OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

Docket No._____
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09-0280

CTC Communications Corp.
d/b/a One Communications

Application to expand its certificate of interexchange authority to operate as a reseller of local exchange telecommunications services in the State of Illinois.

APPLICATION TO EXPAND CERTIFICATE
TO OPERATE AS A TELECOMMUNICATIONS CARRIER

GENERAL

FEIN #04-2731202

CHIEF CLERK'S OFFICE
2009 JUN 10 A 10:53
ILLINOIS COMMERCE COMMISSION

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

CTC Communications Corp. d/b/a One Communications "CTC")

Street Address: 5 Wall Street

City Burlington State/Zip Massachusetts 01803

2. Authority Requested: (Mark all that apply) _____13-403 Facilities Based Interexchange

__X__13-404 Resale of Local ~~and/or Interexchange~~

_____13-405 Facilities Based Local

Note: CTC was authorized by the Commission to provide competitive interexchange services in Docket No.99-0091 on March 26, 1999.

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 Telecomunications Carriers

_____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

__X__Section 735.180 Directories

__X__ Other (83 Ill. Adm. Code Part 250)

See Attachment 1 for discussion of waiver requests

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.

See Appendices A, B, and C respectively

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

Applicant proposes to provide service throughout the State of Illinois.

6. 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.

See Attachment 2.

7. Please check type of organization?

_____ Individual
_____ Partnership
_____ Other (Specify)

__X__ Corporation
Date corporation was formed June 3, 1981
In what state? Massachusetts

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

See Attachment 3.

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

Applicant is an operating subsidiary of One Communications Corp. The One Subsidiaries provide communications services to small, medium and large-sized businesses predominately in the Northeast, Mid-Atlantic and Midwest regions as well as a small number of residential customers in three Verizon territory states.

*A list of the jurisdictions where CTC operates and the types of services offered in each is appended as **Attachment 4**.*

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

If YES, describe fully. _____

_____

12. Has Applicant provided service under any other name?

__X__ YES _____ NO

If YES, please list. Applicant operates using the DBA *One Communications*

_____

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. ***See Attachment 1.***

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.
See Attachment 5.

15. List officers of Applicant.

Howard Janzen	President & CEO
James P. Prenetta, Jr.	Executive VP, General Counsel & Secretary
John Hanson	Chief Financial Officer (CFO) & Treasurer

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? ____ YES __X__ NO

If YES, list entity. _____

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.)

CTC will bill its own customers and will issue its invoices monthly. The billing statement will include customer account identification, service usage and charges for the billing period including taxes and fees, contact information for billing and service inquiries, payment instructions and the total amount to be remitted for services rendered.

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?)

CTC will resolve all service, maintenance and billing issues raised by customers in a reasonable and timely manner. The Company's customer service representatives are available to assist customers with questions and complaints regarding monthly billing statements, problems or concerns with current service, and general telecommunications issues. For assistance with service, maintenance or billing issues, customers may contact CTC toll-free, at any time, at 800-962-2488. In addition, customers may submit written inquiries to CTC at the following address:

CTC Communications Corp. d/b/a One Communications
5 Wall Street
Burlington, MA 01803

CTC will address customer complaints and will resolve all customer disputes related to billing, and service quality in an expeditious and fair manner, and in accordance with the Commission's guidelines. The Company's representatives are authorized to resolve most customer complaints promptly, at the time of the customer's call or shortly thereafter. Complaints of a more complex nature may necessitate consultation with managerial staff, and may require internal investigation and review. Where such procedures are necessary, CTC will notify the customer, in writing, of the results of its investigation and review. If the customer is dissatisfied with these results, and if the complaint cannot otherwise be resolved internally by CTC's managerial personnel, the customer will be informed of his (or her) right to file the complaint with the Commission and will be provided with the appropriate Commission contact information.

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

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

_____800-962-2488_____

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?

_X_ YES _____ NO

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

CTC is committed to full compliance with the anti-slamming regulations promulgated both by the FCC and by this Commission. All marketing, promotion and outreach programs will be reviewed specifically to ensure that appropriate customer authorizations for interexchange carrier changes are obtained. CTC will utilize the various approved verification protocols to substantiate its submitted change requests. Additionally, the Company will respond quickly to any inquiries or complaints and will cooperate fully with the Commission to ensure that no inappropriate carrier changes have occurred. Similarly, CTC is committed to prevention of cramming and maintains internal procedures to ensure adequate customer authorization of services as well as pro-active customer service to resolve disputed charges.

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?

__X__ YES _____ NO *Subject to any waivers granted by the Commission.*

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.

See Attachment 6.

(CTC is submitting these materials separately under seal *with a motion for confidential treatment.)*

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? _____ YES __X__ 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:

_____

_____

If NO, which facility provider(s)'s services does the Applicant intend to use?

CTC has not finalized its plans for provisioning local exchange services in Illinois, but anticipates maximizing its flexibility and strategic market advantage by utilizing the underlying services and facilities of various authorized providers based upon factors including availability and competitive cost.

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).

Applicant will offer a full range of resold local and long distance services to business customers in Illinois. (The Company is already authorized to provide resold long distance service.)

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

__X__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**

(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of Massachusetts)
)ss
County of Middlesex)

PAMELA L. HINTZ makes oath and says that ~~he~~ she is VP - Regulatory Compliance
(Insert here the name of affiant) (Insert the official title of the affiant)

of CTC COMMUNICATIONS CORP. dba One Communications
(Insert here the exact legal title or name of the Applicant)

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.

(Signature of affiant)

Subscribed and sworn to before me, a Notary Public
(Title of person authorized to administer oaths)

in the State and County above named, this 8th day of June, 2009.

(Signature of person authorized to administer oath)

RICHARD H. WHEELER
Notary Public
COMMONWEALTH OF MASSACHUSETTS
My Commission Expires
April 4, 2014