

Application for a Certificate of Interexchange Authority to Operate as a Facilities - based Carrier of Telecommunications Services in the Entire State of Illinois §  
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Docket No. 02-0276

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

**GENERAL**

1. **Applicants Name (including d/b/a, if any)**  
North By NortheastCom LLC  
11200 Murray Scholls Place  
Beaverton, OR 97007  
Phone: 503-643-9500  
Fax: 503-643-9600  
Toll-Free: 800-933-4034  
FEIN #

2. **Authority Requested: (Mark all that apply)**
- 13-403 Facilities-Based Interexchange
  - 13-404 Resale of Local and/or Interexchange
  - 13-405 Facilities-Based Local

3. **Request for waivers/variances:**  
In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

- 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
- Section 735.180 Directories
- Other 83 Ill Adm. Code Part 250 (keeping administrative books in Illinois)

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:

- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
- (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
- (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
- (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

Not applicable for NBNE.

5. In what area of the state does the Applicant propose to provide service?

NBNE proposes to offer its services statewide throughout Illinois

6. Please attach a sheet designating contact persons to work with Staff on the following: Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

(a) **issues related to processing this application**

Robin Norton, Consultant to North By NortheastCom LLC  
Technologies Management, Inc.  
210 N. Park Avenue  
Winter Park, FL 32789  
Phone: 407-740-8575  
Fax: 407-740-0613  
E-Mail: r.norton@tminc.com

(b) **consumer issues**

Laurie Willman, Regulatory Manager  
North By NortheastCom LLC  
11200 Murray Scholls Place  
Beaverton, OR 97007  
Phone: 503-643-9500  
Fax: 503-643-9600  
Toll-Free: 800-933-4034  
E-Mail: laurie.willman@metro1.com

(c) **customer complaint resolution**

Laurie Willman, Regulatory Manager  
North By NortheastCom LLC  
11200 Murray Scholls Place  
Beaverton, OR 97007  
Phone: 503-643-9500  
Fax: 503-643-9600  
Toll-Free: 800-933-4034  
E-Mail: laurie.willman@metro1.com

6. **Please attach a sheet designating contact persons to work with Staff on the following:  
(Cont'd.)**

**(d) technical and service quality issues**

Nathan Baker  
North By NortheastCom LLC  
11200 Murray Scholls Place  
Beaverton, OR 97007  
Phone: 503-643-9500  
Fax: 503-643-9600  
Toll-Free: 800-933-4034  
E-Mail: nathan.baker@metro1.com

**(e) "tariff" and pricing issues**

Laurie Willman, Regulatory Manager  
North By NortheastCom LLC  
11200 Murray Scholls Place  
Beaverton, OR 97007  
Phone: 503-643-9500  
Fax: 503-643-9600  
Toll-Free: 800-933-4034  
E-Mail: laurie.willman@metro1.com

**(f) 9-1-1 issues**

Laurie Willman, Regulatory Manager  
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E-Mail: laurie.willman@metro1.com

**(g) security/law enforcement**

Laurie Willman, Regulatory Manager  
North By NortheastCom LLC  
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Beaverton, OR 97007  
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Fax: 503-643-9600  
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E-Mail: laurie.willman@metro1.com

**7. Please check type of organization?**

- |   |                                      |          |
|---|--------------------------------------|----------|
| <input type="checkbox"/> Individual       | <input type="checkbox"/> Corporation |          |
| <input type="checkbox"/> Partnership      | <b>Date Corporation was formed:</b>  | 12/26/01 |
|   | <b>In What State?</b>                | Delaware |
| <input checked="" type="checkbox"/> Other | Limited Liability Company            |          |

**8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.**

The Articles of Incorporation and a copy of NBNE's Secretary of State certificate are attached as Exhibit I.

**9. List jurisdictions in which Applicant is offering service(s).**

NBNE plans to offer its service nationwide. The Company has not yet begun providing service.

**10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?**

- Yes (please provide details)  
 No

**11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?**

- Yes (please provide details)  
 No

**12. Has Applicant provided service under any other name?**

- Yes (please provide list)  
 No

**13. Will the Applicant keep its books and records in Illinois?**

- Yes  
 No (if No, permission pursuant to 83 Ill Adm. Code Part 250 needs to be requested.

Please see question No. 3.

**MANAGERIAL**

14. **Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.**

Please see Exhibit II for the Company's resumes of key personnel.

15. **List officers of Applicant.**

The following individuals are officers and directors of North By NortheastCom LLC and can be reached at the company's corporate headquarters at 11200 Murray Scholls Place, Beaverton, Oregon 97007:

**Officers:**

P. Bryan Dooling, III	President & Manager
Lynne Michaelson	Vice President
Duane Fromhart	Chief Financial Officer

16. **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 (is Yes, list entity.) Metro One Communications, Inc., parent company.  
 No

17. **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.)**

NBNE has contracted the services of ACI Billing Services for LEC and credit card billing. Their toll free telephone number for customer inquiries and complaints is 800-944-9646. The Company may also bill the Customer, in which case the toll free telephone number is 800-933-4034. Please see Exhibit III for sample bill.

18. **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, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)**

NBNE has contracted the services of ACI Billing Services for LEC and credit card billing. Their toll free telephone number for customer inquiries and complaints is 800-944-9646. The Company may also bill the Customer, in which case the toll free telephone number is 800-933-4034. The Customer Service Department is staffed Monday through Friday from 6AM to 6 PM Pacific time. After hours emergencies are handled by voicemail, and are called back the next business day.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing?

- Yes
- No

20. What telephone number(s) would a customer use to contact your company?

NBNE's Customer service toll-free phone number is 800-933-4034.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

- Yes
- No

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

As a provider of causal calling services only, NBNE does not have presubscribed long distance customers. NBNE will use a combination of its own direct billing as well as the services of a billing agent. NBNE does not bill on behalf of any other entity. As a result, neither slamming or cramming can occur with NBNE's services.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

- Yes
- No (If No, please provide an explanation)

Not applicable at this time.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

- Yes
- No

#### **FINANCIAL**

Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Please see Exhibit IV for financial information of the Company's parent, Metro One Telecommunications, Inc.

**TECHNICAL**

**26. Does Applicant utilize its own equipment and/or facilities?**

- Yes (if Yes, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)
- No (If No, which facility provider(s) services does the Applicant intend to use:

NBNE's parent company owns a switch located in Mt. Pleasant, Illinois. Metro One owns a total of thirty (30 switches nationwide, and has both the experience and necessary technical resources to deploy and maintain the switch in Mt. Pleasant.

**27. 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).**

NBNE proposes to offer National Directory Assistance with call completion, long distance transport, and enhanced directory services for communications originating and terminating within the State of Illinois under terms of their tariff. The Company will not offer Operator Services. Please see Exhibit V for NBNE's proposed tariff.

**28. Will technical personnel be available at all times to assist customers with service problems?**

- Yes
- No

**29. If Applicant intends to provide payphone 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

P. Bryan Dooling III  
P. Bryan Dooling, III - President  
North By NortheastCom LLC

3/19/02  
Date

VERIFICATION

This application shall be verified under oath.

OATH

STATE OF OREGON §  
COUNTY OF WASHINGTON §

P. Bryan Dooling, III, makes oath and says that he is the President of North By NortheastCom LLC.; that he has examined the foregoing application and that to the best of his 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.

*P. Bryan Dooling III*

P. Bryan Dooling, III - President  
North By NortheastCom LLC

*3/19/02*

Date

Subscribed and sworn before me this 19th day of March, 2002.

*Maureen Lanstyak*  
(NOTARY PUBLIC)

My Commission expires on: 4/24/04

