.**

Please see Exhibit III for the Company's financial information.

**TECHNICAL**

21. Does Applicant utilize its own equipment and/or facilities?

- Yes (if Yes, please list the equipment and/or facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)
- No (If No, which facility provider(s) services does the Applicant intend to use:

The Company utilizes dozens of facility providers to carry the calls using its debit cards. The particular provider utilized for any given call is determined primarily based on cost.

22. Please describe the nature of prepaid service to be provided (e.g., general service, location specific service, discounted rates for specific countries, etc.).

Dollar Phone Enterprise Inc. d/b/a DPE prepaid card plans allow customers to pay a fixed dollar amount in advance for long distance calling. Customers must dial an access code from a touch-tone phone to use the service. Cards are rated in dollars per minute. Fractional call minutes are rounded up to the nearest full minute. As calls are placed, charges for the call are deducted on a real time basis until the full amount of the card is exhausted. Calls are limited to direct dial calls. Air to ground services, as well as calls to 500, 700, or 900 numbers are blocked.

Cards expire from 60-180 days from last use. The customer is notified on the card when and how the card will expire.

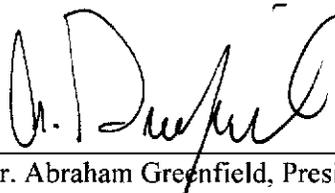
Dollar Phone Enterprise Inc. d/b/a DPE prepaid calling card service is available for use twenty-four (24) hours a day, seven (7) days a week. Long distance taxes are included in the purchase price of the card.

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

- Yes
- No

24. Please attach a copy of the front and back of any prepaid calling cards Applicant currently sells.

Please see Exhibit IV.



Mr. Abraham Greenfield, President

**VERIFICATION**

This application shall be verified under oath.

**OATH**

STATE OF NEW YORK           §  
  §  
COUNTY OF KINGS           §

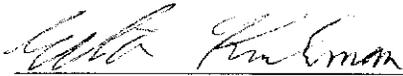
Mr. Abraham Greenfield, makes oath and says that he is the President of Dollar Phone Enterprise Inc. d/b/a DPE; that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.



Mr. Abraham Greenfield, President  
Dollar Phone Enterprise Inc. d/b/a DPE

July 7, 2008  
Date

Subscribed and sworn before me this 7<sup>th</sup> day of July 2008.

  
(NOTARY PUBLIC)

My Commission expires on: \_\_\_\_\_

**EITAN KIMELMAN**  
NOTARY PUBLIC, STATE OF NEW YORK  
Registration No. 01K16152835  
Qualified in New York County  
Commission Expires Sept. 25, 2010