

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

ORIGINAL

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No. _____
ICC Office Use Only

Better World Telecom, Inc.

Application for a certificate of interexchange authority to operate as a reseller of telecommunications services statewide in the State of Illinois.

02-0870

CHIEF CLERK'S OFFICE

2002 DEC 31 A 10:41

ILLINOIS COMMERCE COMMISSION

APPLICATION FOR CERTIFICATE TO BECOME A TELECOMMUNICATIONS CARRIER
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 54-2060518

Better World Telecom, Inc. d/b/a BetterWorld Telecom ("BetterWorld")

Address: Street 11921 Freedom Drive, Suite 550

City Reston State/Zip VA 20190

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 **BetterWorld requests authorization to maintain its books and records at its principal place of business in the State of Virginia pursuant to 83 Ill. Admin. Code Part 250.**

BetterWorld seeks a waiver of Parts 710 and 735 with respect to its interexchange services. The Commission has previously found that it is not necessary to apply these regulatory provisions to competitive service providers and has exempted competitive carriers from the application of these provisions. Such waivers reduce the economic burdens of regulation and are not consistent with the law or the purposes and policies of Article XIII of the Act. BetterWorld respectfully submits that these waivers will benefit Illinois consumers by facilitating the company's entry into the telecommunications market without compromising the public interest.

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

YES NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

YES NO

If YES, please list. _____

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.

As noted in the response to Question 3 above, Applicant requests authorization pursuant to 83 Illinois Administrative code Part 250 to maintain its books and records outside the State of Illinois, at its principal place of business in Virginia.

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 D.

15. List officers of Applicant.

James Kenefick, CEO _____

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 NO

If YES, list entity. _____

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.)

BetterWorld will bill its customers directly on a monthly basis, specifying in a detailed fashion the services rendered to each customer.

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?)

Customers with service and/or billing complaints may reach BetterWorld at its toll-free number, 1-866-567-2273, 24 hours a day, seven days a week, for assistance. In the event of a billing dispute, BetterWorld will perform a review of the disputed billing amount and attempt to reach a settlement to the mutual satisfaction of all parties no later than 48 hours after the complaint. Following a full investigation to determine whether or not the charges may have been fraudulent or improper, BetterWorld may adjust the disputed bill.

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?
Customers may contact BetterWorld using its toll free number: 1-866-567-2273.

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?

BetterWorld prevents the unauthorized switching of customers by obtaining a signed letter of authorization from all new customers or from third party verification. Applicant will also comply with applicable Illinois law as well as Federal Communication Commission regulations regarding how interexchange carriers may change a consumer's primary interchange carrier.

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.

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

YES NO

FINANCIAL

25. 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 E.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? YES NO

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:

If NO, which facility provider(s)'s services does the Applicant intend to use?

Covista Global Crossing

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).

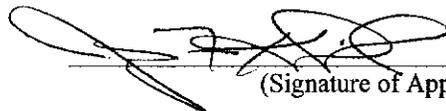
BetterWorld proposes to provide intrastate interexchange telecommunications services including direct-dialed ("1 +") telecommunications service, 800 service, and postpaid calling card services to and from all points within the State of Illinois. Applicant's services will be available on a full-time basis, 24 hours a day, seven days a week.

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

Not applicable.



(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

State of District of Columbia) OATH
County of Columbia) ss

James Kenefick makes oath and says that he is Chief Executive Officer
(Name of affiant) (Official title of the affiant)

of Better World Telecom, Inc.
(Legal title or name of the Applicant)

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.

[Signature]
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/
Katherine Ann Swell
Notary Public in and for
The District of Columbia
(Title of person authorized to administer oaths)

in the State and County above named, this 19th day of December, 2002

[Signature]
(Signature of person authorized to administer oath)

MY COMMISSION EXPIRES
OCTOBER 31, 2007



LIST OF EXHIBITS

- EXHIBIT A** **Question 6 -- Contact Persons**
- EXHIBIT B** **Question 8 -- Articles of Incorporation**
- EXHIBIT C** **Question 8 -- Certificate of Authority to Transact Business in
Illinois**
- EXHIBIT D** **Question 14-- Managerial and Technical Qualifications**
- EXHIBIT E** **Question 25-- Financial Qualifications (FILED SEPARATELY
UNDER SEAL)**
- EXHIBIT F** **Motion for Confidential Treatment of Exhibit E**
- EXHIBIT G** **Proposed Tariff**
- VERIFICATION**