

**Standard Questions For Applicants Seeking Local Exchange Service Authority
(Appendix A)**

1. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.

Yes. Applicant as a non-dominant competitive carrier requests a waiver of Part 710, Part 725 and Part 725.180 of the Commission's rules. To reduce the economic burdens of regulation of Applicant, which only provides competitive services, the Commission should afford Applicant the same regulatory flexibility in offering such services as the Commission has extended to competitive carriers currently authorized to provide services in the state of Illinois.

Applicant seeks a waiver of Part 710, as Applicant currently maintains a single set of its books and records according to the Generally Accepted Accounting Principles ("GAPP"). Accordingly, Applicant requests the waiver to avoid the burdens associated with maintaining two sets of books. GAPP is the standard accounting method that provides sufficient detail for easy comparison between telecommunications companies. Applicant understands that a waiver of this requirement will not excuse it from compliance with future Commission rules or amendment of Part 710 that are otherwise applicable to the Applicant.

Applicant seeks a waiver of Part 735.180 to the extent that it will contract with the underlying incumbent LECs for the provision of directory listings. Applicant understands that failing this agreement, it is responsible for the provision of directory publications.

In addition, Applicant respectfully requests permission pursuant to 83 ILL. Adm. Code Part 250, to maintain its books and records out of state at Global Connection Inc. of America, 3957 Pleasantdale Road, Atlanta, GA 30340, Applicant's headquarters. Grant of this request will permit Applicant to utilize the space, facilities and experienced administrative personnel of Applicant's headquarters, which will be both cost effective and administratively more advantageous to Applicant than if it was required to keep its books and records in Illinois. Upon written notice by the Commission, Applicant will produce all books and records at such time and place as the Commission designates. Applicant will facilitate such access expeditiously and at its own expense.

2. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 772.55(a)(1), Billing and Part 772.100(d) Notices?

Yes, to the extent Applicant offers these services it will comply with all applicable rules and regulations.

3. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?

Yes, Applicant will comply with Part 705 of the Commission's rules.

4. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?

Applicant has requested a waiver of Part 735 of the Commission's rules.

5. Will your company abide by 83 Illinois Administrative Code Part 732, "Customer Credits"?

Yes.

6. Who will provide customer repair service for your company?

Applicant will either provide customer repair service, or it will utilize the customer repair services offered by other companies, including those offered by the ILEC(s). The Applicant will be the customer contact for all repair issues.

7. How many people does the company employ?

Approximately 35 employees.

8. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?

Yes.

9. Will your company solicit, collect and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

Yes.

10. Does your company plan on filing to become an Eligible Telecommunications Carrier?

No.

11. Does the company 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.

12. Will your company offer all the waivers associated with the Universal Telephone Service Assistance Programs (UTSAP)?

Yes.

13. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?

Yes.

14. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

Yes.

15. Has your company signed and returned the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?

Yes. Copies are provided in Exhibit G.

16. How does your company plan to solicit customers once it begins to provide local service?

Applicant will utilize its existing agent network as the primary marketing force. It may also solicit customers via commercial advertising.

17. Has your company provided service under any other name?

No.

18. Have any complaints or judgments been levied against the company? (Instate, out-of-state, or FCC).

No.

**9-1-1 Questions for Applicants Seeking Local Exchange Service Authority
(Appendix B)**

1. Will your company ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

Yes. Initially Applicant intends to offer local exchange service as a reseller and through UNE-P. Applicant will rely through contractual agreement upon the incumbent LECs to ensure proper routing and handling of 911 traffic, as well as 911 database management and maintenance.

2. Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?

Yes, to the extent necessary given Applicant will be provisioning local exchange service via UNE-P initially.

3. Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?

Yes.

4. Who will be responsible for building and maintaining the 911 database for your local exchange customers?

Applicant does not plan to maintain or build a 911 database at this time. As a UNE-P competitive local exchange company initially, we will expect the incumbent LEC(s) to maintain and update the 911 database for our local exchange customers pursuant to contractual agreements between the parties. Applicant's contact for 911 issues is Bassam Abdallah.

5. How often will your company update the 911 database with customer information?

Applicant will provide information daily to its incumbent LEC(s).

6. Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharges?

Yes. Applicant's billing system is able to distinguish between resale and facilities-base customers for the collection of 911 surcharges.

7. Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?

Yes. Applicant will receive 911 billing statements from the 911 system locations and then will remit payments collected from customers to the localities.

8. Will your company's proposal require any network changes to any of the 911 systems?

No.

9. Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?

Since all switching will be provided using incumbent LEC switch platforms initially, the incumbent LEC(s) existing call box arrangements will conform to this rule.

10. Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?

Not at this time. If the Applicant installs its own switching platform at a future date, it may seek a waiver at that time.

**Financial Questions for Applicants Seeking Local Exchange Service Authority
(Appendix C)**

1. (Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?

Applicant is a non-dominant competitive services provider and as such should be afforded the same regulatory flexibility the Commission has extended to other competitive carriers currently authorized to provide competitive service in Illinois. Applicant currently keeps its books and records in accordance with Generally Accepted Accounting Principles (GAAP) and has requested a waiver of Part 710. Maintaining a separate set of books in accordance with Part 710 would place an undue economic burden on the Applicant.

2. Will records be maintained in accordance with General Accepted Accounting Principles ("GAAP")?

Yes.

3. Will Applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?

Yes.

4. Will Applicants accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?

Yes.

5. Will Applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?

Yes.

6. Does the accounting system currently in use by Applicant provide sufficient detailed data for the preparation of Illinois Gross Receipts Tax returns? What specific accounts or sub-accounts provide this data?

Yes. The accounts that provide this data are referenced by location codes that identify the intrastate revenue for reporting purposes.

7. If a waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?

Applicant will provide annual audited statements when required or requested.

8. Does applicant agree 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.

9. Please attach a copy of applicant's chart of accounts.

Applicant's chart of accounts is attached as Exhibit H.

**Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority
(Appendix D)**

1. Will customers have the ability to sign up with any long distance company they choose? **NO.**
2. Will customers have the ability to use dial around long distance companies? **YES.**
3. Does the Applicant have interexchange authority in Illinois? If yes, please provide the docket number. **Not at this time. Applicant is requesting authority in this application.**
4. Will customers have access to the Illinois Relay Service? **YES.**
5. Will customers be able to make 1-800 calls for free? **YES.**
6. Will the Company offer operator services? **YES.**
7. Please describe how Applicant plans to collect the monthly fee to be paid in advance. **Cash, money orders, debit cards or credit cards.**
8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.? **YES.**
9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee? **NO.**
10. Will telephone service be in the Company's name or the customer's name? If in the Company's name, how will information appear in the databases, such as 9-1-1, directory assistance, etc.? **The customer's name.**
11. Will Applicant offer prepaid service as a monthly service or as a usage service? **Monthly service.**
12. Will Applicant provide a warning when the remaining value of service is about to cease?
Residential local service: YES.
Long distance service: YES.
13. Is the customer given more than one notice of the remaining value of service?
Residential local service: NO.
Long distance service: NO.
14. How much advance notice is given to the customer of the remaining value of service?
Residential local service: Six (6) days.
Long distance service: Six (6) days.
15. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?
Residential local service: YES.
Long distance service: YES.
16. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires? **YES.**

17. When does the timing of a call start? **When the person called picks up the phone.**
18. If the person called does not answer, is any time deducted from the customer's account? **NO.**
19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time? **NO.**
20. When a customer runs out of time, is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?) **After the 6-days notice, the phone is disconnected and the customer will not be able to receive calls.**
21. Are Applicant's services available to TTY callers? **YES.**
22. How will the Applicant handle a complaint from a customer who disputes the amount of time used or remaining? **Complaints are received and researched by customer service representatives and reviewed by the customer service manager.**
23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area? **Residential customers have unlimited access in local calling areas.**