

Docket No. \_\_\_\_\_  
ICC Office Use Only

Fidelity Communication Services III, Inc. :  
Application for a Certificate of Local, and :  
Interexchange Authority to Operate as a :  
Facilities Based Carrier of Telecommunications :  
Services throughout the State of Illinois. :

10-6548

200 SEP 24 A 10:38

ILLINOIS COMMISSION

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

Pursuant to 220 ILCS 5/13-401 of the Illinois Public Utilities Act ("IPUA"), Fidelity Communication Services III, Inc. ("Fidelity" or "Applicant") submits this Application for a certificate to become a telecommunications carrier throughout the State of Illinois.

**I. GENERAL (To be completed by All Applicants)**

1. Applicant's Name (including d/b/a, if any) FEIN # 431861291

Fidelity Communication Services III, Inc.

Address: Street 64 North Clark Street

City Sullivan State/Zip Missouri, 63080

*Note: Assumed business names must be provided if and only if registered with the Illinois Secretary of State's Office.*

2. Authority Requested: (Mark all that apply)

Interexchange Service (*Authorities: See Sections 13-401, 13-403 and 13-404 of the IPUA*)

- Facilities Based Prepaid Interexchange Service
- Facilities Based Non-Prepaid Interexchange Service
- Resold Prepaid Interexchange Service
- Resold Non-Prepaid Interexchange Service
- Interexchange Public Pay Telephone Service

Local Exchange Service (*Authorities: See Sections 13-401, 13-404, and 13-405 of the IPUA*)

- Facilities Based Prepaid Local Exchange Service
- Facilities Based Non-Prepaid Local Exchange Service
- Resold Prepaid Local Exchange Service
- Resold Non-Prepaid Local Exchange Service
- Local Exchange Public Pay Telephone Service

Cellular Radio/Wireless Telephone Service (*Authorities: See Section 13-401 of the IPUA*)

- FCC Permitted or Licensed Prepaid Cellular Radio/Wireless Telephone Service
- FCC Permitted or Licensed Non-Prepaid Cellular Radio/Wireless Telephone Svc.
- Resold Prepaid Cellular Radio/Wireless Telephone Service
- Resold Non-Prepaid Cellular Radio/Wireless Telephone Service

Other Telecommunications Services (Specify) (*Authorities: See Section 13-401 of the IPUA*)

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3. For each service that the Applicant is requesting authority to provide, please specify the area or areas of the State for which the applicant is seeking authority to provide such service and the services (as designed in question 2 above) that will be provided in each area.

Applicant is requesting authority to provide service throughout the State of Illinois but will initially launch in and around the City of Highland, Illinois.

4. Contact Information -- Please provide contact information, including name(s), telephone number(s), address(es), and e-mail address(es), for personnel or entities responsible for the areas below:

- a) Issues related to processing this application please contact:

Terri K. Firestein  
CCG Consulting, LLC  
10806 Garrison Hollow Road, Clear Spring, MD 21722  
Telephone – 301-842-1437  
E-mail – tfireccg@myactv.net

- b) Designated agent (*Note: Applicants must have an Illinois In-State Designated Agent listed. An additional Out-of-State Designate Agent is permitted, but not required.*)

Name: CT Corporation System  
Address: 208 S. LaSalle Street, Chicago, IL 60604

- c) Business Operations (*Note: The contact numbers reported in this questionnaire are intended to be used by the ICC Staff to contact the Applicant as issues arise. They are not intended to be contact numbers used by customers or the general public. If separate contacts apply for different issues areas, please report the separate numbers by issue below.*)

- |      |                                       |             |
|------|---------------------------------------|-------------|
| i)   | Consumer issues:                      | David Beier |
| ii)  | Customer complaint resolution:        | David Beier |
| iii) | Technical and service quality issues: | David Beier |
| iv)  | “Tariff” and pricing issues:          | David Beier |
| v)   | 9-1-1 issues:                         | David Beier |
| vi)  | Security/law enforcement issues:      | David Beier |
| vii) | Regulatory issues:                    | David Beier |

Mr. Beier's contact information is as follows:

64 North Clark Street, Sullivan, Missouri 63080  
Telephone – 573-468-1218  
E-mail – [dave.beier@fidelitycommunications.com](mailto:dave.beier@fidelitycommunications.com)

*Note: To avoid possible revocation of service authority, the name and contact information above must be kept current. Changes in the applicants Designated Agent(s) should be directed to the Chief Clerk's Office of the ICC at 217-782-7434. All other changes should be directed to the Telecommunications Division of the ICC at 217-524-5073.*

5. How is the Applicant organized?

Individual

Partnership

Corporation:

Date Corporation was formed: August 6, 1999

State of incorporation: Missouri

Other (Specify) \_\_\_\_\_

6. Please attach a copy of articles of incorporation. Applicants that are not Illinois corporations should also submit a copy of its Certificate of Authority to Transact Business in Illinois as issued by the Secretary of State. **Please see Exhibits A.**

7. Has the Applicant been issued by the Federal Communications Commission a construction permit or an operating license to construct or operate a cellular radio system in the areas, or a portion of the area, for which the Applicant seeks a Certificate of Service Authority?

YES  NO **Not Applicable**

If YES, please provide all relevant license or permit numbers:

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## II. MANAGERIAL (To be completed by All Applicants except Wireless Applicants)

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

2. Please attach a current organization chart. **Please see Exhibit C.**

3. List officers of Applicant.

President – John T. Davis

Sr. Vice President – Michael T. Davis

Sr. Vice President – John E. Colbert

Vice President – John D. Bell

Vice President – David N. Beier

Secretary – Sheldon K. Stock

4. Does the Applicant currently, or has it in the past, held a certificate from the Illinois Commerce Commission?

\_\_\_\_\_ YES  X  NO

5. Does the Applicant currently, or has it in the past, provided service under any other name in Illinois?

\_\_\_\_\_ YES  X  NO

If YES, please provide all other names under which service is being or has been provided.

\_\_\_\_\_

6. Is any affiliate of the Applicant providing, or has any affiliate provided, service in Illinois?

\_\_\_\_\_ YES  X  NO

If YES, please provide the names of all affiliates under which service is being or has been provided in Illinois.

\_\_\_\_\_

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

\_\_\_\_\_ YES  X  NO

If YES, describe fully. \_\_\_\_\_

\_\_\_\_\_

8. Have there been any complaints or judgments levied against the Applicant in Illinois in this or another name?

\_\_\_\_\_ YES  X  NO

If YES, describe fully. \_\_\_\_\_

\_\_\_\_\_

9. List jurisdictions other than Illinois in which the Applicant is offering service(s).

North Carolina \_\_\_\_\_ Georgia \_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_ YES  X  NO

If YES, describe fully. \_\_\_\_\_  
\_\_\_\_\_

11. Have there been any complaints or judgments levied against the Applicant in any jurisdiction other than Illinois in this or another name?

\_\_\_\_\_ YES  NO

If YES, describe fully. \_\_\_\_\_  
\_\_\_\_\_

12. 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

If YES, please list, by officer, each entity in which the officer has an ownership or other interest.

Each officer listed in Section II, #3 holds their office for the same seven entities, Fidelity Communication Services, I, II, III, Fidelity Telephone Company, Fidelity Cablevision, Inc., Fidelity Long Distance and Fidelity Networks, Inc. Fidelity Communication Services I, II and III, and Fidelity Cablevision, Inc. provide telecommunications services on a competitive basis while Fidelity Long Distance, Inc. and Fidelity Networks, Inc. provide long distance services. Fidelity Telephone Company is an incumbent telephone company in Missouri.

13. 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.)

Applicant will bill monthly using an invoice that complies with Illinois Customer Service Requirements as well as the FCC's Truth-in-Billing rules. The billing statement presents clear and concise billing information including a detailed listing of taxes, fees and surcharges. The type font complies with Truth-in Billing rules allowing for ease of reading and understandability. Bill inserts and windows will be utilized to convey important billing and service change related information on an as needed or as required basis.

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

Applicant will use its Sales Agent, Highland Communications Services ("HCS") to take the initial service, billing or repair complaint. If the complaint can not be handled locally or to the satisfaction of the customer HCS will, within 24 hours, escalate the complaint to Applicant's Customer Service Supervisor. Should the customer's complaint remain unresolved to the customer's satisfaction after 72 hours the customer will be notified they may seek assistance from the Commission and they will be provided the appropriate Commission contact information. Furthermore, the Commission's contact information is readily available at the local business office and can be found in the Local Tariff which will be both filed with the Commission and posted on-line.

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

16. What telephone number(s) would a customer use to contact the Applicant?

Customer will contact the local business office on 618-654-1519 to make inquiries regarding service and billing.

17. If granted authority to operate as provider of anything other than a Pay Telephone service, will the applicant file tariffs prior to providing service in Illinois and within 2 years of Application approval?

YES  NO

18. How many employees does the Applicant employ? Applicant's operations in Illinois utilizes a local Sales Agent who has six employees. Through its affiliates Applicant has 120 employees deployed outside of Illinois. These employees will participate in the operational launch but the day-to-day operations/customer service will be performed by the six Agent employees.

19. Has the Applicant reviewed all ICC rules applicable to the services it seeks to provide?

YES  NO

Note: See <http://www.ilga.gov/commission/jcar/admincode/083/083parts.html> for the ICC's Title 83: Public Utility Rules.

20. Will the Applicant abide by all ICC rules applicable to the services it seeks to provide?

YES  NO

21. If granted the authority to operate as a telecommunications provider, will the Applicant comply with all the applicable filing requirements listed in Appendix A?

YES  NO

22. If granted the authority to operate as a telecommunications provider, will the applicant remit all applicable taxes, contributions, or other assessments specified in Appendix A?

YES  NO

**III. FINANCIAL (To be completed by All Applicants except Wireless Applicants)**

1. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement, balance sheet, chart of accounts and any other appropriate documentation of applicant's financial resources and ability to provide service. **Please see Exhibit D**

2. Does the Applicant have a financial relationship with any other companies?

YES  NO

If YES, please provide the names of all companies with which the Applicant has a financial relationship and a brief explanation of the relationship.

As indicated on the Organizational Chart found in Exhibit C Applicant has a direct relationship, including financial, with Fidelity Communication Services I, and II and Fidelity Telephone Company as all entities provide local exchange service and are under the parentage and control of Fidelity Communications Company. Further, the Applicant has a financial relationship with Fidelity Cablevision, Inc., Fidelity Long Distance, Inc. and Fidelity Networks, Inc.

3. Will the Applicant keep its books and records in Illinois?  YES  NO

*Note: If the Applicant will not keep its books and records in Illinois, then the Applicant must request a waiver of Code Part 250.*

4. Has the applicant or any other company with which the Applicant has a financial arrangement filed for bankruptcy within the last 7 years?

YES  NO

If YES, please explain: \_\_\_\_\_

\_\_\_\_\_

**IV. TECHNICAL (To be completed by All Applicants except Wireless Applicants)**

1. 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 provide local and long distance service, access to operator services, access to 911 emergency services, telephone number porting, caller ID services, directory assistance services, call management features and data services to customers in Illinois.

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

If YES, please provide a brief description of the facilities Applicant owns and intends to utilize.

Applicant intends to utilize an Agent owned Cisco IP router, Acme Packet Session Border Controller and Lucent Compact Switch. Further, Applicant owns and intends to utilize a Broadsoft Feature Server (which functions to provide features and dial-tone signal control). Interconnection trunk facilities will be established to the ILEC utilizing a third party. SS7 and other ancillary database services will be provided utilizing a third-party.

If YES, please explain what services will be offered with these facilities and where the Applicant will utilize its own facilities.

Applicant will provide local and long distance service, access to operator services, access to 911 emergency services, telephone number porting, caller ID services, directory assistance services, call management features and data services to customers in Illinois. Applicant utilizes its own facilities to provide dial tone control, call set up and routing, and call management features. The Applicant owned facilities will be utilized in and around the City of Highland initially.

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

Applicant possesses the necessary technical resources to deploy and maintain said facilities as evidenced by Exhibit B resume of Director of Operations Mark Head and Exhibit C-Organizational Chart Written Explanation.

If YES, and if the Applicant is a switch based provider, please provide an attachment that includes the following information regarding each switch: (i) switch type, (ii) address, (iii) CLLI code, (iv) location of remotes or POIs, and (v) any tandems to which the switch is homed. **Please see Exhibit G.**

3. Does Applicant lease equipment and/or facilities?  YES  NO

If YES, please provide a brief description of the facilities the Applicant leases and the entity or entities from which such equipment or facilities are leased.

Applicant will lease transport and interconnection trunk facilities, including 911 trunks, from third party providers. The entities from which equipment and facilities will be leased are Level 3 Communications and Highland Communications Services.

If YES, please explain what services will be provided with these facilities and where the Applicant will utilize these leased facilities.

The services that will be leased from third party providers include, but are not limited to, 911 database management services, SS7, LIDB and CNAM services, operator/directory assistance services and traffic exchange/termination services. These leased facilities will be utilized in and around the City of Highland initially.

If YES, please include evidence that Applicant possesses the necessary technical resources to maintain and operate said facilities.

Applicant possesses the necessary technical resources to deploy and maintain said facilities as evidenced by Exhibit B resume of Director of Operations Mark Head and Exhibit C- Organizational Chart Written Explanation.

4. Does Applicant resell services?  YES  NO

If YES, please provide a brief description of the entity or entities from which wholesale service is purchased.

Applicant will purchase long distance services from an established third party provider.

If YES, please explain what services will be provided through resale and where the Applicant will provide resold services.

Applicant will provide long distance service through a resale arrangement in whatever service area it is providing local service.

5. Does the Applicant provide its own repair service?

YES  NO

If NO, please provide the name of the entity or entities providing repair service for the Applicant.

Applicant will utilize the local end user repair services of its Sales Agent, Highland

Communication Services. All network repair service will be provided by Applicant.

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

YES  NO

If NO, please provide the hours of assistance.

\_\_\_\_\_

7. If Applicant intends to provide Public Pay Telephone 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**

8. If Applicant intends to provide Public Pay Telephone service, please explain the method the Applicant will used to comply with Section 771.330 of the ICC's rules. **Not Applicable**

*Note: See <http://www.ilga.gov/commission/jcar/admincode/083/08300771sections.html> for the ICC's Pay Telephone Service Provider rules.*

**V. WAIVERS (To be completed by All Applicants except Wireless Applicants)**

*Note: If Applicant is seeking any waivers or variances of Commission rules and regulations in this proceeding, then, other than when explained below, please attach an explanation of why the Applicant is seeking any waiver or variance.*

*Local Exchange Service authority applicants under Sections 13-401, 13-404 and/or 13-405 generally seek waivers of Part 710, Section 735.180 of Part 735 and Part 250. Additionally, a waiver from Parts 730.115 and 732.60 may be requested for those applicants that will only be providing data services.*

*Interexchange Service authority applicants under Sections 13-401, 13-403 and 13-404 generally request waivers of Parts 710, 735 and 250 of Title 83 of the Illinois Administrative Code*

*Public Pay Telephone Service authority applicants under Sections 13-401, 13-403, 13-404, and/or 13-*

405 generally request waivers of Parts 710, 735 and 250 of Title 83 of the Illinois Administrative Code

Local Exchange Service Please indicate which waivers Applicant is requesting.

- Part 710 Uniform System of Accounts for Telecommunications Carriers
  - Part 735.180 Directories (within 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)
  - Part 730.115 and 732.60 Service Quality and Customer Credit Quarterly Reporting – Waiver is available for carriers providing Data Services only. (ref. 13-517c)
  - Part 250 Public Utility Books and Accounts (maintaining books and records out of state)
  - Others (Please indicate which additional waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance)
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Interexchange Service Please indicate which waivers Applicant is requesting.

- 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
- Part 250 Public Utility Books and Accounts (maintaining books and records out of state)
- Others (Please indicate which additional waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance)

Local and Interexchange Public Pay Telephone Service Please indicate which waivers Applicant is requesting.

- 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
- Part 250 Public Utility Books and Accounts (maintaining books and records out of state)
- Others (Please indicate which additional waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance)

1. If the Applicant is requesting a waiver of Part 710, what circumstances warrant a departure from the prescribed Uniform System of Accounts (“USOA”)?

Applicant has provided local and toll telecommunications services for numerous years and in multiple states utilizing a modified version of USOA which is compliant with GAAP. It would be a hardship for Applicant to launch a different accounting system for use only in Illinois.  
Applicant is audited on a consolidated basis under the parent entity annually and to date has been found compliant with state and federal accounting standards and requirements.

2. If the Applicant is requesting a waiver of Part 710, then will records be maintained in accordance with Generally Accepted Accounting Principles (“GAAP”)?

X  YES   NO

3. If the Applicant is requesting a waiver of Part 710, then will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?

X  YES   NO

4. If the Applicant is requesting a waiver of Part 710, then will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes and surcharges?

X  YES   NO

5. If the Applicant is requesting a waiver of Part 710, then does the accounting system currently in use by Applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns?

X  YES   NO

If YES, What specific accounts or sub-accounts provide this data?

Applicant utilizes General Ledger Account # 4080-07-00 to account for state Gross Receipt Taxes

6. If the Applicant is requesting a waiver of Part 710, then will the Applicant provide annual audited statements when required or requested subsequent to granting of the waiver?

X  YES   NO

Annual audited statements are produced and available on a consolidated company basis only.

*Note: See <http://www.icc.illinois.gov/forms/results.aspx?st=3&t=2> for Annual Reports instructions for detail.*

7. If the Applicant is requesting a waiver of Part 710, does the Applicant understand that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?

YES  NO

**VI. TELEPHONE ASSISTANCE PROGRAMS (To be completed by Local Exchange Service Applicants)**

1. Has the Applicant signed and returned the ITAC Membership Application and Agreement to Commission Staff?

YES  NO

**Please see Copy of ITAC App as Exhibit E**

*Note: See <http://www.icc.illinois.gov/telecommunications/Certification.aspx> for application forms.*

2. Will the Applicant's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

YES  NO

3. Has the Applicant signed and returned the Universal Telephone Access Corporation (UTAC) - Membership Application to Commission Staff?

YES  NO

**Please see Copy of ITAC App as Exhibit F**

*Note: See <http://www.icc.illinois.gov/telecommunications/Certification.aspx> for application forms.*

4. Will the Applicant solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

YES  NO

5. Does the Applicant realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link-Up Programs if it is not an eligible carrier?

YES  NO

6. Does the Applicant plan on filing to become an Eligible Telecommunications Carrier?

YES  NO

**VII. 911 SERVICE (To be completed by Local Exchange Service Applicants)**

1. Will the Applicant ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

YES  NO

Note: See <http://www.icc.illinois.gov/911/> for links to the Emergency Telephone System Act and other 911 related rules and regulations.

2. Who will be responsible for building and maintaining the 911 database for your local exchange customers?

Applicant's Agent HCS will build and maintain the 911 database on behalf of Applicant including performing the MSAG validation during the Service Order entry.

3. How often will the Applicant update the 911 database with customer information?

Applicant will update the 911 database with customer information on a daily basis.

4. Please explain the procedures the Applicant will use to collect 911 surcharges and transmit them to the local 911 systems.

Applicant will collect 911 surcharges from end user customers as part of its monthly invoice process. Surcharges will be submitted in accordance with established practice in the applicable county.

**VIII. PREPAID SERVICE (To be completed by Local Exchange Service Applicants that Provide Prepaid Service) NOT APPLICABLE**

1. Will customers have the ability to sign up with any long distance company they choose?

YES  NO

2. Will customers have the ability to use dial around long distance companies?

YES  NO

3. Will customers have access to the Illinois Relay Service?

YES  NO

4. Will customers be able to make 1-800 calls for free?

YES  NO

5. Will the Applicant offer operator services?

YES  NO

6. Please describe how applicant plans to collect the monthly fee to be paid in advance.

7. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?

\_\_\_\_\_ YES \_\_\_\_\_ NO

8. Will customers pay an installation fee?

\_\_\_\_\_ YES \_\_\_\_\_ NO

If YES, will payment arrangements be offered for the installation fee?

\_\_\_\_\_ YES \_\_\_\_\_ NO

9. Will telephone service be in the Applicant's name or the customer's name?

\_\_\_\_\_ YES \_\_\_\_\_ NO

If YES, please describe how information will appear in data bases, such as 9-1-1, directory assistance, etc.?

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10. Will applicant offer prepaid service as a monthly service or as a usage service?

\_\_\_\_\_ Monthly \_\_\_\_\_ Usage

11. Will applicant provide a warning when the remaining value of service is about to cease?

\_\_\_\_\_ YES \_\_\_\_\_ NO

If YES, is the customer given more than one notice of the remaining value of service?

\_\_\_\_\_ YES \_\_\_\_\_ NO

If YES, how much advance notice is given to the customer of the remaining value of service?

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12. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?

\_\_\_\_\_ YES \_\_\_\_\_ NO

If YES, are customers made aware of potentially being disconnected during a call when the remaining value of service expires?

\_\_\_\_\_ YES \_\_\_\_\_ NO

13. When does the timing of a call start? \_\_\_\_\_

14. If the person called does not answer, is any time deducted from the customer's account?

\_\_\_\_\_ YES \_\_\_\_\_ NO

15. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?

\_\_\_\_\_ YES \_\_\_\_\_ NO

If YES, please explain. \_\_\_\_\_

16. When a customer runs out of time is their phone immediately disconnected or on suspension?

\_\_\_\_\_ YES \_\_\_\_\_ NO

If YES, will they still be able to receive calls?

\_\_\_\_\_ YES \_\_\_\_\_ NO

17. Are the Applicant's services available to TTY callers?

\_\_\_\_\_ YES \_\_\_\_\_ NO

18. How will the Applicant handle a complaint from a customer who disputes the amount of time used or remaining?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

19. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Applicant define each customer's untimed local calling area?

\_\_\_\_\_  
\_\_\_\_\_

*David N. Heine*  
\_\_\_\_\_  
*Signature of Applicant*

**VERIFICATION**

This application shall be verified under oath.

**OATH**

State of MISSOURI )  
County of FRANKLIN ) ss

David N. Beier makes oath and says that he is Vice President of Fidelity Communication Services III, Inc. 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.

*David N Beier*

(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/

Administrative Assistant

(Title of person authorized to administer oaths)

in the State and County above named, this 14 day of September, 2010.

*Hannah Zelch*

(Signature of person authorized to administer oath)

HANNAH ZELCH  
Notary Public-Notary Seal  
State of Missouri  
Washington County  
My Commission Expires Aug. 8, 2013  
Commission # 09749161