

ORIGINAL

Docket No. _____
ICC Office Use Only

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
Televergence Solutions, Inc. :
Application for a Certificate of Interexchange :
Authority to Operate as a Reseller of :
Telecommunications Services Throughout the :
State of Illinois. :

15-0580

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

I. GENERAL (To be completed by All Applicants)

1. Applicant's Name (including d/b/a, if any) FEIN # 26-3290041
Televergence Solutions, Inc.

Address: Street 1221 S. Hartmann Drive, Suite E

City Lebanon State/Zip TN 37090

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

**ILLINOIS COMMERCE
COMMISSION**
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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 proposes to provide resold interexchange telecommunications services throughout the State of Illinois.

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

- a) Issues related to processing this application;

Deborah Gainor
Consultant to Televergence Solutions, Inc.
Technologies Management, Inc.
2600 Maitland Center Parkway, Suite 300
Maitland, Florida 32751
Phone: 407-740-3019
Fax: 407-740-0613
E-Mail: dgainor@tminc.com

- 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.)

National Registered Agents, Inc.
200 West Adams Street
Chicago, IL 60606
Phone: 800-767-1553
Fax: 312-346-3607

- 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 issue areas, please report the separate numbers by issue below.*)

- i) Consumer issues;

Ted Zavala
1221 S. Hartmann Drive, Suite E
Lebanon, TN 37090
Phone: 800-286-1700
Fax: 888-279-8961
E-Mail: support@tsicorp.net

- ii) Customer complaint resolution;

Sheri Price
1221 S. Hartmann Drive, Suite E
Lebanon, TN 37090
Phone: 213-943-2044
Fax: 888-254-9047
E-Mail: sprice@tsicorp.net

- iii) Technical and service quality issues;

Ted Zavala
1221 S. Hartmann Drive, Suite E
Lebanon, TN 37090
Phone: 800-286-1700
Fax: 888-279-8961
E-Mail: support@tsicorp.net

- iv) “Tariff” and pricing issues;

Sheri Price
1221 S. Hartmann Drive, Suite E
Lebanon, TN 37090
Phone: 213-943-2044
Fax: 888-254-9047
E-Mail: sprice@tsicorp.net

v) 9-1-1 issues;

Ted Zavala
1221 S. Hartmann Drive, Suite E
Lebanon, TN 37090
Phone: 800-286-1700
Fax: 888-279-8961
E-Mail: support@tsicorp.net

vi) Security/law enforcement issues;

Sheri Price
1221 S. Hartmann Drive, Suite E
Lebanon, TN 37090
Phone: 213-943-2044
Fax: 888-254-9047
E-Mail: sprice@tsicorp.net

vii) Regulatory issues.

Sheri Price
1221 S. Hartmann Drive, Suite E
Lebanon, TN 37090
Phone: 213-943-2044
Fax: 888-254-9047
E-Mail: sprice@tsicorp.net

Note: 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 29, 2008

State of incorporation: California

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.

See Exhibit 1

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

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

8. Does applicant represent that it will comply with all current and future applicable Illinois and Federal laws, rules, and regulations?

- YES NO

II. MANAGERIAL (To be completed by All Applicants except Cellular Radio/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 2 for resumes of key Applicant personnel.

2. Please attach a current organization chart.

Not Applicable. The Company is a single business entity, therefore, there is no organization chart.

3. List officers of Applicant.

Deborah L. Ward CEO
David Deutsch Vice President of Operations

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

YES NO

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

YES 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 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 of Applicant, been denied a Certificate of Service or had its certification revoked or suspended in Illinois under this or another name?

YES 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 NO

If YES, describe fully:

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

Florida
Georgia
Massachusetts
Missouri
North Carolina
Oklahoma
Pennsylvania
South Dakota
Wisconsin

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 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.

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.)

Customers will be notified at the time of sale that bills will be issued via email based on the credit scheduled contained in their contract. The frequency is either weekly, bi-weekly or monthly based on the customer's credit worthiness.

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.)

Customers are directed to call Customer Service at (800-279-8961) which is staffed 24 hours daily, 7 days a week.

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?

800-279-8961

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? 10

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 Cellular Radio/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.

See Exhibit 4

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.

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.

Televergence requests a waiver of Code Part 250. The Company will maintain its books and records at its headquarters in Lebanon, TN.

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 Cellular Radio/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).

Televergence proposes to provide wholesale interexchange telecommunications services.

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.

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

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

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.

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.

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

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

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.

Televergence will resell services obtained through commercial agreements with facilities-based interexchange carriers.

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

Televergence will provide wholesale interexchange 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.

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.

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

WAIVERS (To be completed by All Applicants except Cellular Radio/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)

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”)?

Televergence currently keeps its books and records in accordance with Generally Accepted Accounting Principles (GAAP). To maintain a separate set of books in accordance with Part 710 would place an undue economic burden upon the Company.

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

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?

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?

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?

YES NO

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

To be determined

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?

YES NO

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

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

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?
3. How often will the Applicant update the 911 database with customer information?
4. Please explain the procedures the Applicant will use to collect 911 surcharges and transmit them to the local 911 systems.

VIII. PREPAID SERVICE (To be completed by Local Exchange Service Applicants that Provide Prepaid Service)

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.?

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?

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?



By: Deborah L. Ward, CEO

Deborah Gainor, Consultant to Televergence Solutions, Inc.
Technologies Management, Inc.
2600 Maitland Center Parkway, Suite 300
Maitland, FL 32751
Telephone: 407-740-3019
Email: dgainor@tminc.com

VERIFICATION

This application shall be verified under oath.

OATH

State of Tennessee)
) ss
County of Wilson)

Deborah L. Ward makes oath and says that she is CEO of Televergence Solutions, Inc., that she has examined the foregoing application and that to the best of her 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.

Deborah L. Ward, CEO

Deborah L. Ward, CEO
Televergence Solutions, Inc.

Subscribed and sworn to before me, a Notary Public/ (Title of person authorized to administer oaths)

in the State and County above named, this 20th day of July, 2015

Sheri A. Price

(Signature of Person authorized to administer oaths)

EXP - 6-26-17

