

Docket Number: TC15-068
Subject Matter: First Data Request
Request to: Stratus Networks, Inc.
Request from: South Dakota Public Utilities Commission Staff
Date of Request: October 28, 2015
Responses Due: November 12, 2015

- 1-1. Pursuant to ARSD 20:10:24:02(1), provide the applicant's facsimile number and e-mail address.

RESPONSE: Email: jpetrakis@stratusnet.com
Facsimile: (309)222-2124

- 1-2. Pursuant to ARSD 20:10:24:02(2), provide a description of the organizational structure of Stratus Networks, Inc. Also, include an organizational chart.

RESPONSE: Please see attached Exhibit A

- 1-3. Stratus Networks Construction Services is mentioned as being owned by Stratus Networks, Inc. on the applicant's website. Please describe the legal structure and relationship of these companies pursuant to ARSD 20:10:24:02(2).

Source: <http://www.stratusnet.com/services-offered/>

RESPONSE: Stratus Construction Services is not owned by Stratus Networks. Stratus Construction Services has the same ownership structure as Stratus Networks. Which is John Petrakis and Kevin Morgan each own 50% of the business.

- 1-4. The active assumed name for Stratus Networks, Inc. is listed as Access2Go, Inc. on the Illinois Secretary of State website. Please explain, pursuant to ARSD 20:10:24:02(3).

- a. In addition, on the second page of Exhibit A of the application, under "6. Corporation intends to cease transacting business under the assumed corporate name of..." the company filled "Stratus Networks, Inc." into the blank.

RESPONSE: Access2Go, Inc was incorporated on June 6, 2002. In 2012, the Board of Directors made the decision to change the name to Stratus Networks, Inc. To do this, on June 26, 2012 Access2Go, Inc. first adopted an assumed name of Stratus Networks, Inc. Then on August 14, 2012 Access2Go, Inc. filed to paperwork to cease using Stratus Networks, Inc as an assumed name so they could formally change the name from Access2Go, Inc. to Stratus Networks, Inc. In "a." above you are referencing only one page of the four page document that was filed. On August 15, 2012 Stratus Networks, Inc. filed the paperwork to adopt an assumed name of Access2Go, Inc.

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- 1-5. Pursuant to ARSD 20:10:24:02(4), provide a copy of the company's certificate of authority to transact business in South Dakota from the Secretary of State.

RESPONSE: Please see attached Exhibit B

- 1-6. Pursuant to ARSD 20:10:24:02(10), provide the toll-free number of the applicant's representatives to whom all inquiries must be made regarding complaints and a description of how the applicant handles customer service matters.

RESPONSE: Stratus uses three Network Operations Centers(NOC's). They are location in Peoria, IL, Richardson and Austin, TX. Through the phone number of 1-866-822-2246 Stratus customer support can be reached 24 hours a day, 365 days a year. The mean time to answer a call is 20 seconds. Depending on the nature of any other complaint would determine where it would be routed. Example billing would go to billing management, sales would go to sales management. Stratus provides a general number of 1-800-990-9093 to handle these types of complaints.

- 1-7. Pursuant to ARSD 20:10:24:02(16), provide a description of how the applicant intends to market its services using referral and sales agents. Also, do agents receive commission for recruiting other agents?

RESPONSE: Stratus will sell services to customers that are based in other states and have locations in South Dakota. At this time additional sales would come from independent telecom agents that will be paid commission. There is no commission for an agent to bring in another agent. This is not multiple level marketing.

- 1-8. Pursuant to ARSD 20:10:24:02(16), provide copies of any company brochures used in assisting the sale of service, such as those found on the company's website.

Source: <http://www.stratusnet.com/voice/>

RESPONSE: Please see attached Exhibit C

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1-9. Please refer to Exhibit D – Biographical Information of the application:

- a. John Petrakis is listed as sitting on the Board of *Access2Go* and is the acting President of Operations. Please confirm whether this is a typographical error or not.

RESPONSE: MR. Petrakis is the President of the Corporation not the President of Operations. He is also one of two Board Members with Kevin Morgan being the other.

- b. The third sentence of Kevin Morgan’s biographical information is unclear: “Mr. Morgan joined *Stratus Networks, Inc (formerly Stratus Networks, Inc.)* in 1999.”
 - i. Is there a difference between “Stratus Networks, Inc” and “Stratus Networks, Inc.”?

RESPONSE: No, there is not a difference.

- ii. In answer (2) of the application, the applicant is listed as being organized on June 6, 2002. Was the company organized earlier, when Mr. Morgan joined in 1999?

RESPONSE: Yes, the company was originally a “C” corporation and was re-incorporated in 2002 as an “S” corp.

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- c. The fourth sentence of Kevin Morgan's biographical information is unclear: "*Prior to joining Stratus Networks, Inc. Mr. Morgan was a Senior Account Executive at Ameritech/SBC from 1998 to 2001.*"
 - i. This sentence contradicts sentence three. Please clarify.

RESPONSE: Mr. Morgan joined Stratus which was known as Access2Go in 1999. The sentence about being with SBC from 1998-2001 was an error.

- 1-10. Explain the circumstances as to how Stratus Networks, Inc. provided telecommunications service in South Dakota starting July 2013 without the necessary certificate of authority from the South Dakota Public Utilities Commission.

RESPONSE: