

Attachment A - Designated Contact Persons

See Attached

Attachment A
Designated Contact Persons

1 800 Collect, Inc. d/b/a Simple Billing Solutions

Designated contact persons for:

a. issues related to processing this application:

name: Lance J.M. Steinhart, Esq.
title: Regulatory Counsel
mailing address: 1725 Windward Concourse, Suite 150
Alpharetta, Georgia 30005
telephone number: 770-232-9200
facsimile number: 770-232-9208
e-mail address: lsteinhart@telecomcounsel.com

b. consumer issues

name: Alicia Castillo
title: Customer Service Manager
mailing address: 1658 Gailes Boulevard, Suite B.
San Diego, California 92154
telephone number: (619) 710-1650
facsimile number: (619) 710-0838
e-mail address: support@faircall.com

c. customer complaint resolution

name: Alicia Castillo
title: Customer Service Manager
mailing address: 1658 Gailes Boulevard, Suite B.
San Diego, California 92154
telephone number: (619) 710-1650
facsimile number: (619) 710-0838
e-mail address: support@faircall.com

d. technical and service quality issues

name: Gregorio Galicot
title: President
mailing address: 1658 Gailes Boulevard, Suite B.,
San Diego, California 92154
telephone number: (619) 710-1650
facsimile number: (619) 710-0838
e-mail address: support@faircall.com

e. "tariff" and pricing issues

name: Gregorio Galicot
title: President
mailing address: 1658 Gailes Boulevard, Suite B.,
San Diego, California 92154
telephone number: (619) 710-1650
facsimile number: (619) 710-0838
e-mail address: support@faircall.com

f. 9-1-1 issues

name: Gregorio Galicot
title: President
mailing address: 1658 Gailes Boulevard, Suite B.,
San Diego, California 92154
telephone number: (619) 710-1650
facsimile number: (619) 710-0838
e-mail address: support@faircall.com

g. Security/law enforcement

name: Gregorio Galicot
title: President
mailing address: 1658 Gailes Boulevard, Suite B.,
San Diego, California 92154
telephone number: (619) 710-1650
facsimile number: (619) 710-0838
e-mail address: support@faircall.com

Attachment B - *Articles of Incorporation* and Certificate of Authority

See Attached

Articles of Amendment
to
Articles of Incorporation
of

Faircall Corporation

(Name of Corporation as currently filed with the Florida Dept. of State)

P0000008415

(Document Number of Corporation (if known))

Pursuant to the provisions of section 607.1006, Florida Statutes, this *Florida Profit Corporation* adopts the following amendment(s) to its Articles of Incorporation:

A. If amending name, enter the new name of the corporation:

1 800 Collect, Inc.

The new

name must be distinguishable and contain the word "corporation," "company," or "incorporated" or the abbreviation "Corp.," "Inc.," or "Co.," or the designation "Corp.," "Inc.," or "Co.". A professional corporation name must contain the word "chartered," "professional association," or the abbreviation "P.A."

B. Enter new principal office address, if applicable:

(Principal office address MUST BE A STREET ADDRESS)

C. Enter new mailing address, if applicable:

(Mailing address MAY BE A POST OFFICE BOX)

D. If amending the registered agent and/or registered office address in Florida, enter the name of the new registered agent and/or the new registered office address:

Name of New Registered Agent:

New Registered Office Address:

_____ *(Florida street address)*

_____ *(City)*

_____, Florida
_____ *(Zip Code)*

New Registered Agent's Signature, if changing Registered Agent:

I hereby accept the appointment as registered agent. I am familiar with and accept the obligations of the position.

Signature of New Registered Agent, if changing

SECRETARY OF STATE
TALLAHASSEE, FLORIDA

14 JUL 19 AM 10:32

14 JUL 19 AM 10:32
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

If amending the Officers and/or Directors, enter the title and name of each officer/director being removed and title, name, and address of each Officer and/or Director being added:
 (Attach additional sheets, if necessary)

<u>Title</u>	<u>Name</u>	<u>Address</u>	<u>Type of Action</u>
_____	_____	_____	<input type="checkbox"/> Add <input type="checkbox"/> Remove
_____	_____	_____	<input type="checkbox"/> Add <input type="checkbox"/> Remove
_____	_____	_____	<input type="checkbox"/> Add <input type="checkbox"/> Remove

E. If amending or adding additional Articles, enter change(s) here:
 (attach additional sheets, if necessary). (Be specific)

F. If an amendment provides for an exchange, reclassification, or cancellation of issued shares, provisions for implementing the amendment if not contained in the amendment itself:
 (if not applicable, indicate N/A)

The date of each amendment(s) adoption: July 14, 2011

Effective date if applicable: upon filing
(no more than 90 days after amendment file date)

Adoption of Amendment(s) **(CHECK ONE)**

The amendment(s) was/were adopted by the shareholders. The number of votes cast for the amendment(s) by the shareholders was/were sufficient for approval.

The amendment(s) was/were approved by the shareholders through voting groups. The following statement must be separately provided for each voting group entitled to vote separately on the amendment(s):

"The number of votes cast for the amendment(s) was/were sufficient for approval

by _____"
(voting group)

The amendment(s) was/were adopted by the board of directors without shareholder action and shareholder action was not required.

The amendment(s) was/were adopted by the incorporators without shareholder action and shareholder action was not required.

Dated 7/18/11

Signature


(By a director, president or other officer - if directors or officers have not been selected, by an incorporator - if in the hands of a receiver, trustee, or other court appointed fiduciary by that fiduciary)

Gregorio Galicot

(Typed or printed name of person signing)

President

(Title of person signing)

CERTIFICATE OF DOMESTICATION

The undersigned, DAVID ELLERSTEIN, PRESIDENT,
(Name) (Title)

of FAIRCALL CORPORATION a foreign Corporation,
(Corporation Name)

in accordance with Florida Statutes, section 607.1801 does hereby certify:

1. The date on which corporation was first formed was NOVEMBER 12, 19 93.
2. The jurisdiction where the above named corporations was first formed, incorporated, or otherwise came into being was MARYLAND.
3. The name of the corporation immediately prior to the filing of this Certificate of Domestication was FAIRCALL CORPORATION.
4. The name of the corporation, as set forth in its articles of incorporation, to be filed pursuant to ss. 607.0202 and 607.0401 with this certificate is FAIRCALL CORPORATION.
5. The jurisdiction that constituted the seat, siege, social principal place of business or central administration of the corporation, or any other equivalent thereto under applicable law immediately prior to the filing of the Certificate of Domestication was MARYLAND.

I am PRESIDENT, of FAIRCALL CORPORATION

and am authorized to sign this certificate of Domestication on behalf of the corporation and have done so this the 14 day of JANUARY, 2006



(Authorized Signature)
DAVID ELLERSTEIN

Filing Fee:

Certificate of Domestication	\$50.00
Articles of Incorporation and Certified Copy	\$78.75
Total to domesticate and file	\$128.75

SECRETARY OF STATE
TALLAHASSEE, FLORIDA
00 JAN 19 AM 10:05
FILED

ARTICLES OF INCORPORATION

The undersigned incorporator, for the purpose of forming a corporation under the Florida Business Corporation Act, hereby adopts the following Articles of Incorporation.

ARTICLE I NAME

The name of the corporation shall be:

FAIRCALL CORPORATION

ARTICLE II PRINCIPAL OFFICE

The principal place of business and mailing address of this corporation shall be:

40 NE 7TH AVE, THIRD FLOOR
DELRAY BEACH, FL 33483

ARTICLE III SHARES

The number of shares of stock that this corporation is authorized to have outstanding at any one time is:

THREE THOUSAND (3,000)

ARTICLE IV INITIAL REGISTERED AGENT AND STREET ADDRESS

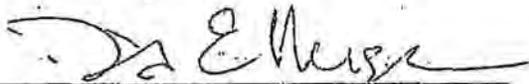
The name and Florida street address of the initial registered agent are:

DAVID ELLERSTEIN
40 NE 7TH AVE, THIRD FLOOR
DELRAY BEACH, FL 33483

ARTICLE V INCORPORATOR

The name and address of the incorporator to these Articles of Incorporation are:

DAVID ELLERSTEIN
40 NE 7TH AVE, THIRD FLOOR
DELRAY BEACH, FL 33483



Signature/Incorporator
DAVID ELLERSTEIN

January 14, 2000

Date

(An additional article must be added if an effective date is requested.)

Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.



Signature/Registered Agent
DAVID ELLERSTEIN

January 14, 2000

Date

00 JAN 19 AM 10:05
FILED
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

ARTICLES OF AMENDMENT
TO
ARTICLES OF INCORPORATION
OF

FILED
00 APR 20 PM 12:46
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

FairCall Corporation
(present name)

Pursuant to the provisions of section 607.1006, Florida Statutes, this Florida profit corporation adopts the following articles of amendment to its articles of incorporation:

FIRST: Amendment(s) adopted: *(indicate article number(s) being amended, added or deleted)*

Article Sixth is hereby deleted and replaced with the following:

The total number of shares of Capital Stock which the corporation has authority to issue is one million three thousand shares of common stock with each share having a par value of one cent (\$0.01). Two hundred thousand (200,000) of the one million three thousand (1,003,000) shares shall be designated Series 2 stock which shall have no preference rights and no voting rights except prescribed by law.

SECOND: If an amendment provides for an exchange, reclassification or cancellation of issued shares, provisions for implementing the amendment if not contained in the amendment itself, are as follows:

THIRD: The date of each amendment's adoption: January 14, 2000

FOURTH: Adoption of Amendment(s) (CHECK ONE)

- The amendment(s) was/were approved by the shareholders. The number of votes cast for the amendment(s) was/were sufficient for approval.
- The amendment(s) was/were approved by the shareholders through voting groups. *The following statement must be separately provided for each voting group entitled to vote separately on the amendment(s):*

"The number of votes cast for the amendment(s) was/were sufficient for approval by _____ voting group"

- The amendment(s) was/were adopted by the board of directors without shareholder action and shareholder action was not required.
- The amendment(s) was/were adopted by the incorporators without shareholder action and shareholder action was not required.

Signed this 14 day of January, 2000

Signature



(By the Chairman or Vice Chairman of the Board of Directors, President or other officer if adopted by the shareholders)

OR

(By a director if adopted by the directors)

OR

(By an incorporator if adopted by the incorporators)

David N. Ellerstein

Typed or printed name

President and Director

Title

ARTICLES OF AMENDMENT
OF THE
ARTICLES OF INCORPORATION
OF
FAIRCALL CORPORATION

FILED
SECRETARY OF STATE
DIVISION OF CORPORATIONS
00 AUG 14 AM 11:20

FairCall (the "Corporation"), a corporation duly organized and existing under the General Corporation Law of the State of Florida, does, by David Ellerstein, its President and a Director, hereby certify that:

1. The original Articles of Incorporation of the Corporation was filed with the Secretary of State of the State of Maryland on November 12, 1993, Articles of Amendment to the Articles of Incorporation of the Corporation was filed with the Secretary of State of the State of Maryland on April 23, 1998, a Certificate of Domestication was filed with the Secretary of State of Florida on January 19, 2000, Articles of Amendment to Articles of Incorporation was filed with the Secretary of the State of Florida on April 20, 2000 and on May 5, 2000.

2. Pursuant to the provisions of section 607.1006, Florida Statutes, the Corporation adopts the following Articles of Amendment to its Articles of Incorporation, which were unanimously approved and adopted by all shareholders and directors of the Corporation on December 1, 1999:

"Article SIXTH of the Articles of Incorporation of the Corporation shall be deleted in its entirety and the following paragraph shall be substituted in lieu thereof:

SIXTH: The total number of shares of capital stock of all classes which the Corporation shall have authority to issue is eighteen million (18,000,000) shares of the class designated "Common Stock" with a par value of \$0.01 per share.

The designations, preferences, privileges and powers and relative, participating, optional or other special rights and qualifications, limitations or restrictions of the above classes of capital stock shall be as follows:

A. Common Stock.

Except as otherwise provided in this Part A or as otherwise required by applicable law, all shares of Common Stock shall be identical in all respects and shall entitle the holders thereof to the same rights and privileges, subject to the same qualifications, limitations and restrictions.

1. Dividends. Subject to the preferential rights, if any, of the Preferred Stock, the holders of shares of Common Stock shall be entitled to receive, when and if declared by the Board of Directors, out of the assets of the Corporation which are by law available therefor, dividends payable either in cash, in property, or in shares of capital stock.

2. Voting Rights. At every annual or special meeting of the stockholders of the Corporation, every holder of Common Stock shall be

entitled to one vote, in person or by proxy, for each share of Common Stock standing in his name on the books of the Corporation.

3. Liquidation, Dissolution or Winding Up. In the event of any voluntary or involuntary liquidation, dissolution, or winding up of the affairs of the Corporation after payment or provision for payment of the debts and other liabilities of the Corporation, the holders of all outstanding shares of Common Stock shall be entitled to share ratably in the remaining net assets of the Corporation.

C. General.

No holder of shares of the Corporation of any class, now or hereafter authorized, shall have any preemptive rights to subscribe for or purchase additional, unissued or treasury shares of capital stock or other securities of the Corporation. The Corporation shall not issue fractional shares of Common Stock or Preferred Stock and any fractional shares shall be rounded up to the nearest whole share."

3. Pursuant to the provisions of section 607.1006, Florida Statutes, the Corporation adopts the following Articles of Amendment to its Articles of Incorporation, which were unanimously approved and adopted by all shareholders and directors of the Corporation on December 1, 1999:

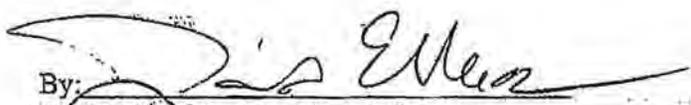
"The Corporation shall declare a stock split of the outstanding shares of Common Stock of the Corporation as follows: Each one (1) share of Common Stock of the Corporation issued and outstanding as of the date hereof shall be converted automatically, and without further action by the holder thereof, into ten (10) validly issued, fully-paid and nonassessable shares of Common Stock of the Corporation."

4. Pursuant to the provisions of section 607.1006, Florida Statutes, the Corporation adopts the following Articles of Amendment to its Articles of Incorporation, which were unanimously approved and adopted by all shareholders and directors of the Corporation on May 12, 2000:

"That the Articles of Amendment to Articles of Incorporation filed on April 20, 2000 and May 5, 2000 were filed in error and accordingly, any changes effected thereby shall be of no force and effect."

Dated: July 20, 2000

FAIRCALL CORPORATION.

By: 
David Ellerstein, President & Director

AMENDED AND RESTATED
ARTICLES OF INCORPORATION
OF
FAIRCALL CORPORATION
a Florida corporation

In accordance with Sections 607.1006 and 607.1007 of the Florida Statutes, the Articles of Incorporation of Faircall Corporation, a Florida corporation (the "Corporation"), are hereby amended and restated as set forth below. The Amended and Restated Articles of Incorporation were unanimously adopted and approved by the shareholders and directors of the Corporation on July 30, 2010, in accordance with Section 607.1006 of the Florida Statutes.

Article I: The name of the Corporation is Faircall Corporation.

Article II: The street address of the principal office of the Corporation is 1658 Gales Blvd. Suite B, San Diego CA 92154.

Article III: The total number of shares of capital stock which the Corporation shall have authority to issue is twenty thousand (20,000) shares of Common Stock with a par value of \$0.01 per share.

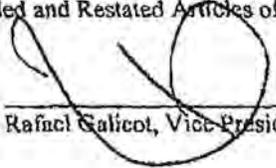
Articles IV: The street address of the registered office of the Corporation is c/o Corporation Service Company, 1201 Hays Street, Tallahassee, Florida 32301, and the name of its initial registered agent at such address is Corporation Service Company.

Article V: The general nature of the business or businesses to be transacted, conduct and carried on by the Corporation shall be to engage in any activity or business permitted under the laws of Florida.

Article VI: The holders of the Corporation's capital stock shall not have any pre-emptive right to acquire any shares of the Corporation's capital stock of any kind, class or series or any other securities or obligations of the Corporation whether now or hereafter authorized.

Article VII: The Corporation shall indemnify officers and directors of the Corporation to the fullest extent permitted by law.

IN WITNESS WHEREOF, the undersigned officer of the Corporation has caused these Amended and Restated Articles of Incorporation to be duly executed as of this 31st day of July, 2010.

By: 
Rafael Galicot, Vice President

SECRETARY OF STATE
FILED
10 SEP 14 PM 1:51

FILED

Having being named as registered agent to accept service of process for the above stated corporation at the place designated in this certificate, Corporation Service Company is familiar with and accepts the appointment and obligations as registered agent and agree to act in this capacity.

Corporation Service Company

By Doreen Wallace

9/14/10
Date

FORM **BCA 13.15** (rev. Dec. 2003)
 APPLICATION FOR AUTHORITY TO
 TRANSACT BUSINESS IN ILLINOIS
 Business Corporation Act

FILED

OCT. 4 2011

**JESSE WHITE
 SECRETARY OF STATE**

Jesse White, Secretary of State
 Department of Business Services
 Springfield, IL 62756
 Telephone (217) 782-1834
 www.cyberdriveillinois.com

Remit payment in the form of a cashier's
 check, certified check, money order
 or an Illinois attorney's or CPA's check
 payable to the Secretary of State.
SEE NOTE 1 CONCERNING PAYMENT!

File # 6809.6871

Filing Fee \$ 150.⁰⁰ Franchise Tax \$ 225.⁰⁰ Penalty/Interest \$ — Total \$ 375.⁰⁰ Approved: [Signature]
 Submit in duplicate Type or Print clearly in black ink Do not write above this line

1. (a) CORPORATE NAME: 1 800 Collect, Inc.

(Complete item 1 (b) only if the corporate name is not available in this state.)

(b) ASSUMED CORPORATE NAME: _____
 (By electing this assumed name, the corporation hereby agrees NOT to use its corporate name in the
 transaction of business in Illinois. Form BCA 4.15 is attached.)

2. State or Country of Incorporation Florida; Date of Incorporation 11/12/1993; Period of Duration Perpetual

3. (a) Address of the principal office, wherever located: 1658 Gail's Blvd., Ste. B
San Diego, CA 92154
 (b) Address of principal office in Illinois: None
 (If none, so state)

4. Name and address of the registered agent and registered office in Illinois.
 Registered Agent: Incorp Services, Inc.

First Name	Middle Initial	Last name
Registered Office: <u>250 Chatham Rd.</u>		<u>110</u>
Number	Street	Suite # (A P.O. Box alone is not acceptable.)
<u>Springfield</u>	<u>62704</u>	<u>Sangamon</u>
City	ZIP Code	County

5. States and countries in which it is admitted or qualified to transact business: (Include state of incorporation)
Florida, Rhode Island, South Dakota, Tennessee and West Virginia
Colorado, Delaware, Idaho, Indiana, Kansas, North Carolina, Nebraska, New Jersey, Oregon,

6. Name and addresses of officers and directors: (If more than 3 directors and/or additional officers, attach list.)

Name	No. & Street	City	State	ZIP
President	Please see the attached.			
Secretary				
Director				
Director				
Director				

7. The purpose or purposes for which it was organized which it proposes to pursue in the transaction of business in this state: (If not sufficient space to cover this point, add one or more sheets of this size)

To provide telecommunication services.

8. Authorized and issued shares:

Class	Series	Par Value	Number of Shares Authorized	Number of Shares Issued
Common		.01	20,000	19,704

(If more, attach list)

9. Paid-in Capital: \$ 4,500,000.00
("Paid-in Capital" replaces the terms Stated Capital & Paid-in Surplus and is equal to the total of these accounts.)

10. (a) Give an estimate of the total value of all the property* of the corporation for the following year: \$ 500,000
- (b) Give an estimate of the total value of all the property* of the corporation for the following year that will be located in Illinois: \$ 0
- (c) State the estimated total business of the corporation to be transacted by it everywhere for the following year: \$ 1,000,000
- (d) State the estimated annual business of the corporation to be transacted by it at or from places of business in the State of Illinois: \$ 50,000

11. Interrogatories: (Important - this section must be completed.)

- (a) Is the corporation transacting business in this state at this time? No
- (b) If the answer to item 11(a) is yes, state the exact date on which it commenced to transact business in Illinois:

12. This application is accompanied by a certified copy of the articles of incorporation, as amended, duly authenticated, within the last ninety (90) days, by the proper officer of the state or country wherein the corporation is incorporated.

13. The undersigned corporation has caused this application to be signed by a duly authorized officer, who affirms, under penalties of perjury, that the facts stated herein are true. (All signatures must be in **BLACK INK.**)

Dated September 6, 2011
(Month & Day) (Year)

Gregorio Galicot
(Any Authorized Officer's Signature)
Gregorio Galicot, President
(Print Name and Title)

1 800 Collect, Inc.
(Exact Name of Corporation)

* PROPERTY as used in this application shall apply to all property of the corporation, real, personal, tangible, intangible, or mixed without qualifications.

Note 1: Payment in connection with this application must be in the form of a certified check, cashier's check, Illinois attorney or CPA's check or money order made payable to the "Secretary of State". The minimum fee due upon qualification is \$175. Any additional fees will be billed and must be paid before this application can be filed.

LIST OF OFFICERS & DIRECTORS OF
1 800 Collect, Inc.

Officers

Gregorio Galicot	President
Residential Address	6930 Country Club Drive La Jolla, Ca. 92037
Rafael Galicot	Vice President/Secretary
Residential Address	2916 Gate Five Place Chula Vista, Ca. 91914
Brian Rhys	Treasurer
Residential Address	7660 Fay Street Apt. H508 La Jolla, Ca. 92037

Directors

Gregorio Galicot	President
Rafael Galicot	Vice President/Secretary
Brian Rhys	Treasurer

All the above referenced Officers & Directors can also be reached at:

**Business Address:
1658 Gailes Boulevard, Suite B.
San Diego, CA 92154**



OFFICE OF THE SECRETARY OF STATE

JESSE WHITE • Secretary of State

OCTOBER 4, 2011

6809-687-1

LANCE J.M. STEINHART P.C.
CLAUDIA MCCOY
1725 WINDWARD CONCOURSE #150
ALPHARETTA GA 30005

RE 1 800 COLLECT, INC.

DEAR SIR OR MADAM:

IT IS OUR PLEASURE TO APPROVE YOUR REQUEST TO TRANSACT BUSINESS IN THE STATE OF ILLINOIS. FEES IN THIS CONNECTION HAVE BEEN RECEIVED AND CREDITED.

THE CORPORATION MUST FILE AN ANNUAL REPORT AND PAY FRANCHISE TAXES PRIOR TO THE FIRST DAY OF ITS ANNIVERSARY MONTH (MONTH OF QUALIFICATION) NEXT YEAR. A PRE-PRINTED ANNUAL REPORT FORM WILL BE SENT TO THE REGISTERED AGENT AT THE ADDRESS SHOWN ON THE RECORDS OF THIS OFFICE APPROXIMATELY 60 DAYS PRIOR TO ITS ANNIVERSARY MONTH.

SECURITIES CANNOT BE ISSUED OR SOLD EXCEPT IN COMPLIANCE WITH THE ILLINOIS SECURITIES LAW OF 1953, 815 ILLINOIS COMPILED STATUTES, 5/1 ET SEQ. FOR FURTHER INFORMATION, CONTACT THE OFFICE OF THE SECRETARY OF STATE, SECURITIES DEPARTMENT AT (217) 782-2256 OR (312) 793-3384.

SINCERELY,

JESSE WHITE
SECRETARY OF STATE
DEPARTMENT OF BUSINESS SERVICES
CORPORATION DIVISION
TELEPHONE (217) 782-6961

Attachment C - Management & Technical Information

See Attached

Gregorio Galicot, President, 1 800 Collect, Inc. d/b/a Simple Billing Solutions

Mr. Gregorio Galicot graduated from San Diego State University with a Bachelor of Arts degree in Finance. After receiving his degree Mr. Gregorio Galicot studied finance at the Japan International Cooperation Agency, in Japan. Mr. G. Galicot has been an active contributor to the Anti-Defamation League, currently serves on the Legacy Committee at the San Diego Jewish Academy, and supports many other San Diego charities and organizations.

Mr. Gregorio Galicot has extensive experience in providing hotel Wi-Fi services, operator assisted calling services, prepaid calling cards, and several other telecommunications services since 1996. 1 800 Collect, Inc. has been providing Operator Assisted Domestic Calling services for 13 years.

Rafael Galicot, Vice President, 1 800 Collect, Inc. d/b/a Simple Billing Solutions

Mr. Rafael Galicot graduated from San Diego State University with a Bachelor of Arts degree in Finance.

Brian Rhys, Executive Director, 1 800 Collect, Inc. d/b/a Simple Billing Solutions

Mr. Rhys carries over 20 years of experience in the Telecommunications Industry. His areas of expertise have been diverse and include management of Billing Operations, Supply Chain management, acquisitions, and new business development. He is a key member the company's strategy committee. Mr. Rhys earned his Bachelor of Science degree from the University of Southern California in 1992.

Attachment D - Quality Standards

1 800 Collect, Inc. d/b/a Simple Billing Solutions' ("1 800") Prepaid Calling Cards are designed to provide 100% customer satisfaction in terms of customer service, service quality, and marketing standards. 1 800 complies with all state and federal consumer protections laws and other applicable regulations.

1 800 will handle all customer service issues and customer complaints from its customer support offices located in California through the use of a toll-free customer service hotline. 1 800 consistently provides effective and efficient customer complaint resolution. Each customer is notified of their rights to escalate at any time to a customer care center team leader or manager. 1 800's customers are also informed of their respective rights to contact the Illinois Commerce Commission if for any reason their particular situation has not been fully resolved to their satisfaction. Any credits for service interruption will be set forth in the company's tariff.