

Appendix A

1. *Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.*

*Yes. Applicant seeks waivers (with respect to Sections 13-404) of Part 710 of the Illinois Administrative Code relating to the Uniform System of accounts ("USOA") for Telecommunications Carrier and Part 735 (Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service, Issuance of Telephone directories for Local Exchange Telecommunications Carriers for the State of Illinois (Part 735.180). Likewise, with respect to the request herein for interexchange service authority under Sections 13-404 of the Act, waivers of the said Parts 710 and 735, respectively, are requested.*

*Wings Communications avers that as a "start up" operation, initially intending to provide resold telecommunications services only, through the facilities of Ameritech (SBC)'s affiliate Ameritech Information Industry Services ("AIIS"), waivers/variances are appropriate at this time.*

*Wings Communications proposes to maintain its books and records in accordance with Generally Accepted Accounting Principles ("GAAP") for all purposes, since strict compliance with Part 710 would be burdensome and costly to a start up company. Applicant believes that GAAP is an alternate procedure that is consistent with the principles of the USOA provisions.*

*Finally, Wings Communications requests a waiver from part 735.180 for provision of directories. Applicant will seek to meet this provision through making arrangements with the incumbent local carriers to include Wings Communications customers in their directories.*

2. *Will you company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 722.55(a)(1), Billing and Part 722.100(d) Notices?*

*Yes.*

3. *Will your company comply with 83 Illinois Code Part 705, Preservation of Records of Telephone Utilities?*

*Yes.*

4. *Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Established of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois?"*

*Yes.*

5. *Who will provide customer repair service for your company?*

*Ameritech. (As per reseller agreement negotiated through the affiliate Ameritech Information Industry Services (AIIS). We also have Mr. Claude Britt of AT&T repairs and maintenance department and Ms. Lisa Thompson of McLeodUSA as consultants in case of emergency.*

6. *How many people does your company employ?*

*Eight employees. We plan to add more as the company grows.*

7. *Will your company meet the requirements as they pertain to the Telephony Assistance Programs imposed by sections 13.301 and 13.301.1 of the Illinois Public utilities Act and 83 Illinois Administrative Code Part 757?*

*Yes.*

8. *Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Program?*

*Yes.*

9. *Does your company plan on filling to become an Eligible Telecommunications Carrier?*

*Yes.*

10. *Does your company 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.*

11. *Will your company offer all the waivers associated with the Universal Telephone Service Assistance?*

*Yes.*

12. *Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756, "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?*

*Yes.*

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

*Yes.*

14. *Has your company signed and return the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?*

*Yes.*

15. *How does your company plan to solicit customers once it begins to provide local service?*

*Wings Communications will start its services incrementally, on a city-by-city, center-by-center office basis. Wings Communications intends to expand its operations on a statewide basis to the full extent permitted by the Commission.*

16. *Has your company provided service under any other name?*

*No.*

17. *Have any complaints or judgments been levied against the company? (Instate, out-of state, of FCC)*

*No. Wings Communications is a start up company and has no complain or judgment levied against her.*

*Appendix B*

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

*Yes. To the extent that Wings Communications is providing local exchange services for the residential and business subscribers through AHS, Wings Communications will comply with all applicable requirements concerning 911 emergency services, directory assistance, operator assisted calling, telecommunications relay services, and other miscellaneous services in accordance with 83 Illinois administrative Code Part 725 and the Emergency Telephone System Act.*

2. *Will your company contact and establish a working relationship with 911 systems when you begin to provide local telephone service?*

*Yes. Wings Communications is providing local exchange services for the residential and business subscribers through AHS an affiliate of Ameritech. Our intention working initially with Ameritech is not only to reseller the services but to establish as good a working relationship with other related emergency services as Ameritech when our facilities based operation commences.*

3. *Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?*

*Yes. Wings Communications is providing local exchange services for the residential and business subscribers through AHS an affiliate of Ameritech.*

4. *Who will be responsible for building and maintaining the 911 databases for your local exchange customers?*

*Wing Communications.*

5. *How often will your company update the 911 databases with customer information?*

*Wings Communications will update its databases daily and as often as suggested or recommended by our consultants.*

6. *Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharges?*

*Wings Communications is currently seeking authority 13-404 Resale of Local and /or Interexchange service.*

7. *Does your company have procedures for the transitioning of the 911-surcharge collection and disbursement to local 911 systems?*

*Yes. With our association with Ameritech we will be able to disburse surcharge collection to local 911. Once facilities based, Wings Communications shall to refine the procedure if necessary.*

8. *Will your company's proposal require any network changes to any of the 911 systems?*

*No.*

9. *Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?*

*As a reseller, through the facilities of Ameritech Wings Communications will meet all the 911 service requirements. Accordingly, once facilities based, Wings Communications plans to meet all 911 criteria with the possible exception of call box requirements.*

10. *Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?*

*Yes.*

Appendix C

1. *(Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?*

*As a startup company, Wings, in its short history, has not adopted the USOA. Notwithstanding, its books will be kept in accordance with Generally Accepted Accounting Principles ("GAAP), which should provide a means of tracking operations and financial results. Accordingly, the Staff, which will have, in any event, all of Wings' cooperation, should have no problems in reviewing or auditing the books and records of this small entity. Of course, as Applicant grows and provides facilities based services, the issue of accounting methodology and other financial matters may need to be reexamined. Regardless, Wings financial practices will present no significant inconsistencies with the practices of similarly situated telecommunications carriers. Finally, Wings acknowledges that if a waiver is granted herein, such waiver shall not preclude future Commission action revoking acting otherwise contrary to said waiver.*

2. *Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")*

*Yes.*

3. *Will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?*

*Yes.*

4. *Will applicants accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?*

*Yes.*

5. *Will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?*

*Yes.*

6. *Does the accounting system currently in use by applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax return? What specific accounts or sub-accounts provide this data?*

*Yes.*

7. *If waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?*

*Yes.*

8. *Does applicant agree 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.*

9. *Please attach a copy of applicant's chart accounts.*

*Appendix D*

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

*Yes. Wings Communications intends to make all services available to the customer including the ability to sign-up or change Long Distance Company at anytime as required by law.*

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

*Yes.*

3. *Does the applicant have inter-exchange authority Illinois? If yes, Please provide the docket number.*

*No. The applicant is currently seeking authority as a reseller of local and inter exchange services in Illinois.*

4. *Will customers have access to the Illinois Relay Service?*

*Yes.*

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

*Yes.*

6. *Will the Company offer operator services?*

*Yes.*

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

*Wings Communications will charge for local service one month in advance. Monthly service fees including taxes are payable to duly authorized currency exchange centers or at any Wings Communications office. Long distance and other service charges will also be prepaid.*

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

*Yes.*

9. *Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?*

*Yes.*

10. *Will telephone service be in the Company's name or the customer's name? If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.*

*Telephone service will appear always in customer's name as in accordance with Ameritech system.*

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

*Wings Communications offer prepaid service as a usage service.*

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

*Yes. The customer will always be informed electronically via a pre-recorded message of the possibility of being disconnected during a call if the remaining value of service is about to expire.*

13. *Is the customer given more than one notice of the remaining value of service?*

*Yes. Two thirty seconds warning will be given to customer about the remaining value of service before service is suspended. First notice at 60 seconds and the last notice 30 seconds before service is suspended.*

14. *How much advance notice is given to the customer of the remaining of value service.*

*One minute and be reminder 30 seconds prior to disconnection.*

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

*The customer will be disconnected after the second 30 seconds warning.*

16. *Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?*

*The customer will be made aware of the condition and type of services provided by Wings' in a contract before installation of service.*

17. *When does the timing of a call start?*

*Timing starts when the party called by the customer picked up.*

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

*No.*

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

*Wings Communications will not allow any illegal use, abuse or violation of the certification being sought.*

20. *When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)*

*Wings Communications will immediately disconnect service after the customer has been informed of the remaining value of service and does not make or increase the deposit.*

21. *Are applicant's services available to TTY callers?*

*Yes.*

22. *How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?*

*All complaints and disputes about time used or remaining will be transferred to the customer service. Customer service will investigate and shall make full or partial adjustment to customers bill when circumstances exist which reasonably indicates that such charges are inappropriate.*

23. *The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's un-timed calling area?*

*As a reseller through Ameritech Information Industry Services, ("AIIS") applicant will follow the un-timed calling area laid out area map by Ameritech.*