

TC00-070

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NOWALSKY, BRONSTON & GOTHARD

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Monica R. Borne  
EllenAnn G. Sands

TC00-070

April 11, 2000

RECEIVED

APR 12 2000

*Via Overnight Delivery*

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

Executive Secretary  
South Dakota Public Utilities Commission  
500 E. Capitol Avenue  
Pierre, SD 57501

**RE: Enhanced Communications Group, L.L.C. d/b/a ECG, L.L.C.**

Dear Sir:

Enclosed herewith for filing please find an original and ten (10) copies of the Application of Enhanced Communications Group, L.L.C. for authority to provide resold interexchange telecommunications services throughout the State of South Dakota. The requisite \$250.00 filing fee is enclosed.

Please date stamp and return the attached copy of this letter as acknowledgment of your receipt of these documents. A self-addressed, stamped envelope has been provided for this purpose.

If you should have any questions regarding this filing, please do not hesitate to call.

Sincerely,



Monica R. Borne

Enclosure

cc: Tracy Pasmore, ECG  
(cover only)

**BEFORE THE  
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

IN RE

APPLICATION OF ENHANCED COMMUNICATIONS )  
 GROUP, L.L.C. FOR AUTHORITY TO PROVIDE )  
 INTEREXCHANGE TELECOMMUNICATIONS SERVICES )  
 WITHIN THE STATE OF SOUTH DAKOTA )

Docket No. \_\_\_\_\_

**APPLICATION**

ENHANCED COMMUNICATIONS GROUP, L.L.C. ("Applicant") hereby submits this application for certificate of public convenience and necessity to provide resold intrastate telecommunications service within the State of South Dakota.

In support of its application, Applicant provides the following information:

1. The legal name, principal address and telephone number of the applicant corporation are:

Enhanced Communications Group, L.L.C.  
 2232 S.E. Washington Blvd.  
 Suite 202  
 Bartlesville, OK 74006  
 Phone: (918) 333-8833  
 Fax: (918) 333-8843

2. Applicant is a limited liability company organized under the laws of the State of Oklahoma on February 6, 1998. The Company is authorized to transact business within South Dakota as evidenced by the Certificate of Authority attached hereto as **Exhibit A**. The Company has no subsidiaries or parent corporation.

3 The Applicant's representative to whom all correspondence regarding this application should be addressed is:

Monica R. Borne, Attorney  
Nowalsky, Bronston & Gothard  
3500 N. Causeway Blvd., Suite 1442  
Metairie, Louisiana 70002  
Phone: (504) 832-1984

4 Applicant possesses the management personnel necessary to provide the proposed services as indicated in the Management Profiles attached as **Exhibit B**. Applicant's officers and members are as follows:

Bruce Summers  
Manager/Member  
2232 S.E. Washington Blvd.  
Suite 202  
Bartlesville, OK 74006

Jeff Holley  
Member  
2232 S.E. Washington Blvd.  
Suite 202  
Bartlesville, OK 74006

5 Applicant proposes to offer resold intrastate long distance services to the public on a statewide basis in the State of South Dakota. The services to be provided are Message Toll Service, Incoming 800/888 and Travel Card services. The Applicant resells the services of underlying carriers and does not own any facilities, including switches. Applicant will initially resell the services of Destia Communications.

6. The Company is currently authorized to provide service in Colorado, Iowa, Idaho, Illinois, Indiana, Kansas, Massachusetts, Michigan, Missouri, Montana, New Hampshire, New Jersey, Texas, Utah and Virginia. A list of states where applications for authority are pending is contained in the Initial Data Request attached as **Exhibit F**. The Company has not been denied authorization to provide service in any state, and is in good standing with the appropriate regulatory agency in all states where it is authorized to provide services.
7. The Applicant's proposed initial tariff containing the rules, regulations, terms and conditions of service is attached hereto as **Exhibit C**.
8. Although a start-up company, the Applicant has adequate and sufficient financial resources to provide the proposed public telecommunications service properly and continuously. A copy of the Company's most current available financial statements are attached hereto as **Exhibit D**.
9. Granting of this application will further the public interest. The resale of telecommunications services expands the availability of telecommunications services to more members of the public at more competitive prices. In addition, by lowering the costs of telecommunications, small and medium sized businesses are able to maintain their communications costs at levels that are closer to those available to larger users. The more competitively equal companies are, the more the public should benefit through products and services made and/or delivered more efficiently and more responsively to consumer needs and desires.

10. The Applicant is willing and able to conform to the Constitution and laws of the State of South Dakota and the Rules and Regulations of the Commission, now in effect or hereinafter enacted.
11. A list of shareholders owning more than a twenty percent (20%) share is attached hereto as **Exhibit E.**
12. The Company's Federal Employer Identification Number is 73-1534556.
13. The Company has not had any complaints filed against it with any state or federal regulatory commission regarding the unauthorized switching of a customer's telecommunications provider and the act of charging customers for services that have not been ordered.

WHEREFORE, **Enhanced Communications Group, L.L.C.** respectfully requests that the Commission Grant Applicant a Certificate of Public Convenience and Necessity, giving Applicant authority to provide public telecommunications service, effective upon approval of this Application.

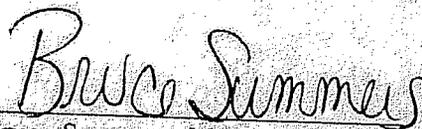
Respectfully submitted this 7<sup>th</sup> day of April, 2000.

By:



Monica R. Borne  
Nowalsky, Bronston & Gothard  
3500 N. Causeway Blvd  
Suite 1442  
Metairie, LA 70002  
Ph. (504) 832-1984

AND



Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd.  
Suite 202  
Bartlesville, Oklahoma 74006

# **EXHIBIT A**

CERTIFICATE OF AUTHORITY

# State of South Dakota



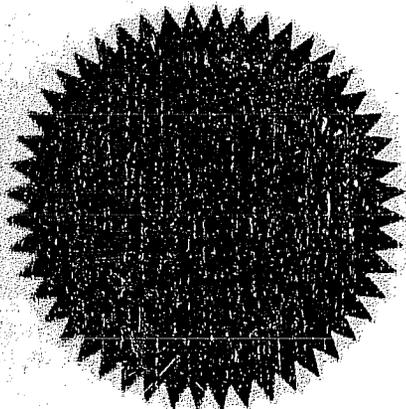
OFFICE OF THE SECRETARY OF STATE

## Certificate of Authority Limited Liability Company

I, **JOYCE HAZELTINE**, Secretary of State of the State of South Dakota, hereby certify that duplicate of the Application for a Certificate of Authority of **ENHANCED COMMUNICATIONS GROUP, L.L.C. (OK) d/b/a ECG, L.L.C.** to transact business in this state duly signed and verified pursuant to the provisions of the South Dakota Limited Liability Company Act, have been received in this office and are found to conform to law.

**ACCORDINGLY** and by virtue of the authority vested in me by law, I hereby issue this Certificate of Authority and attach hereto a duplicate of the application for certificate of authority.

**IN TESTIMONY WHEREOF**, I have hereunto set my hand and affixed the Great Seal of the State of South Dakota, at Pierre, the Capital, this September 30, 1999.



Joyce Hazeltine  
Secretary of State

# **EXHIBIT B**

MANAGEMENT PROFILES



# Bo Summers

**Enhanced  
Communications  
Group, L.L.C.**

1998 - Present

Bartlesville, Oklahoma

**CEO/Co-Founder**

Daily operations associated with owning a telecommunications company including, but not limited to supervision of personnel, research of new technology in the communications industry and the negotiations of new agent/customer contracts. Development of online support program for agents.

**SAT**

1997

Tulsa, Oklahoma

**Independent Telecommunications Agent**

Supervision of twenty five sales representatives and three district sales managers; developed and maintained annual budget; implemented training modules and the daily operations of a successful branch office.

**AT&T**

1997

Tulsa, Oklahoma

**Assistant District Sales Manager**

Trained sales representatives in the successful strategies of sales

**AT&T**

1997

Tulsa, Oklahoma

**Account Executive**

Successful sales of long distance services and internet services

**US Airways  
Express**

1995-1997

Lynchburg, Virginia

**Customer Service Supervisor**

Supervised staff of thirty-two employees with two other supervisors; developed new training curriculum; conducted quarterly employee evaluations; responsible for the purchase of office equipment, supplies, uniforms; and heavy machinery

**US Airways  
Express**

1995-1996

Lynchburg, Virginia

**Customer Service Trainer**

Instructed new employees on basic customer service and ticketing policies and procedures

**US Airways  
Express**

1994-1995

Lynchburg, Virginia

**Customer Service Agent**

Assisted customers with reservations, ticketing, seat assignments, and flight check-in.



# Jeff Holley

**Entrepreneur**  
**Communications**  
**Group, LLC**

1978 - Present

Bartlesville, Oklahoma

**President/Co-Founder**

Daily operations associated with owning a telecommunications company including, but not limited to supervision of personnel, research of new technology in the communications industry and the negotiations of new generation contracts.

**MO**

1995 - 1997

Omaha, Nebraska

**Branch Manager**

Supervision of twenty five sales representatives and three district sales managers, developed and maintained annual budget, implemented training modules and the daily operations of a successful branch office.

**MO**

1994 - 1995

Tulsa, Oklahoma

**District Sales Manager**

Recruited and trained team of eight sales representatives in the processes of cold calling techniques, selling strategies, prepared projected sales reports and held continuing education classes three days per week.

**MO**

1994 - 1994

Kansas City, MO

**Assistant District Manager**

Trained sales representatives in the successful strategies of sales, performed reports and spreadsheets for the team.

**MO**

1994 - 1994

Kansas City, MO

**Sales Representative**

Successful sales of long distance services and internet services.

**MO**

1992 - 1994

Oklahoma City, OK

**Supervisor**

Successful telemarketing, promotion to supervisor of a team of twelve. Developed employees through training and professional management policies and procedures.

# **EXHIBIT C**

**PROPOSED INITIAL TARIFF**

TELECOMMUNICATIONS SERVICES TARIFF

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**TITLE SHEET**

**ENHANCED COMMUNICATIONS GROUP, L.L.C.**

**TARIFF NO. 1**

This tariff contains the description, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by **Enhanced Communications Group, L.L.C.** with principal offices at 2232 S.E. Washington Blvd., Suite 202, Bartlesville, Oklahoma 74006. This tariff is on file with the South Dakota Public Utilities Commission, and copies may be inspected during normal business hours at the Company's principal place of business.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

## TELECOMMUNICATIONS SERVICES TARIFF

**CHECK SHEET**

All sheets of this tariff are effective as of the date shown at the bottom of the respective pages. Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
1	Original	21	Original
2	Original	22	Original
3	Original	23	Original
4	Original	24	Original
5	Original	25	Original
6	Original	26	Original
7	Original	27	Original
8	Original		
9	Original		
10	Original		
11	Original		
12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		
18	Original		
19	Original		
20	Original		

**ISSUED:****EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**ISSUED:**

**EFFECTIVE:**

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Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- D - Deleted or Discontinued Material
- I - Change Resulting in a Rate Increase
- N - New Regulation, Term, Condition or Rate
- R - Change Resulting in a Rate Reduction
- T - Change In Text or Regulation, but no Change in Rates

---

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**EFFECTIVE:**

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2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

**TARIFF FORMAT**

- A. **Sheet Numbering** - Sheet numbers appear in the upper-right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be Sheet 14.1.
- B. **Sheet Revision Numbers** - Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, 4th Revised Sheet 14 cancels 3rd Revised Sheet 14.
- C. **Paragraph Numbering Sequence** - There are various levels of alphanumeric paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1(a).
- D. **Check Sheets** - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

**ISSUED:**

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TELECOMMUNICATIONS SERVICES TARIFF

**SECTION 1 - DEFINITIONS AND ABBREVIATIONS**

1.1 Definitions:

Application for Service - A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

Authorized User - A person, firm, corporation, or other entity authorized by the customer to receive or send communications.

Carrier - Enhanced Communications Group, L.L.C., unless stated otherwise.

Class of Service - Various categories of telephone service generally available to customers, such as business or residential.

Commission - South Dakota Public Utilities Commission.

Company - Enhanced Communications Group, L.L.C.

Completed Calls - Completed calls are calls answered on the distance end.

Customer or Subscriber - The person, firm, corporation, or other entity which orders or uses service and is responsible by law for payment for communication service from the telephone utility.

Customer Provided Equipment - Terminal equipment provided by a customer.

Delinquent Account - An account for which a bill or payment agreement for regulated services or equipment has not been paid in full on or before the last day for timely payment.

Direct Distance Dialing (DDD) - Customer dialing over the nationwide intertoll telephone network of calls to which toll charges are applicable. No operator assistance is required for DDD calls.

**ISSUED:**

**EFFECTIVE:**

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TELECOMMUNICATIONS SERVICES TARIFF

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1.1 Definitions (continued)

Due Date - The last day for payment without unpaid amounts being subject to a late payment charge or additional collection efforts.

Holidays - Carrier's recognized holidays are New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

Measured Use Service - The provision of long distance measured time communications telephone service to customers who access the carrier's services at its switching and call processing equipment by means of access facilities obtained from another carrier by the customer or otherwise provided at its own expense (the customer is responsible for arranging for the access line).

Message - A completed telephone call by a customer or user.

Premises - The space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

Rates - Recurring amounts billed to customers for regulated services and/or equipment.

Terminal Equipment - All telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

Underlying Carrier - The telecommunications carrier whose network facilities provides the technical capability and capacity necessary for the transmission and reception of customer telecommunications traffic.

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TELECOMMUNICATIONS SERVICES TARIFF

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1.2 Abbreviations:

LATA - Local Access Transport Area

LEC - Local Exchange Carrier

MTS - Message Toll Service

PBX - Private Branch Exchange

SAL - Special Access Line

Y&H - Vertical and Horizontal

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Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of Company**

The Company undertakes to provide only those services as are furnished under the terms and subject to the conditions and customer payment of the applicable rates of this tariff for communications originating and terminating within the State. The Company's services are provided on a statewide basis and are not intended to be limited geographically.

Communications originate when the customer accesses network directly or through the facilities of the local service carrier via one or more access lines, equal access or on a dial-up basis. The company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Carrier network. The customer shall be responsible for all charges stated in this tariff.

The Company's services are provided on a monthly basis unless otherwise stated in this tariff, and are available twenty-four (24) hours per day, seven (7) days per week.

**2.2 Limitations on Service**

2.2.1 Service is offered subject to the provisions of this tariff.

2.2.2 Carrier reserves the right to provide services only to and from locations where the necessary facilities or equipment are available.

2.2.4 Title to any equipment provided by Carrier under these regulations remains with Carrier. Prior written permission from the company is required before any assignment or transfer. In the event an assignment or transfer is allowed, all regulations and conditions contained in this tariff shall apply to the assignee or transferee.

---

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TELECOMMUNICATIONS SERVICES TARIFF

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**2.3** Use of Service

Service may not be used for any unlawful purposes.

The minimum period for service is one month (30 days) unless otherwise noted in the service description.

**2.4** Liability of Carrier

The provisions of this section are not intended to restrict or limit a customer's rights under SDCL 49-13-1 and 49-13-1.1. If any provisions of this section conflict with SDCL 49-13-1 or 49-13-1.1, then the applicable South Dakota law shall prevail.

2.4.1 Reserved for Future Use.

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**ISSUED:**

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TELECOMMUNICATIONS SERVICES TARIFF

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2.4 Liability of Carrier

2.4.2 Carrier, at its own expense, will indemnify the customer and hold it harmless in respect to any and all loss, damage, liability or expense asserted against the customer by a third party on account of any property damage or personal injury caused by any negligence or willful misconduct of Carrier or its agents or representatives arising out of performance by Carrier of any testing or other activities on the customer's premises pursuant to this tariff. Carrier's obligations under the immediately preceding sentence shall be subject to the customer's full performance of this tariff and subject further to the customer's duty to take reasonable precautions in the location, construction, maintenance and operation of all activities, facilities and equipment for the protection against hazard or injury and so as to not interfere with the services provided by Carrier.

2.4.3 Carrier shall be indemnified and held harmless by the customer against:

- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name, or service mark arising out of the material, data information, or other content transmitted over the carrier's facilities; and

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TELECOMMUNICATIONS SERVICES TARIFF

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2.4 Liability of Carrier

2.4.3 (continued)

- B. Claims for patent infringement of copyright or unauthorized use of any trademark, trade name, or service mark arising out of the material, data information, or other content transmitted over the carriers facilities; and
- C. All other claims arising out of any act or omission by the customer in connection with any service provided by Carrier.

---

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TELECOMMUNICATIONS SERVICES TARIFF

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2.5 Interruption of Service

2.5.1. Carrier shall make all reasonable efforts to prevent interruptions of service. When interruptions are reported or found by Carrier to occur, Carrier shall reestablish service as quickly as possible.

2.5.2. When a customer's service access line is reported to be out of order and remains out of order in excess of two (2) consecutive hours, the company shall, upon request, make appropriate adjustments to the subscriber's account. This rule does not apply if the outage occurs as a result of:

- (1) A negligent or willful act on the part of the subscriber;
- (2) A malfunction of subscriber-owned telephone equipment;
- (3) Disasters or acts of God; or
- (4) The inability of the company to gain access to the subscriber's premises after Carrier has requested that customer provide access to the premises.
- (5) Carrier's provision of routine maintenance, testing or adjustments.

2.5.3. The customer shall be credited for an interruption of two (2) hours or more at the rate of 1/720th of the monthly charge for the service affected for each hour or major fraction thereof that the interruption continues. Credit for an interruption shall commence with the hour of the report or discovery of the interruption and will cease upon restoration of service. Any adjustments not in dispute shall be rendered within two billing periods after the billing period during which the interruption occurred.

2.5.4. Customers shall notify Carrier of interruptions in service. Before giving notice of interruption, the customer should ascertain whether the trouble is being caused by any action or omission by or within his control or in any wiring or equipment connected to the Carrier's terminal.

---

ISSUED:

EFFECTIVE:

ISSUED BY: Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
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TELECOMMUNICATIONS SERVICES TARIFF

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**2.6** Responsibility of the Customer

**2.6.1** All customers assume general responsibilities in connection with the provisions and use of services stated in this tariff. All customers are responsible for the following:

- A. The customer is responsible for placing orders for service, paying all charges for service rendered by Carrier and complying with all regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.
- B. When placing an order for service, the customer must provide:
  - 1. The name(s) and address(es) of the person(s) responsible for the payment of service charges.
  - 2. The name(s), telephone number(s), and address(es) of the customer contact person(s).

**2.6.2** Maintenance, Testing, and Adjustment

If a customer's service must be interrupted due to maintenance, Carrier shall notify the affected customer, in advance, if possible and will perform the work in such a manner as to minimize inconvenience.

Equipment provided by Carrier shall be made available to Carrier for such tests and adjustments as may be necessary to maintain them in satisfactory condition.

---

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Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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2.6.3 Deposits and Advance Payments

The Company will not require a deposit or advance payment for service.

2.6.4 Cancellation by Customer

If a customer orders services requiring special equipment and/or facilities dedicated to the customer's use and then cancels his order before the service begins, before a completion of the minimum period mutually agreed upon by the customer and Carrier, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by Carrier and not fully reimbursed by installation and monthly charges. If, based on such an order, any construction has either begun or been completed, but not such services provided, the non-recoverable cost of such construction shall be borne by the customer.

---

**ISSUED:**

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TELECOMMUNICATIONS SERVICES TARIFF

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**2.6.5 Payment of Charges**

- A. Service is provided and billed on a monthly (30 day) basis. Charges based on actual usage during a month will be billed monthly in arrears.
- B. Bills are payable upon receipt of invoice. Customers will be charged a late payment penalty in the amount of one and one-half percent (1.5%) per month on delinquent amounts and will be responsible for any charges associated with disconnection and reconnection of service. A bill will be considered delinquent after thirty (30) days from rendition of the invoice.
- C. In the event of a dispute concerning a bill, Customer must pay a sum equal to the amount of the undisputed portion of the bill and proceed with complaint procedures set forth in this tariff. If notice of a dispute as to charges is not received in writing within 180 days after a bill has been rendered, the billing will be considered correct and binding.
- D. Customer is responsible for payment of all state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax) which shall be listed as separate line items and which are not included in Carrier's quoted rates.
- E. Customers will be charged a fee on all checks issued to Carrier which are returned due to non-sufficient funds.

**2.6.6 Application of Charges**

The charges for service are those in effect for the period that service is furnished.

---

**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**2.6.7 Customer Complaint Procedure**

Carrier will resolve any disputes brought to its attention as promptly and effectively as possible.

Customer inquiries, complaints or notices may be made in writing to the Company at the address stated in this tariff or via the Customer Services toll free number: 1-800-767-5599.

Any unresolved disputes may be directed to the attention of the South Dakota Public Utilities Commission at:

500 East Capitol Avenue  
Pierre, South Dakota 57501-5070  
(605) 773-3201 or  
1-800-332-1782

In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the undisputed portion of the bill. Service shall not be disconnected for nonpayment of the disputed portion of the bill for 30 days after rendition of the disputed bill.

**2.7.1 Credit Upon Cancellation**

Where Carrier cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts paid in advance, prorated at 1/30th of the monthly recurring charge for each day the service was not rendered. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

---

**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
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TELECOMMUNICATIONS SERVICES TARIFF

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2.7.2 Disconnection of Service by Carrier

- A. Five (5) days prior notice of pending disconnection shall be rendered to customers setting forth the reason(s) for the notice and the final date by which the account is to be settled or specific action taken. Such notice shall be forwarded to the customer via U.S. mail and will be considered rendered when delivered to the last known address of the responsible party.
- B. Transmission service will be refused or disconnected, after notice as set forth below, for any of the following reasons:
1. Without notice in the event of a condition on the customer's premises determined by the Carrier to be hazardous.
  2. Without notice in the event of customer's use in a manner which may adversely affect the Carrier's equipment or service to others.
  3. Without notice in the event of tampering with equipment furnished and owned by the Carrier.
  4. Without notice in the event of unauthorized use.
  5. After five (5) days written notice, for violation of or noncompliance with the Carrier's rules on file with the Commission, the requirements of municipal ordinances or law pertaining to the services.
  6. After five (5) days written notice for failure of the customer to permit Carrier reasonable access to its equipment.
  7. Upon five (5) days prior written notice for nonpayment of any regulated sum due to Carrier.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**2.7.2 Disconnection of Service by Carrier (contd.)**

8. After five (5) days written notice, for failure of the customer or prospective customer to furnish any service equipment, permits, certificates or rights of way specified by Carrier to be furnished as a condition for obtaining service, or for the withdrawal of that same equipment or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon the customer as conditions of obtaining service.

**2.7.3 Fractional Credits for Monthly Billed Services**

Credits for a fractional part of a month are calculated by counting the number of days remaining in the billing period after service was discontinued. The number of days remaining in the billing period is divided by thirty and the resultant fraction is then multiplied by the monthly charge to arrive at the credit amount.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES**

**3.1 Timing of Calls**

The customer's monthly usage charges for Carrier service are based upon the total number of minutes the customer uses and service options subscribed to. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when either party "hangs up."

**3.2 Service Period**

For billing purposes, the start of service is the first day on which service is available for use by the customer. The end of service date is the last day or any portion of the last day for which service was provided by Carrier.

**3.3 Interconnection**

Service furnished by Carrier may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Carrier. Service furnished by Carrier is not part of a joint undertaking with such other carriers. Any special interface equipment shall be provided at the customer's expense.

Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of this tariff. The customer is responsible for taking all necessary legal steps for interconnecting his customer-provided terminal equipment or communications systems with Carrier's. The customer shall secure all licenses, permits, right-of-ways, and other arrangements necessary for such interconnection.

**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

## TELECOMMUNICATIONS SERVICES TARIFF

**3.4** Terminal Equipment

3.4.1 Carrier's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the customer. The customer is responsible for all costs at his premises, including customer personnel, wiring, electrical power, and the like incurred in his use of Carrier's service.

3.4.2 When terminal equipment is used, the equipment shall not interfere with service furnished to other customers. Additional protective equipment, if needed, shall be employed at the customer's expense.

**3.5** Calculation of Distance

Usage charges for any mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate centers and associated vertical and horizontal coordinates generally used within the industry.

$$\text{Formula: } \frac{\sqrt{(V1 - V2)^2 + (H1 - H2)^2}}{10}$$

**3.6** Minimum Call Completion Rate

The customer can expect a call completion rate of 99% of calls attempted during peak use periods for Feature Group D (1+) services.

**3.7** Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance marketing of services. These promotional offerings will be subject to Commission approval prior to implementation.

**ISSUED:****EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**3.8 Services Offerings**

The company will provide the following services:

**3.8.1 Message Toll Service (MTS)**

"1+" Dialing is achieved by customer's telephone lines being programmed by the local telephone company (LEC) to automatically route 1+ calls to the Company's network.

**3.8.2 Inbound Service (800/888)**

Inbound Service is virtual banded inbound toll service which permits calls to be completed at the subscriber's location without charge to the calling party. Access to the service is gained by dialing a ten digit telephone number which terminates at the customer's location. Inbound services originate via normal shared use facilities and are terminated via the customers' local exchange service access line.

Carrier will accept a prospective inbound service customer's request for up to ten (10) telephone numbers and will reserve such number(s) on a first come first serve basis. All requests for number reservations must be made in writing, dated and signed by a responsible representative of the customer. Carrier does not guarantee the availability of number(s) until assigned. The telephone number(s) so requested, if found to be available, will be reserved for and furnished to the eligible customer.

If a customer who has received an 800/888 number does not subscribe to the Company's inbound service within 90 days, the Company reserves the right to make the assigned number available for use by another customer.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2217 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**3.8.3 Travel Card Service**

Allows subscribers to place calls by gaining access to the network via a toll free number and personal identification number (PIN) issued by the Company.

**3.8.4 Directory Assistance**

Directory Assistance will be provided by the Carrier at the per call charge as set forth in Section 4 of this tariff.

**3.8.5 Operator Services**

The Company does not provide operator services. Operator assisted calls are defaulted to and billed directly by the underlying carrier.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**SECTION 4 - RATES AND CHARGES**

**4.1 Usage Charges and Billing Increments**

**4.1.1 Usage Charges**

Usage charges are generally flat rated. However, if any usage charges are determined by the time of day rate periods and minutes of use within each rate period, the rate period is determined by the time and day of call origination at the customer's location.

**4.1.2 Billing Increments**

Usage is billed in accordance with the billing increments set forth in the individual product rate sections of this tariff. All partial usage will be rounded up to the next highest applicable billing increment.

**4.1.3 Rounding**

All calls are rounded to the next highest billing interval. Any partial cents per call will be rounded up to the next highest whole cent.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

## TELECOMMUNICATIONS SERVICES TARIFF

**4.2** Switched Access Outbound Rates

<u>Rate Plan</u>	<u>Rate per minute</u>	<u>Usage Requirement</u>
Option 1:	\$0.1100/minute	\$ 0 - \$ 49 per month
Option 2:	\$0.1050/minute	\$ 50 - \$ 74 per month
Option 3:	\$0.1000/minute	\$ 75 - \$ 99 per month
Option 4:	\$0.0950/minute	\$100 - \$149 per month
Option 5:	\$0.0900/minute	\$150 - \$199 per month
Option 6:	\$0.0850/minute	\$200 + per month

Billed in six second increments.

**4.3** Switched Inbound Service Rates

<u>Rate Plan</u>	<u>Rate per minute</u>	<u>Usage Requirement</u>
Option 1:	\$0.1100/minute	\$ 0 - \$ 49 per month
Option 2:	\$0.1050/minute	\$ 50 - \$ 74 per month
Option 3:	\$0.1000/minute	\$ 75 - \$ 99 per month
Option 4:	\$0.0950/minute	\$100 - \$149 per month
Option 5:	\$0.0900/minute	\$150 - \$199 per month
Option 6:	\$0.0850/minute	\$200 + per month

Billed in six second increments.

**4.4** Travel Card Service Rates

\$0.2500 per minute.

No per call surcharge.

Billed in six (6) second increments with a thirty (30) second minimum.

**ISSUED:****EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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4.5 Directory Assistance

Directory assistance will be provided at a charge of \$0.85 per call.

4.6 Late Payment Penalty

Customers will be charged 1.5% of any amounts owed to the Company beyond the due date as set forth within this tariff.

4.7 Dishonored Check Charge

All customers issuing dishonored check(s) will be charged a fee of \$20.00 per check.

4.8 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance marketing of services. These promotional offerings will be subject to Commission approval prior to implementation.

---

ISSUED:

EFFECTIVE:

ISSUED BY: Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

TELECOMMUNICATIONS SERVICES TARIFF

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**4.9 Presubscribed Interexchange Carrier Charge (PICC)**

A monthly Federal PICC shall be charged to each telephone number that is presubscribed to carrier per the following:

Primary residential line	\$1.04/line
Additional or secondary residential line	\$2.53/line
Single line business line	\$1.04/line
Multi-line business line	\$4.31/line

**4.10 Universal Service Fund Charge**

A monthly Federal Universal Service Fund tax shall be added to each bill based upon the total billed revenues.

**4.11 Pay Telephone (Payphone) Surcharge**

A surcharge shall be assessed for each call made from a pay telephone to an 800 number or using a travel card and dialing the carrier prefix in the form 101XXXX. Although collected on the customer's bill, this charge is reimbursed to pay telephone service provider.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Bruce Summers, Manager/Member  
Enhanced Communications Group, L.L.C.  
2232 S.E. Washington Blvd., Suite 202  
Bartlesville, Oklahoma 74006

# **EXHIBIT D**

**FINANCIAL STATEMENTS**

**Enhanced Communications Group**  
**Balance Sheet**  
 As of March 29, 2000

00/55/00

	Mar 29, 00
<b>ASSETS</b>	
<b>Current Assets</b>	
Checking/Savings	6,329.97
FNBank Nowata Checking	1,655.06
WestStar Checking	4,674.91
<b>Total Checking/Savings</b>	6,999.93
Accounts Receivable	
Accounts Receivable	37.50
Anita Bernard	18,207.62
Accounts Receivable - Other	0.00
<b>Total Accounts Receivable</b>	18,245.12
<b>Total Accounts Receivable</b>	18,245.12
<b>Other Current Assets</b>	
Inventory Asset	1,486.84
Petty Cash	300.00
Undeposited Funds	319.00
<b>Total Other Current Assets</b>	2,105.84
<b>Total Current Assets</b>	30,345.89
<b>Fixed Assets</b>	
ECG Website	1,817.97
Furniture & Fixtures	8,447.16
Office Equipment	
Computer	12,203.73
Machinery & Equipment	5,510.81
Phone	25,110.63
Office Equipment - Other	384.31
<b>Total Office Equipment</b>	43,219.48
<b>Total Fixed Assets</b>	53,484.81
<b>TOTAL ASSETS</b>	83,830.50
<b>LIABILITIES &amp; EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
Accounts Payable	
Accounts Payable	25,314.21
<b>Total Accounts Payable</b>	25,314.21

**Enhanced Communications Group**  
**Balance Sheet**  
As of March 20, 2000

	Mar 20, '00
<b>Credit Cards</b>	
CIBC Visa	400.00
<b>Total Credit Cards</b>	400.00
<b>Other Current Liabilities</b>	
Employee Paid Disability Insura	532.71
Employee Paid Life Insurance	314.75
FNB Credit Line	45,457.25
<b>Payroll Liabilities</b>	
Company Paid 401(k)	153.17
Company Paid Dental Insurance	429.69
Company Paid Health Insurance	1,834.92
Employee paid 401(k)	249.28
Employee Paid Dental	66.56
Employee Paid Health Insurance	317.64
Payroll Liabilities - Other	4,393.71
<b>Total Payroll Liabilities</b>	7,444.97
Sales Tax Payable	62.03
<b>Total Other Current Liabilities</b>	53,819.71
<b>Total Current Liabilities</b>	78,733.92
<b>Total Liabilities</b>	78,733.92
<b>Equity</b>	
Investments	90,100.00
Retained Earnings	40,575.45
Net Income	-125,578.87
<b>Total Equity</b>	5,096.58
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>83,830.50</b>

**Enhanced Communications Group**  
**Profit and Loss**  
 January 1 through March 28, 2000

Jan 1 - Mar 28, 2000

<b>Ordinary Income/Expense</b>	
<b>Income</b>	
<b>Commissions Income</b>	
Dial/Matrl	1,458.54
Frontier.com	158,022.04
Uni-Tel	5,544.23
UniDial	75.31
	<hr/>
<b>Total Commissions Income</b>	165,099.52
<b>Reimbursements</b>	1,992.77
<b>Sales</b>	
Computer Sales	3,676.50
Computer Services	1,062.50
	<hr/>
<b>Total Sales</b>	4,739.00
	<hr/>
<b>Total Income</b>	171,830.29
<b>Cost of Goods Sold</b>	
Cost of Goods Sold	824.45
	<hr/>
<b>Total COGS</b>	824.45
	<hr/>
<b>Gross Profit</b>	171,005.84
<b>Expense</b>	
Advertising	7,993.92
Bank Service Charges	29.00
Calling Card	1,660.00
Certs	715.00
Cleaning	
Cleaning	189.00
	<hr/>
<b>Total Cleaning</b>	189.00
<b>Commissions Expense</b>	
Bell Communications	349.78
Brian Baker Commissions	6,656.26
Chris Whitney	68.96
Corporate One Communications	191.64
Dave Seldon	2,401.92
Halley Inc.	320.48
Hugh Carson	2,115.23
Intellcom	-121.29
Jay Kordic	346.77
JDS Marketing	2,900.67
Jeff Miller	63.54
LCT Tele-Corn, Inc	118.14
M.T.C.	2,273.44
Mark Brant	31.65

**Enhanced Communications Group**  
**Profit and Loss**  
 January 1 through March 23, 2000

	Jan 1 - Mar 23, '00
<b>Net Profit</b>	<b>257.45</b>
<b>On Track Communications</b>	<b>61.06</b>
<b>PCO Consulting</b>	<b>5.72</b>
<b>PhoneRite Communications</b>	<b>1,484.70</b>
<b>Planet Telecom</b>	<b>89.67</b>
<b>Telecom Associates</b>	<b>1,391.43</b>
<b>Telecom Discount Group</b>	<b>70,100.03</b>
<b>Telemax</b>	<b>206.60</b>
<b>The Phone Guy</b>	<b>840.62</b>
<b>Windward Communications</b>	<b>3,285.20</b>
<b>World Telecom Group</b>	<b>685.67</b>
<b>Total Commissions Expense</b>	<b>96,077.28</b>
<b>Communications</b>	
Cellular	137.87
Computer Equipment	3,922.37
ECG website	954.74
Internet Service	1,098.07
Long Distance	2,947.97
<b>Total Communications</b>	<b>9,061.02</b>
<b>Dues and Subscriptions</b>	<b>1,722.00</b>
<b>Filing Fees</b>	<b>270.00</b>
<b>Insurance</b>	
Dental Insurance	108.15
Disability Insurance	
Officer's Disability	178.20
Disability Insurance - Other	382.25
<b>Total Disability Insurance</b>	<b>540.45</b>
Health Insurance	1,078.49
Life Insurance	263.59
Insurance - Other	2,534.74
<b>Total Insurance</b>	<b>4,525.42</b>
<b>Local Telephone Expense</b>	
GTE	2,075.49
Southwestern Bell	4,555.10
<b>Total Local Telephone Expense</b>	<b>6,630.59</b>
<b>Maintenance &amp; Repairs</b>	<b>135.00</b>
<b>Marketing</b>	<b>105.00</b>
<b>Miscellaneous</b>	<b>68.44</b>
<b>Moving Expense</b>	<b>661.70</b>

Enhanced Communications Group

Profit and Loss

January 1 Through March 30, 2000

Jan 1 - Mar 30, 00

Payroll Expenses	
ECO 401(K) Match	1,000.00
Payroll Expenses - Other	82,157.22
<b>Total Payroll Expenses</b>	<b>83,157.22</b>
Payroll Taxes	
FICA & Federal Withholding	4,636.80
FUTA	522.39
State Withholding Tax	717.00
SUTA	291.75
<b>Total Payroll Taxes</b>	<b>6,167.94</b>
Postage and Delivery	
Federal Express	285.65
Postage and Delivery - Other	38.85
<b>Total Postage and Delivery</b>	<b>324.51</b>
Professional Fees	
Accounting	125.50
Legal Fees	11,551.09
Staffing	
Stellar	3,404.70
<b>Total Staffing</b>	<b>3,404.70</b>
Professional Fees - Other	95.00
<b>Total Professional Fees</b>	<b>15,176.29</b>
Rent	
Indiana	500.00
Rent - Other	4,050.00
<b>Total Rent</b>	<b>4,550.00</b>
Salary Expense	
Jamea Kane	4,000.00
Salary-Holley	17,000.00
Salary-Summers	23,000.00
<b>Total Salary Expense</b>	<b>44,000.00</b>
Supplies	
Computer	19,875.63
Office	806.22
<b>Total Supplies</b>	<b>20,681.85</b>
Telephone	
Voice Verification	525.00
<b>Total Telephone</b>	<b>525.00</b>

**Enhanced Communications Group**  
**Profit and Loss**  
 January 1 through March 28, 2000

	<u>Jan 1 - Mar 28, 00</u>
<b>Travel &amp; Ent</b>	
Entertainment	1,537.14
Fuel	115.02
Lodging	209.52
Meals	68.06
Parking	20.00
Travel	3,901.45
Travel & Ent - Other	6,505.47
<b>Total Travel &amp; Ent</b>	<u>12,356.79</u>
<b>Utilities</b>	
Gas and Electric	613.84
Water	537.87
<b>Total Utilities</b>	<u>1,151.71</u>
<b>Welfare Expense</b>	<u>770.00</u>
<b>Total Expense</b>	<u>296,584.71</u>
<b>Net Ordinary Income</b>	<u>-125,578.87</u>
<b>Net Income</b>	<u><u>-125,578.87</u></u>

# EXHIBIT E

## LIST OF 20% OR GREATER SHAREHOLDERS

<u>Name and Business Address</u>	<u>% of Shares Held</u>
Hrace Summers Manager/Member 2212 S.E. Washington Blvd. Suite 202 Bartlesville, OK 74006	50%
Jeff Holley Member 2212 S.E. Washington Blvd. Suite 202 Bartlesville, OK 74006	50%

# **EXHIBIT F**

INITIAL DATA REQUESTS

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Enhanced Communications Group, L.L.C.**

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- Q 1 Has the company received a certificate of authority to do business in South Dakota from the Secretary of State? If so, please provide a copy. If not, has the company made application to the Secretary of State for authority?
- A 1 The Company's certificate of authority to do business in South Dakota is attached to its application as **Exhibit A.**

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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- Q 2** Has the company retained a registered agent for service of process in the State of South Dakota? If so, provide the name, address, and telephone number of the registered agent. If not, is the company in the process of retaining a registered agent?
- A 2** The Company has retained as its registered agent within the State of South Dakota, National Registered Agents, Inc., 300 South Phillips Avenue, Suite 300, Sioux Falls, SD 57102.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Enhanced Communications Group, L.L.C.**

---

**Q 3** List the states in which the company is presently doing intrastate business. Also provide the date service was started in each state.

<u>State</u>	<u>Date</u>
Colorado	Registered 10/12/99
Idaho	Authorized 11/10/99 - began operations in 12/99
Iowa	1+ resale is not regulated - began operations in 10/99
Illinois	Certified 12/15/99 - began operations in 2/00
Indiana	Certified 10/08/99 - began operations in 1/00
Kansas	Certified 02/23/00 - has not yet begun operations
Massachusetts	Approved 02/18/00 - has not yet begun operations
Michigan	Registered 10/08/99 - began operations 2/00
Missouri	Certified 03/08/00 - has not begun operations
Montana	Registered 11/08/99 - began operations in 2/00
New Hampshire	Certified 01/27/00 - has not begun operations
New Jersey	Authorized 09/09/99 - currently initiating service
Texas	Registered 01/12/00 - currently initiating service
Utah	1+ resale is not regulated - has not begun operations
Virginia	1+ resale is not regulated - began operations 08/99

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

---

- Q 1 List the states in which the company is registered or certified to do business by the respective state public utility commission.
- A 1 The company has registered with or obtained certification from the following public utility commission(s) or comparable agencies:

<u>State</u>	<u>Date</u>
Colorado	Registered 10/12/99
Idaho	Authorized 11/10/99
Illinois	Certified 12/15/99
Indiana	Certified 10/08/99
Kansas	Certified 02/23/00
Massachusetts	Approved 02/18/00
Michigan	Registered 10/08/99
Missouri	Certified 03/08/00
Montana	Registered 11/08/99
New Hampshire	Certified 01/27/00
New Jersey	Authorized 09/09/99
Texas	Registered 01/12/00

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

---

Q 5 Does the company have any registrations or certifications pending before other state public utility commissions? If yes, list the states.

A 5 The company has certifications or registrations pending in the following states:

Alabama

Arkansas

Arizona

California

Connecticut

Delaware

Georgia

Louisiana

North Carolina

New York

Oklahoma

Pennsylvania (Provisional Authority granted)

South Carolina

West Virginia

The Company is in the process of applying for authority/certification in a majority of the remaining states.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

---

**Q.6** Has the company been denied registration or certification by public utility commissions in any state? If so, provide the state, docket number, date of denial and reason for denial.

**A.6** No.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

---

**Q 7. What are the reasons for the company seeking authority to conduct business in South Dakota?**

**A 7. The Company wishes to eventually provide service in all of the contiguous United States and will, therefore, have customers in other states with long distance needs in South Dakota.**

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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- Q E** Is this registration part of a nationwide or regionwide application process before public utility commissions? If yes, state why South Dakota is included.
- A E** Yes. The Company does intend to provide service in all of the contiguous United States. South Dakota is included since many customers from other states will also have needs within the state of South Dakota.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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- Q 9 When does the company intend to provide intrastate service to South Dakota subscribers?
- A 9 The company intends to begin providing service in South Dakota as soon as is practical after its certification.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

---

**Q 10** If the company is providing intrastate service in South Dakota, when was it started?

**A 10** The company has not and is not currently providing intrastate service in South Dakota.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 11** How does the company handle customer billings?

**A 11** The Company's customers are billed directly on a monthly basis.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 12** How does the company handle customer service matters?

**A 12** The Company has Customer Service personnel available via a toll free number which is set forth on all bills.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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Q 13. Does the company have a toll-free telephone number for customer service? If so, what is it and is it included in the company's tariffs.

A 13. 1-800-767-5599. This toll free number is set forth in the Company's tariff.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 14** Where is the customer service department located?

**A 14** The Company's customer service department is located in Bartlesville, Oklahoma.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 15. How many customer service personnel are available to answer customer concerns?**

**A 15. The Company currently has 3 customer service personnel.**

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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Q 16. Does the company contract with other companies for customer services? If yes, provide their name, address and telephone number.

A 16. No.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 17. Does the company own any telecommunications facilities? If so, where and what.**

**A 17. No. The company does not own any telecommunications facilities.**

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 18** Does the company have in-house service technicians to maintain the facilities? If not, who does the service?

**A 18** No. The company does not have any facilities and, therefore, does not have any in-house service technicians.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 19** What types of intrastate telecommunication services will the company provide in South Dakota?

**A 19** The company will provide resold MTS, Inbound 800/888 service, and Travel Card service.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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Q 20. If the above services are resold services of another carrier, identify the carrier and the type of services purchased from that carrier.

A 20. The Company resells the services of Destia Communications.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 21.** How does the company intend to market its services in South Dakota?

**A 21.** The company will market its services using mainly print advertising.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 22** How will potential customers be contacted?

**A 22** Potential customers will be contacted via general print or other forms of media campaigns.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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- Q 23** Will independent contractors and/or company sales people be selling the company services in South Dakota?
- A 23** The Company may use company sales personnel and independent sales agents in South Dakota, but has no agents at this time.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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Q 24 If independent contractors are used, how does the company recruit such individuals?

A 24 The Company will recruit agents which are experienced in telecommunications sales.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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- Q 25** Describe the training method undertaken by the company for independent contractors and company sale persons. Provide any materials used in the training process.
- A 25** The Company would use only experienced telecommunications agents.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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Q 26 If sales are made through independent contractors, is there a written contract or agreement between the company and the independent contractor? If so, please provide a copy of the agreement.

A 26 The Company has no agents at this time.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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Q 27. How are the sales individuals compensated, i.e. commission, salary, etc.?

A 27. Commissions are paid based on volume of sales.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 28** Does the company engage in any multi-level marketing? If yes, provide a detailed explanation of the marketing procedure.

**A 28** No.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 29** Does the company have a target market?

**A 29** The company markets its services to both residential and small business customers.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 10** Does the company market through nonprofit corporations or organizations? If so, please explain the methods used. How is the organization compensated? What types of organizations does the company or its agents solicit for assistance in sales?

**A 10** No. The company does not market through nonprofit corporations or organizations.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 31** Provide copies of any company brochures used to assist in the sale of services.

**A 31** No brochures are available since the Company is in initially stages of its operations.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 12** Please indicate whether the company will provide intraLATA and/or interLATA services.

**A 12** The company will provide both interLATA and intraLATA services to the extent authorized by the Commission.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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**Q 11.** Does the company have a volume discount plan? If so, does it combine intrastate and interstate usage?

**A 11.** Yes, the Company does have a volume discount plan. The volume discount plan does not combine intrastate and interstate usage.

**State of South Dakota  
Public Utilities Commission**

**INITIAL STAFF DATA REQUEST**

**REGARDING APPLICATION OF  
Enhanced Communications Group, L.L.C.**

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Q 34 Provide cost support for all rates shown in the company's tariff.

A 34 The Company's rates are based on the rate at which the company purchases the service with an adjustment for market considerations.



**enhanced communications group**

2232 W Washington Blvd., Suite 202  
Bartlesville, OK 74008  
ph. 918-333-8833

PAY TO THE ORDER OF South Dakota Public Utilities Commission

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SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
**WEEKLY FILINGS**  
For the Period of April 6, 2000 through April 12, 2000

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact  
Delaine Kolbo within five business days of this filing.  
Phone: 605-773-3705 Fax: 605-773-3809

**CONSUMER COMPLAINTS**

**CT00-050** In the Matter of the Complaint filed by Don and Judy Blindauer, Mitchell, South Dakota, against Sprint Communications Company L.P. Regarding Unauthorized Switching of Long Distance Provider.

The complainants allege that they received charges for long distance out of state phone service from Sprint on their December phone bill. They never authorized Sprint to be a carrier and they had a "freeze" on their phone service to prevent being slammed. The charges from Sprint were high, ranging from .57 cents per minute to \$3.09 per minute. They received another bill from Sprint in February and they continue to get bills from their chosen carrier I-Link. The complainants are requesting that the Sprint rates be re-rated to the charges they would have received with I-Link and that they be paid \$1000.00 for the inconvenience. The complainants would like to see Sprint heavily fined in order to put a stop to this type of thing. The complainants want to be sure that Sprint is off of their phone service and if they have to attend a hearing in Pierre, they feel that Sprint should have to pay their expenses.

Staff Analyst: Charlene Lund  
Staff Attorney: Karen Cremer  
Date Docketed: 04/06/00  
Intervention Deadline: NA

**ELECTRIC**

**EL00-010** In the Matter of the Application of Black Hills Corporation for Authority to Issue Common Stock and Preferred Stock.

On April 10, 2000, Black Hills Corporation submitted an application for authority to issue common stock and preferred stock related to the agreement and plan of merger between Black Hills Corporation and Indeck Capital, Inc.

Staff Analyst: Heather Forney  
Staff Attorney: Camron Hoseck  
Date Docketed: 04/10/00  
Intervention Deadline: 04/28/00

**EL00-011** In the Matter of the Application of Black Hills Corporation to Authorize Gerald R. Forsythe to Acquire Control, Directly or Indirectly, of more than 10% of the Total Capital Stock of Black Hills Corporation.

On April 14, 2000, Black Hills Corporation submitted an application to authorize Gerald R. Forsythe to acquire control, directly or indirectly, of more than 10% of the total capital stock of Black Hills Corporation. This application pertains to the proposed merger between Black Hills Corporation and Indeck Capital, Inc.

Staff Analyst: Heather Forney  
Staff Attorney: Carron Hoseck  
Date Docketed: 04/10/00  
Intervention Deadline: 04/28/00

## TELECOMMUNICATIONS

**TC98-203 In the Matter of the Filing for Approval of a Second Amendment to the Interconnection Agreement between FirsTel, Inc. and U S WEST Communications, Inc.**

An amendment, termed a "second" amendment to an interconnection agreement between FirsTel, Inc. and U S WEST Communications, Inc., has been filed with the Commission for approval pursuant to 47 U.S.C. Section 252(e). The interconnection agreement amends a prior agreement approved by the Commission on September 14, 1999 in docket TC98-203. The amendment purports to allow FirsTel to access certain preexisting combinations of unbundled network elements in accordance with the FCC's November 5, 1999 Order and related federal regulations. It will add terms, conditions and rates with regard to unbundled network elements. Pending at this time is a first amendment of the same interconnection agreement.

Staff Attorney: Carron Hoseck  
Date Docketed: 04/12/00  
Intervention Deadline: 04/28/00

**TC98-206 In the Matter of the Filing for Approval of a Second Amendment to the Interconnection Agreement between DSLnet Communications, LLC and U S WEST Communications, Inc.**

An amendment, termed a "second" amendment to an interconnection agreement between DSLnet Communications, LLC and U S WEST Communications, Inc., has been filed with the Commission for approval pursuant to 47 U.S.C. Section 252(e). The interconnection agreement amends a prior agreement approved by the Commission on September 23, 1999 in docket TC98-206. The amendment purports to allow DSLnet to access certain preexisting combinations of unbundled network elements in accordance with the FCC's November 5, 1999 Order and related federal regulations. It will add terms, conditions and rates with regard to unbundled network elements.

Staff Attorney: Carron Hoseck  
Date Docketed: 04/12/00  
Intervention Deadline: 04/28/00

- TC00-065** In the Matter of the Filing by South Dakota Independent Telephone Coalition for Approval of Reciprocal Transport and Termination Agreement between G.C.C. License L.L.C. and Brookings Municipal Telephone Company.
- TC00-066** In the Matter of the Filing by South Dakota Independent Telephone Coalition for Approval of Reciprocal Transport and Termination Agreement between G.C.C. License L.L.C. and Cheyenne River Sioux Tribe Telephone Authority.
- TC00-067** In the Matter of the Filing by South Dakota Independent Telephone Coalition for Approval of Reciprocal Transport and Termination Agreement between G.C.C. License L.L.C. and Tri County Telcom, Inc.

The above companies (TC00-065, TC00-066, TC00-067) have each filed a reciprocal transport and termination agreement which was negotiated and entered into between them and G.C.C. License L.L.C. which is an affiliate of Western Wireless Corporation. Commission approval is sought pursuant to 46 U.S.C. Section 252(e).

Staff Attorney: Camron Hoseck  
Date Docketed: 04/07/00  
Intervention Deadline: 04/28/00

- TC00-068** In the Matter of the Filing by U S WEST Communications, Inc. Regarding the Sale of Exchanges in Nebraska and Minnesota.

"U S WEST Communications and Citizens [Communications] have entered into transactions whereby Citizens will purchase 14 U S WEST exchanges in Nebraska and 43 [U S WEST] exchanges in Minnesota....Approximately 95 South Dakota customers are served out of the Valentine, Nebraska exchange and approximately 520 South Dakota customers are served out of the Ortonville-Big Stone, Minnesota exchange....[U S WEST and Citizens] respectfully request that the Commission, as expeditiously as possible, issue two separate statements that: 1) contingent on the Nebraska Public Service Commission's approval of the Nebraska sale, the Commission does not object to the FCC granting study area waivers nor to any configuration of study area boundaries involving the South Dakota portion of the Valentine, Nebraska exchange and; 2) contingent on the State of Minnesota Public Utilities Commission's approval of the Minnesota sale, the Commission does not object to the FCC granting study area waivers nor to any configuration of study area boundaries involving the South Dakota portion of the Ortonville-Big Stone, Minnesota exchange."

Staff Analyst: Harlan Best  
Staff Attorney: Camron Hoseck  
Date Docketed: 04/10/00  
Intervention Deadline: 04/28/00

- TC00-069** In the Matter of the Application of Natol, LLC for a Certificate of Authority to Provide Telecommunications Services in South Dakota.

Natel, LLC submitted an application to provide resold interexchange services in South Dakota. The applicant proposes to offer 1- and 10XXXX toll-free dialing, 800/888 toll-free inbound dialing, travel card service, and prepaid calling card services.

Staff Analyst: Heather Forney  
Staff Attorney: Karen Cremer  
Date Docketed: 04/11/00  
Intervention Deadline: 04/28/00

**TC00-070 In the Matter of the Application of Enhanced Communications Group, L.L.C. d/b/a ECG, L.L.C. for a Certificate of Authority to Provide Telecommunications Services in South Dakota.**

Enhanced Communications Group, L.L.C. d/b/a ECG, L.L.C. has filed a request for a Certificate of Authority to offer resold interexchange services, including message toll-free incoming 800/888, and travel card services throughout South Dakota.

Staff Analyst: Michele Farris  
Staff Attorney: Karen Cremer  
Date Docketed: 04/12/00  
Intervention Deadline: 04/28/00

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**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE APPLICATION OF ) ENHANCED COMMUNICATIONS GROUP, ) L.L.C. D/B/A ECG, L.L.C. FOR A CERTIFICATE ) OF AUTHORITY TO PROVIDE ) TELECOMMUNICATIONS SERVICES IN ) SOUTH DAKOTA )	ORDER GRANTING CERTIFICATE OF AUTHORITY  TC00-070
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On April 12, 2000, the Public Utilities Commission (Commission), in accordance with SDCL 49-31-3 and ARSD 20:10:24:02, received an application for a certificate of authority from Enhanced Communications Group, L.L.C. d/b/a ECG, L.L.C. (ECG).

ECG proposes to offer resold intrastate long distance service on a statewide basis. A proposed tariff was filed by ECG. The Commission has classified long distance service as fully competitive.

On April 13, 2000, the Commission electronically transmitted notice of the filing and the intervention deadline of April 28, 2000, to interested individuals and entities. No petitions to intervene or comments were filed and at its June 20, 2000, meeting, the Commission considered ECG's request for a certificate of authority. Commission Staff recommended granting a certificate of authority, subject to the condition that ECG not offer a prepaid calling card or require deposits or advance payments without prior approval of the Commission. Commission Staff further recommended a waiver of ARSD 20:10:24:02(8).

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapter 49-31, specifically 49-31-3 and ARSD 20:10:24:02 and 20:10:24:03. The Commission finds that ECG has met the legal requirements established for the granting of a certificate of authority. ECG has, in accordance with SDCL 49-31-3, demonstrated sufficient technical, financial and managerial capabilities to offer telecommunications services in South Dakota. Further, the Commission finds that there is good cause to waive ARSD 20:10:24:02(8). The Commission approves ECG's application for a certificate of authority, subject to the condition that ECG not offer a prepaid calling card or require deposits or advance payments without prior approval of the Commission. As the Commission's final decision in this matter, it is therefore

ORDERED, that ECG's application for a certificate of authority is hereby granted, subject to the condition that ECG not offer a prepaid calling card or require deposits or advance payments without prior approval of the Commission. It is

FURTHER ORDERED, that the Commission finds good cause to waive ARSD 20:10:24:02(8). It is

FURTHER ORDERED, that ECG shall file informational copies of tariff changes with the Commission as the changes occur.

Dated at Pierre, South Dakota, this 28th day of June, 2000.

<b>CERTIFICATE OF SERVICE</b>
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by first class mail, in properly addressed envelopes, with charges prepaid thereon.
By: <u><i>Nelaine Kelbo</i></u>
Date: <u>6/29/00</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

*James A. Burg*  
JAMES A. BURG, Chairman

*Pam Nelson*  
PAM NELSON, Commissioner

*Laska Schoenfelder*  
LASKA SCHOENFELDER, Commissioner

# SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

## CERTIFICATE OF AUTHORITY

To Conduct Business As A Telecommunications Company  
Within The State Of South Dakota

Authority was Granted June 20, 2000  
Docket No. TC00-070

*This is to certify that*

**ENHANCED COMMUNICATIONS GROUP, L.L.C.  
D/B/A ECG, L.L.C.**

*is authorized to provide telecommunications services in South Dakota.*

This certificate is issued in accordance with SDCL 49-31-3 and ARSD 20:10:24:02, and is subject to all of the conditions and limitations contained in the rules and statutes governing its conduct of offering telecommunications services.

Dated at Pierre, South Dakota, this 28th day of June, 2000.

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION:**



*James A. Burg*  
JAMES A. BURG, Chairman

*Pam Nelson*  
PAM NELSON, Commissioner

*Laska Schoenfelder*  
LASKA SCHOENFELDER, Commissioner