

Metro Communications Company, Inc.

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

10-0503

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COMMUNICATIONS SECTION
ILLINOIS COMMERCE COMMISSION

APPLICATION FOR CERTIFICATE TO BECOME A TELECOMMUNICATIONS CARRIER
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any) FEIN # 43-1903861

Metro Communications Company, Inc.

Address: 8 South Washington Street

City Sullivan State/Zip Illinois 61951

2. Authority Requested: (Mark all that apply) 13-403 Facilities Based Interexchange
 13-404 Resale of Local and/or 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.

- Part 710 Uniform System of Accounts for Telecommunications 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
 Section 735.180 Directories
 Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:

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

YES NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

YES NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? YES NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

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.

Please see Appendix G.

15. List officers of Applicant.

Zachary Horn, President

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 NO

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.)

Metro Communications Company, Inc. will bill its customers directly through its own internal billing system. Bills are issued to customers on a monthly basis via email, paper mail or both. The billing statement will provide a breakdown of the services provided, payments received for previous month's services, promotional credits and an itemized list of all federal, state and local taxes.

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?)

Customers with billing questions or complaints may reach Metro Communications Company, Inc. at 217-728-9056 and speak with Elizabeth Bennett the accounting manager. Elizabeth is in her office Monday through Friday and can be left voicemails 24 hours a day 7 days a week. Should she be unavailable or busy, Marjorie Davis will serve as the backup for front line customer service and support. In the event of a billing dispute, a review of the disputed amount will be conducted and Metro Communications will attempt to reach a settlement to the mutual satisfaction of all parties. Following a full investigation to determine whether or not the charges may have been fraudulent or improper, Metro Communications may adjust the disputed bill. Applicant's repair service centers are available twenty-four hours a day, seven days a week (via an on-call employee) to assist customers with questions or complaints.

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?

217-728-9056

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?

Metro Communications Company, Inc. will comply with applicable Illinois law as well as Federal Communications Commission regulations regarding how carriers may change a customer's Primary Interexchange Carrier.

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.)

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

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.

Please see Appendix H.

TECHNICAL

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

Services will be provided via Applicant's own facilities, as well as over facilities leased from other carriers, particularly transmission facilities and customer access facilities. Metro Communications currently operates the GenBand C3/G9 switching platform for private carriage and use in other jurisdictions. The switch is supported directly by Metro Communication's employees and by certified engineers contracted through GenBand directly. Metro Communications has been providing wholesale services to a small number of carriers either through resale for several years and possesses the technical and managerial expertise to support retail end users, provided Authority is granted. Until interconnection agreements are signed with each ILEC, Metro Communications Company, Inc. is unable to provide a list of facilities for intended use in Illinois.

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

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).

The initial services to be provided will include, but not be limited to the following:

- **Local exchange services to single-line customers;**
- **Interexchange services**

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



(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

OATH

State of Illinois)
)ss
County of Moultrie)

Zachary Horn makes oath and says that he is President of Metro Communications Company, Inc. and 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.

Zachary Horn

(Signature of affiant)

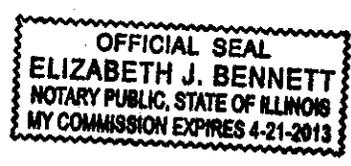
Subscribed and sworn to before me, a Notary Public/ Elizabeth J. Bennett

(Title of person authorized to administer oaths)

in the State and County above named, this 11th day of August, 2010.

Elizabeth J. Bennett

(Signature of person authorized to administer oath)



LIST OF APPENDICES

Appendix A	Standard Questions for Applicants Seeking Local Exchange Service Authority
Appendix B	9-1-1 Questions for Applicants Seeking Local Exchange Service Authority
Appendix B	Financial Questions for Applicants Seeking Local Exchange Service Authority
Appendix D	Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority
Appendix E	Designated Contacts
Appendix F	Articles of Incorporation and Certificate of Authority to Transact Business in Illinois
Appendix G	Management Biographies
Appendix H	Financial Statements (Filed under Seal)
Appendix I	Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC")
Appendix J	Metro Communications Company, Inc. Chart of Accounts (Filed under Seal)