

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22

BEFORE THE
ILLINOIS COMMERCE COMMISSION

IN THE MATTER OF:)
)
REDUCED RATE LONG DISTANCE, LLC)
) No. 01 -0355
Application for a certificate of)
local and interexchange authority)
to operate as a reseller of)
telecommunications services)
statewide in the State of)
Illinois.)

Chicago, Illinois
May 21, 2001

Met pursuant to notice at 2:00 p.m.

BEFORE:

MS. LESLIE HAYNES, Administrative Law Judge.

APPEARANCES:

NOWALSKY, BRONSTON & GOTHARD, by
MS. MONICA HAAB
3500 North Causeway Boulevard, Suite 1442
Metairie, Louisiana 70002
Appearing for the Applicant
(telephonically).

ALSO PRESENT:

MS. BETH WIELER
(telephonically).

SULLIVAN REPORTING COMPANY, by
Tracy L. Ross, CSR

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22

I N D E X

Witnesses:	Direct	Cross	Re - direct	Re- cross	By Examiner
Mr. Taylor	5				7

E X H I B I T S

Number	For Identification	In Evidence
None.		

1 JUDGE HAYNES: Pursuant to the direction of
2 the Illinois Commerce Commission, I now call
3 Docket No. 01-0355, Reduced Rate Long Distance,
4 LLC, application for a certificate of local and
5 interexchange authority to operate as a reseller
6 of telecommunications services statewide in the
7 state of Illinois.

8 MS. HAAB: You're fading in and out on us.

9 THE WITNESS: And we're -- are you there?

10 JUDGE HAYNES: Yes.

11 THE WITNESS: We must be having some
12 difficulty hearing you. You're fading in and out
13 now.

14 JUDGE HAYNES: Okay. Can I have the
15 appearances for the record, please. Your names
16 and addresses.

17 MS. HAAB: My name is Monica Haab and I'm the
18 attorney for Reduced Rate Long Distance for
19 purposes of filing this application and my
20 address is 3500 North Causeway Boulevard, Suite
21 1442, in Metairie, Louisiana 70005.

22 JUDGE HAYNES: How do you spell your last

1 name?

2 MS. HAAB: The last name is H-a-a-b.

3 JUDGE HAYNES: Okay. And who will be
4 testifying today?

5 MS. HAAB: We have Greg Taylor, which is the
6 COO of Reduced Rate Long Distance.

7 JUDGE HAYNES: Okay. I'm going to go ahead
8 and swear him in then.

9 Mr. Taylor, can you hear me?

10 THE WITNESS: We're having a tough time on
11 this end hearing the things that you're saying.
12 You were fading in and out a while ago so we
13 missed a good portion of the introduction.

14 JUDGE HAYNES: Okay. Nothing's happened yet.
15 I'm going to swear you in.

16 (Witness sworn.)

17 JUDGE HAYNES: Would you like to proceed,
18 Ms. Haab?

19 MS. HAAB: Yes. I'll go ahead and ask him the
20 initial questions and then I'll go ahead and
21 tender the witness to you for final questioning.

22 JUDGE HAYNES: Okay.

1 A. Yes. Evidence of this certification was
2 submitted as Exhibit B to the application.

3 Q. Okay. And in your opinion does Reduced
4 Rate have the necessary technical and managerial
5 experience to provide the service it's
6 requesting?

7 A. Yes. Evidence of the Company's managerial
8 and technical capability was submitted as
9 Exhibit C to the application.

10 Q. Okay. And was all of the information
11 contained in the application true and correct to
12 the best of your knowledge?

13 A. Yes, it was.

14 Q. And do you have any changes to be made to
15 the application at this time?

16 A. No.

17 Q. And in connection with the application,
18 did Reduced Rate submit a proposed tariff that
19 defines the terms, conditions and rates
20 associated with the service to be provided in
21 Illinois for the Commission to review?

22 A. Yes.

1 Q. Okay. Do you have any changes to make to
2 the tariff at this time?

3 A. None.

4 Q. And you do realize that after
5 certification, a final tariff filing will be
6 required with the Illinois Commission?

7 A. Yes.

8 Q. And does Reduced Rate agree to comply with
9 all of the applicable rules and regulations at
10 the Illinois Commerce Commission and the state of
11 Illinois now in effect or to be hereinafter
12 enacted?

13 A. Yes.

14 MS. HAAB: I have no further questions. So I
15 can tender the witness to you, Ms. Haynes.

16 JUDGE HAYNES: Thank you.

17 EXAMINATION

18 BY

19 JUDGE HAYNES:

20 Q. Does Reduced Rate provide
21 telecommunications services at the present time
22 in other states?

1 A. We do not.

2 Q. You do not, okay.

3 Who are the stockholders or officers of
4 this corporation?

5 A. The stockholders, is that the question?

6 Q. Uh-huh?

7 A. The stockholders are Mr. David Butler and
8 Mr. Ed Kohlscheiber.

9 Q. Could you spell that last name?

10 A. Sure can as soon as I find it.

11 Q. Okay.

12 A. K-o-h-l-s-c-h-e-i-b-e-r.

13 Q. Okay. Do either of those people have an
14 interest in any other entity that's currently
15 providing telecommunications services?

16 A. No.

17 Q. Okay. Does the Company intend to offer
18 operator-assisted services?

19 A. No.

20 Q. What -- does Reduced Rate plan to keep
21 your books in the state of Illinois?

22 A. No. In the state of Florida.

1 Q. State of Florida.

2 Do you agree to pay for the expense of
3 Commission Staff to do an audit in case one is
4 required in the state of Florida?

5 A. Can you ask that question again, please?

6 Q. Yeah. If the Staff of the Commission
7 wants to look at your books, do you agree to pay
8 for the expense of the Commission Staff of doing
9 such an audit?

10 A. Yes.

11 Q. Okay. And what sort of internal
12 procedures do you have in place to guard against
13 slamming and cramming?

14 A. Our procedures start at the front side
15 from a -- will start from a front side from a
16 sales standpoint. All of our sales will be
17 through a third-party verification process and
18 that call will be recorded, of course, and then
19 reviewed.

20 We work with two underlying carriers,
21 Quest and MCI, that provides the underlying
22 service for us. We will use their automated

1 systems in a process to submit the acquired
2 customers and telephone numbers.

3 Q. Okay. And how does the Company propose to
4 handle service and billing complaints?

5 A. I lost you at the end of that question.
6 Ask it again, please.

7 Q. Okay. How does the Company propose to
8 handle service and billing complaints?

9 A. Through internal customer service.

10 Q. And, what are the business hours?

11 MS. WIELER: 9:00 to 5:30 eastern time.

12 JUDGE HAYNES: Okay. I have no further
13 questions.

14 Did you have anything you wanted to add,
15 Ms. Haab?

16 MS. HAAB: No, that should do it.

17 JUDGE HAYNES: Okay. Then this is marked
18 heard and taken. Thank you.

19 HEARD AND TAKEN.

20

21

22

