

First Telecommunications

MAH-1.01 With respect to Section 5 in the draft of First Telecommunications Services Tariff, Original Page 5, please explain the distinction between the Standard Pre-Pay Plan and the Premium Pre-Pay Plan.

ANSWER: Qualitatively, there is no difference between the two categories.

Data Requests -

First Telecommunications

MAH-1.02 Please indicate if first Telecommunications intends to offer service only in Ameritech's service territory and if so, please specify in what areas. Section 5, Original Page 1 shows a residential access charge only for access Line MSA1-A but charges are shown for residential usage in MSA 2-16. Does First Telecommunications intend to offer services in other areas in MSAs 2-16. Does the applicant intend to offer services in Access Areas MSA1-B and MSA1-C?

ANSWER: Yes. We plan to offer service in the Illinois market. At the present time we will not offer service in MSA 2-16. We will offer service in areas MSA 1-B and MSA 1-C.

First Telecommunications

MAH-1.03 Please indicate if First Telecommunication intends to offer telecommunications services only to residential customers.

ANSWER: Initially, we are only doing residential services. At some later point, we plan on offering commercial service.

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MAH-1.04 In Section 1, Original Page 2, Peak is defined as the hours between 7:00 a.m. Central Standard Time and 7:00 p.m. Central Standard Time, Off-Peak is described as the hours between 7:00 p.m. Central Standard Time and 7:00 a.m. Central Standard Time. Are these definitions of Peak and Off-Peak consistent with the definitions of Peak and Off-Peak used in usage rate section of Section 5, Original Page 5? Is the shorter period defined anywhere in the proposed tariff? Where are periods defined in the Rate Periods paragraph of Section 3.4 used in Section 5?

ANSWER: The time periods are to be consistent.

First Telecommunications

MAH-1.05 Please describe if and how First Telecommunications intends to recover charges associated with the EUCL.

ANSWER: No. Initially, we will not offer intere

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MAH-1.06 With respect to Section 2.24, does First Telecommunications intends to offer interexchange service?

ANSWER: No. Initially, we will not offer interexchange service.

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MAH-1.07 With respect to Section 2.3.1, is this intended to refer to the Company's provision of 911 services?

ANSWER: Emergency 911 service

- (a) Emergency 911 Services is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of the service; or (2) installations, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
- (b) The Company is not responsible and cannot be held liable for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency Service features and the equipment associated therein, or by any service furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customers, its Users, agencies or municipalities, or the employees or agents of any one of them.

First Telecommunications

MAH-1.08 With respect to Section 2.3.7, please explain the relevance of this section to a reseller of local exchange service.

ANSWER: This section will be revised to read as follows:

Section 2 - Exchange Access Service

2. General

- a. Exchange Access Service is the furnishing of facilities necessary for Communicating within and between two states. This tariff covers Market Service Areas (MSAs) A, B and C. The service is classified as both local exchange and Interexchange Telecommunications Service. Service is comprised of two components: network access and usage.
- b. Residence network access in the following districts are classified as competitive for all residence customers in the above - referenced exchange areas.
- c. Service is furnished for use by the customer, the customer's service, or end-users.
- d. Customers may use services and facilities provided under the tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

First Telecommunications

MAH-1.09 Please explain the intent of Section 2.4.3 (B)?

ANSWER: This section is not clear because of an incomplete sentence. Section 10 clarifies this entire section on credit unworthiness of the customer.

First Telecommunications

MAH-1.10 Please explain how a customer will provide credit information to Company under the provisions of Section 2.4.3 (B)?

ANSWER: Resident services applicants may establish credit in one of the following ways:

- a. Responding in a manner satisfactory to the Company to a set of standards questions, known as the credit Evaluation Process (CEP). The applicant may be required to provide proof in support of these responses. The written procedures for the CEP are available for public inspection at the Company's main office at 1631 N. Western, Chicago, Illinois 60622.
- b. Payment of a cash deposit to the Company in accordance with Section 2.10.6 below.
- c. Providing a sufficient written guarantee of payments for service by a guarantor satisfactory to the company.
- d. Providing a surety bond, provided that such surety bond has been issued by an insurance company that has received a certificate of authority from the Department of Insurance to do business in Illinois.

First Telecommunications

MAH-1.11 Please explain how the Company will determine the average bill for all customers in a service class as referenced in Section 2.4.4. (1). Will this information be shared with a customer?

ANSWER: An amount not to exceed two months of the customers estimated monthly billing based upon the average bill for the class and type of service.

Yes. We will share information with customers.

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MAH-1.12 With respect to Section 2.4.5, is it a correct interpretation that First Telecommunications will not offer service to a customer who owes another local exchange carrier for past due service?

ANSWER: The answer is no. We will provide service.

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MAH-1.13 Throughout First Telecommunications tariff are references to facilities provided by First Telecommunications. Please explain the relevance of these sections to a reseller of local exchange service.

ANSWER: The tariff was created with the anticipation of not only providing reseller services.

First Telecommunications

MAH-1.15 Is the applicant aware that the 10 day payment requirement outlined in Section 2.6.2 is in violation of code Part 735?

ANSWER: Pursuant to the compliance with the Statue, this number of days is amended to 21 (twenty-one) days.

First Telecommunications

MAH-1.16 Is Section 2.6.5 applicable to customers taking prepaid service?

ANSWER: Yes.

First Telecommunications

MAH-1.17 With respect to Section 2.6.6, is First Telecommunications aware that limiting requests for billing adjustments to 60 days is in violation of Code Part 735?

ANSWER: Yes. This number of days is amended to 14 days.

First Telecommunications

MAH-1.18 With respect to Section 2.9, please explain if First Telecommunications is providing repair service to customer?

ANSWER: The Company will have service personnel in the State of Illinois.

First Telecommunications

MAH-1.20 Does Section 3.3 apply to local exchange service?

ANSWER: Yes.

First Telecommunications

MAH-1.21 With respect to Section 4.1(D), will First Telecommunications provide operators?

ANSWER: No. We are not providing operators; we will have customer service personnel for our customers.

First Telecommunications

MAH-1.22 Please provide a copy of First Telecommunications proposed disconnection notice.

ANSWER: See attached.

QUEST

FINAL NOTICE PRIOR TO DISCONNECTION

QUESTION # 22

YOUR SERVICE WILL BE DISCONTINUED ON OR AFTER _____

BECAUSE:

YOU OWE \$ _____ IN PAST DUE BILLS.

TO AVOID DISCONTINUANCE OF TELEPHONE SERVICE, YOU MAY PAY \$ BEFORE _____

_____ Has employees on duty from **9 A.M.** to **7 P.M.** to answer your questions or to listens to your complaint. If you do not understand why you owe this money, or if you think there has been a mistake, call _____ at Phone _____ as soon as possible. If the person you talk to cannot help you ask to talk to a supervisor. If a supervisor cannot help you call the Consumer Affairs Division of the Illinois Commerce Commission at 312-793-2887 (Chicago) or 217-782-2024 (Springfield). Call before you are Discontinued!

IF DISCONTINUANCE OF SERVICE WILL AGGRAVATE OR CREATE A MEDICAL EMERGENCY FOR A RESIDENT OF YOUR HOUSEHOLD, WE WILL NOT DISCONTINUE YOUR SERVICE.

WHAT YOU MUST DO:

YOU MUST CONTACT A PHYSICIAN OR LOCAL BOARD OF HEALTH. THEY MUST CALL _____ AT _____ RIGHT AWAY. THEY ALSO MUST SEND A WRITTEN CONFIRMATION, SIGNED BY A PHYSICIAN, TO THE COMPANY WITHIN 5 DAYS WHICH CONTAIN THE FOLLOWING INFORMATION:

Name of the person. A statement that the person is a resident of the premises in question; the name, business address, and telephone number of the certifying physician; the nature of the illness; the period of time during which discontinuance of telephone utility service will aggravate the illness.

HOW LONG IS THE CERTIFICATION VALID?

THE CERTIFICATION IS VALID FOR ONE MONTH. IT CAN ALSO BE RENEWED FOR ONE MONTH IF THE PHYSICIAN WRITES TO THE COMPANY AGAIN. IF THE CERTIFICATION IS NO RENEWED, YOUR TELEPHONE SERVICE MAY BE DISCONTINUED AFTER THE FIRST MONTH.

FOR MORE INFORMATION, CALL _____

First Telecommunications

MAH-1.23 Please provide a copy of First Telecommunications proposed customer contract.

ANSWER: See attached.

FIRST- TEL, INC.
1631 N. WESTERN Ave
Chicago, IL 60622
(773) 862-6007

DATE:

First Name:-----MI-----Last Name-----

Address (must include Ave., St., Blvd., etc.):-----Apt. No.-----

City:-----State-----Zip Code-----Social Security #-----

Alternate Telephone Number (pager, work, etc.):-----

STANDARD SERVICES:

1 st Month's Standard Service Fee:	XXXX
Includes unlimited local calls (within 7 miles of my home)	
One Time Application/Set Up Fee:	XXXX
This fee is NOT REFUNDABLE	
BASIC SERVICE START UP TOTAL/SUB-TOTAL:	XXXX

CUSTOMER COSTS AND TERMS OF CONNECTION

Please Initial

_____ I understand that my phone will be disconnected XX days after the due date on my bill.
FIRST-TEL, DOES NOT OFFER GRACE PERIODS OR PAYMENT
PLANS. If I have not received a bill 10 days after phone activation I must call F.T.I and request a
Duplicate bill. This does not change my due date or the obligation to pay my bill on the due date.

_____ I agree to keep copies of ALL money Orders I pay To FTI. This is the ONLY proof of payment
FTI will accept in a billing dispute.

_____ I understand that if my phone service is disconnected by FTI, I will be required to pay a \$XXXX
Reconnection fee along with all fees and monthly statements owed and outstanding to FTI before
service will be reestablished.

_____ A fee of \$XXXX is charged for relocating phone services and all bills must be current.

_____ There is a chance that you will need a technician to do inside wiring at your home. ALL INSIDE
WIRING IS MY RESPONSIBILITY, and there is a \$75.00 charge for an FTI technician to come
Out. This technician will ensure that at least ONE jack will be working in my home. This charge
Is payable in 3 monthly payments of \$25.00 which will appear on my first 3 monthly bills.
Additional jacks or wiring will incur additional cost for time and materials.

_____ If service is not re-activated within 15 days, the full \$XXXX service fee is required.

_____ I understand that all information calls (411 and 555-1212) will be charged at a rate of \$XXXX
per call.

_____ I understand that I will pay a \$XXXX cancellation fee if I cancel service after 48 hours.

_____ I understand if FTI does not activate my phone within 15 working days, I can request my payment
in full.

_____ My monthly bill will be _____. I understand that this is a PRE-PAY service and my bills are due
BEFORE services are rendered (at the beginning of my billing period). My first bill will be due 25
DAYS after the first day of service.

First Telecommunications

MAH-1.24 Please provide a copy of First Telecommunications proposed Letter of Authority to be used when switching customers service.

ANSWER:

LETTER OF AGENCY

FIRST-TEL 1631 N. WESTERN AVE CHICAGO, ILLINOIS 60622 773-862-6007

_____ has, on the date indicated below, entered into an agreement with FIRST - TEL whereby Vendor is authorized to act, as agent on behalf of Customer with respect to certain enumerated telecommunications needs. In particular, Customer authorizes Vendor to act on Customer's behalf with respect to:

- All requests for the installation of services and equipment of the location(s) specified below.
- All requests for the removal of services and equipment at the location(s) specified below.
- All requests relating to the servicing and/or repair of related services and equipment at the location(s) specified below.
- All requests relating to the installation, removal, servicing and/or repair of and information pertaining to telecommunications services and equipment at the location(s) specified below.

All prior letters of agency, whether from FIRST-TEL or from any other company regarding the below location(s) or account telephone number(s) are hereby cancelled. Customer understands that this Letter of Agency may be subject to the terms of prior agreements that Customer may have executed with other parties. In particular, Customer understands that the parties to prior agreements may have the right to be notified separately, in writing, of Customer's intent to terminate or not to renew such prior agreements; that there may be penalties associated with the unilateral termination of such prior agreements prior to their expiration date(s); and that there may be restrictions associated with Customer's or Vendor use of any information or documents received hereunder relating to such prior agreements.

This Letter of Authorization does not prevent Customer from acting on its own behalf or from being contacted by parties with whom Customer has prior agreements during the term of such prior agreements.

This Letter of Agency expires sixty months from the execution date of this agreement, or on a date or under circumstances otherwise agreed to in writing by the parties hereto.

Signature

Date

Location(s) and address(es) and phone number(s) of premises affected by this LOA

First Telecommunications

MAH-1.25 Please describe First Telecommunications procedures to prevent slamming?

ANSWER: The Company will prohibit PIC changes, and require the customer to directly contact the company in writing to request a PIC change.

First Telecommunications

MAH-1.26 Please indicate where in First Telecommunications tariffs is any method for collection of 911, ITAC, and UTAC surcharges.

ANSWER: See Section 2.16 - Special Taxes, Fees and Surcharges.

First Telecommunications

MAH-1.27 Since First Telecommunications will not be offering facilities based service and will not be purchasing a switch; doe it have access to a source of telecommunications expertise since it will not have a switch vendor as a technical resource?

ANSWER: Yes. First Telecommunications is in the process of purchasing a switch, a DMS 500 switch, date of installation January, 2002, from Nortel Network. The collation point is AMERITECH downtown office. The contact person is: David Laferty, Engineering sales manager. Telephone number 847/706-8130 (DLAFF@NORTELNETWORK.COM)

First Telecommunications

MAH-1.28 Please list and detail Mr. Kenneth Thompson's technical background, expertise and experience in telecommunications.

ANSWER: See attached.

KENNETH N. THOMPSON kthompson@maicollects.com
11 Glendale Court Streamwood, IL
847-352-9968 fax 847-352-4832

CORPORATE PROJECT DIRECTOR

Chief Executive Officer for McAllister & Associates, Inc. Experience includes the procurement, implementation, and management of competitive multi billion dollars billing, administrative and debt collection contracts. Designing automated programs that allow complete adherence to Federal, State and Local Laws in addition to contract compliance. Designed and managed the hardware and software infrastructure required to service government and fortune 10 clients. Including designing customized programs that would interface and allow real time connectivity with AT&T, Ameritech\SBC, Bell Atlantic, Cellular One, Illinois Department of Public Aid, Division of Child Support Enforcement.

PROFESSIONAL EXPERIENCE

MCALLISTER & ASSOCIATES INC. (A Collection Agency) **1994 To Present**

CEO AND PROJECT DIRECTOR

Executive with full responsibility for strategic planning, development, implantation and management of corporate financial reports and property capital budgeting operation, concurrent executive responsibility for corporate administration and human resources. Manage relationship with vendors, bankers, accountants, advertising, marketing, customer and client service with consumer or commercial accounts.

Accomplishments: Planned, schedule and coordinated multiple marketing projects, directing the activities of the management and staff. Design and modify extensive direct marketing database. Designing and customizing computer programs for collection department. Installed and maintained a wide are network (wan) with remote connectivity that allows real-time EDI. Designed and customized billing, accounting, and debt collection software programs that were compatible with various hardware infrastructure's, which allowed connectivity to SBC\Ameritech, Cellular One, AT&T and Bell Atlantic, University of Illinois Hospital, Loyola University Physicians Foundation, Village Of Brookfield. My current technical qualifications include a certified software and hardware engineer in EBDIC II, Cobol and Oracle. Media management includes 8 track, 3280 cartridge and 8mm, 4mm. Also installed and administered a Nortel Option 11c switch with an automatic call distribution services and a 24-port auto dialer

UNGER & ASSOCIATES, Westmont, IL (A Collection Agency) **6/93 To 3/94**

Supervisor

Unger & Associates is contracted by the U.S Department of Education for the collections and resolutions of defaulted students loans. Responsibilities included recruiting, training, and managing a staff between 25 to 50. Monthly budget averaged \$900k, profit & loss analysis, strategic design and enhancements for Quality Control and Administrative Departments. Computer operations and troubleshooting.

CSC CREDIT SERVICES, INC., Arlington Heights, IL(ACollection Agency) **10/92 To 6/93**

Supervisor

CSC Credit services is contracted by the U.S Department of Education, and is managing two contracts out of the Arlington Heights and Houston TX offices. Monthly budgets averaged 1 million and staff consisted of 40 to 70 employees. Managing and training staff, contract compliance, FD CPA, FCRA, Privacy Act was observed and monitored daily. Contract was at Start-Up phase telephone and computer trouble shooting, daily staff reassignments and management adjustments required to maximize production while exercising quality techniques.

INGRAM & ASSOCIATES, Schaumburg, IL
G C SERVICES, Schaumburg, IL

12/90 To 10/92
06/89 To 02/90

Work and responsibility similar to latter.

KENNETH THOMPSON

Professional Experience:

Phoenix International Freight, Inc., Wooddale, IL
(Freight Forward/Importing & Exporting)

Credit & Collection Manager

Manage and supervised the activity of six credit collection branches. Grant credit basis on Dun & Brad financial reports and past credit records. Advise customers, firms, or business on policies and procedures, supervised five members of credit department: employ full authority when accounts became delinquent.

Summary of Qualification:

Highly competent professional with 15 years experience for Major Corporation encompass fast track advancement into management.

Experience in training and supervising up to 100 employees.

Extensive computer experience including local area networks, collaborative efforts to design and modify computer programs.

Demonstrated ability to communicate effectively with individual at all levels of the organization to facilitate teamwork and successful completion of objectives.

SKILLS:

Detail-oriented, highly organized, record of efficiency and accuracy.

Communications skills, including writing concise training manuals and developed Training classes.

PROFESSIONAL AFFILIATIONS & MEMBERSHIP:

AMERICAN COLLECTORS ASSC (ACA)

ILLINOIS COLLECTORS ASSC (ICA)

BLACK CONTRACTORS UNITED (BCU)

COSMOPOLITAN CHAMBER OF COMMERCE (CCC)

NORTHWEST SUBURBAN ASSC COMMERCE & INDUSTRY (NSACI)

CHICAGO MINORITY BUS DEVELOPMENT COUNCIL, INC. (CMBDC)

Professional License/Bond

State of Illinois Department of Professional Regulation

Village of Schaumburg, Business License

Surety Bond for Collection Agency for State of IL, IN, MI

EDUCATION: LOYOLA UNIVERSITY, Chicago, IL

Bachelors in Business Science, 1986-1988

OLIVE HARVEY COLLEGE, Chicago, IL

Associates Degree, Liberal Arts 1983-1986

INTEREST BOATING, READING