

**BEFORE THE
SOUTH DAKOTA PUBLIC SERVICE COMMISSION**

**APPLICATION FOR A CERTIFICATE OF AUTHORITY
ON BEHALF OF
WIDE VOICE, LLC**

Pursuant to Rule 20:10:24:02 of the Commission's Telecommunications Services Rules, Wide Voice, LLC ("Wide Voice") submits the following registration information:

1. The name, address and telephone number of the Applicant.

Wide Voice, LLC
410 South Rampart, Suite 390
Las Vegas, NV 89145
Telephone: 702-553-3007
Facsimile: 562-437-1422
Toll Free Customer Service: 1-855-870-9433

2. If sole proprietorship, the full name and business address of its owner; if a partnership, the full name and business address of each partner; if a corporation, a listing of the full name and business address of each corporate officer and director; if a limited liability corporation, the full name and business address of each partner.

A listing of the corporate officers and respective address for Wide Voice is provided in **Attachment IV**.

3. The name under which the Applicant will provide these services if different than in subdivision (1) of this section:

The Applicant will provide services under the name shown in Question 1.

4. If a corporation

(a) The location of the Applicant's principal office, if any, in this state and the name and address of its current registered agent, if applicable:

Wide Voice, LLC, has no principal office in South Dakota.

The name and address of Applicant's current registered agent is:

CT Corporation Systems
319 S. Coteau Street
Pierre, SD 57501

- (b) **A list of shareholders owning twenty (20) percent or more of the interest in the business.**

Erickson Family Trust
Patrick Chicas
Tandy DeCosta

- (c) **The state in which the applicant is incorporated, the date of incorporation and a copy of its certificate of incorporation.**

Wide Voice, LLC, is a Nevada corporation incorporated on August 27, 2007. All of the corporate officers, and respective addresses, for Wide Voice can be found in **Attachment IV**.

A copy of the Applicant's certificate of authority to transact business in South Dakota from the Secretary of State is included as **Attachment I** to the application.

5. **A description of the Applicant's experience providing any telecommunications services in South Dakota or in other jurisdictions, including the types of services provided, and the dates and nature of state or federal authorization to provide the services.**

Wide Voice, LLC, proposes to offer competitive local exchange service, including exchange access service, within the state of South Dakota using its own facilities. It may also utilize resold services available from the underlying ILEC or other facilities-based carriers. Petitioner will negotiate an interconnection agreement with Qwest Corporation.

Attachment V lists the states where the Applicant is providing service similar as the authority requested in this Application.

6. **Names and addresses of Applicant's affiliates, subsidiaries and parent organizations, if any.**

Wide Voice does not have any affiliates, subsidiaries or parent organizations.

7. **A list and specific description of the types of services the Applicant seeks to offer and the means by which the services will be provided including:**

- (a) **Information indicating the class of customers the Applicant intends to serve.**

Wide Voice will provide its services to both residential and business customers.

- (b) **Information indicating the extent to and time-frame by which Applicant will provide service through the use of its own facilities, the purchase of unbundled network elements, or resale.**

The Applicant proposes to provide local service immediately upon certification using its own facilities. Interexchange toll services will be provided via resale.

(c) A description of all facilities that the Applicant will utilize to furnish the proposed local exchange services, including any facilities of underlying carriers.

Line Side Facilities: Wide Voice, LLC primarily uses a fixed, wireless solution based on the WIMAX (Worldwide Interoperability for Microwave Access) technology operating in the 3.65 GHZ licensed spectrum providing service to residential, small business, hospitality and public safety. The network supports high-speed broadband services, voice service, data and Internet access, and multimedia. In select markets, Wide Voice, LLC will also lease line side transport services from the incumbent too include, analog and digital loops and t-carrier services at the DS1 level.

Trunk and Interconnect Facilities: Wide Voice, LLC will primarily utilize leased transport services from the incumbent LEC, other CLEC's and CAP's. Wide Voice, LLC may also use private, point to point microwave radio transport in select opportunities and markets. Both transport methods will support Ethernet and t-carrier - DS1 through OC3 capacities.

Switching and Call Routing: Wide Voice, LLC operates a geographically diverse, Class 4 and Class 5 Telephony Services Topology. The network consists of Trunking and Signalling Gateways provided by GenBand with Call Routing, Call Management, Call Feature Service and Border Control by WydeVoice. The network is "VoIP/TDM agile", accepting or providing TDM or VoIP connectivity on both the line and trunk side of the network.

(d) Information identifying types of services it seeks authority to provide by reference to the general nature of the service.

Wide Voice will provide local telephone exchange service and interexchange long distance service to both residential and business customers.

8. A service area map and narrative description indicating with particularity the geographic area proposed to be served by the applicant.

Wide Voice intends to offer its services initially in the territory now served by Qwest. The Company will adhere to the service area maps defined by Qwest. The Company requests a waiver of the requirement to provide maps since it mirrors the Qwest maps.

9. **Information regarding the technical competence of the applicant to provide its proposed local exchange services including:**

- (a) **A description of the education and experience of the applicant's management personnel who will oversee the proposed local exchange services.**

A copy of current resumes of Wide Voice's management personnel is attached as **Attachment III**.

- (b) **Information regarding policies, personnel, or arrangements made by the applicant which demonstrates the applicant's ability to respond to customer complaints and inquiries promptly and to perform facility and equipment maintenance necessary to ensure compliance with any commission quality of service requirements.**

Applicant is responsible for all customer inquiries and complaints. The telephone number for customer inquiries and complaints is provided by Wide Voice on the customer bill. Wide Voice's Customer Service department may be accessed through a toll-free number: 1-855-870-9433. Customer service is available seven days a week, twenty-four hours a day.

For regulatory matters:

Tara Odenthal, Operations Manager
Wide Voice, LLC
410 South Rampart, Suite 390
Las Vegas, NV 89145
Telephone: 562-624-5444
Facsimile: 562-437-1422
Email Address – regulatory matters: regulatory@widevoice.com

For complaint matters by Commission:

Tara Odenthal, Operations Manager
Wide Voice, LLC
410 South Rampart, Suite 390
Las Vegas, NV 89145
Telephone: 562-624-5444
Facsimile: 562-437-1422
Email Address – regulatory matters: regulatory@widevoice.com

For complaint matters by Customers

Patrick Chicas, President
Wide Voice, LLC
410 South Rampart, Suite 390
Las Vegas, NV 89145
Telephone: 702-553-3007
Facsimile: 562-437-1422
Email Address – regulatory matters: pjc@widevoice.com

- 10. Information explaining how the applicant will provide customers with access to emergency services such as 911 or enhanced 911, operator services, interexchange services, directory assistance, and telecommunications relay services.**

Wide Voice will enter into interconnection agreements with Qwest and other certificated LECs. Under such agreements, Wide Voice customers will be able to access emergency services such as 911 or enhanced 911. Such calls will be routed through the underlying carrier to the appropriate emergency agency serving the originating location. Access to local operator services, directory assistance and telecommunications relay services will also be made available.

- 11. Financial information including:**

- (a) For the most recent 12 month period, financial statements consisting of balance sheets, income statements, and cash flow statements.**

The requested financial information is provided in **Attachment II**.

- (b) If a public corporation, the applicant's latest annual report and report to stockholders.**

Not Applicable.

- 12. Information detailing the following matters associated with interconnection to provide proposed local exchange services:**

- (a) The identity of all local exchange carriers with which the applicant plans to interconnect**

Wide Voice plans to sign interconnection agreements with Qwest initially and with other certificated LECs as Customer demand warrants.

- (b) The likely timing of initiation of interconnection service and a statement as to when negotiations for interconnection started or when negotiations are likely to start.**

Wide Voice anticipates negotiating the interconnection agreements concurrent with the processing of this application.

- (c) A copy of any request for interconnection made by the applicant to any local exchange carrier.**

See response to 12(b) above.

13. **A tariff or price list indicating the prices, terms and conditions of each contemplated local service offering.**

The Company will provide an Access Tariff before offering services within the State, but the tariff is not being filed jointly with this application.

14. **Cost support for rates shown in the Company's tariff or price list for rate or price regulated noncompetitive or emerging competitive services.**

The Company requests a waiver of ARSD 20:10:32:03(14) requiring cost support. The Company has not yet determined final prices for its noncompetitive or emerging competitive services.

15. **A description of how the applicant intends to market its local exchange target market, whether the applicant engages in multilevel marketing, and copies of any company brochures that will be used to assist in the sale of the services.**

The primary marketing channel for Wide Voice is via direct sales.

16. **If the applicant is seeking authority to provide local exchange service in the service area of a rural telephone company, the date by which the applicant expects to meet the service obligation imposed pursuant to §20:10:32:15 and applicant's plan for meeting the service obligations.**

Wide Voice is not seeking authority to provide local exchange service in the service area of rural telephone companies. The Company may, upon receipt of a request from service from a prospective customer, enter into interconnection and/or resale agreements with a rural telephone company. The Company has no such requests at the present time.

17. **A list of the states in which the applicant is registered or certified to provide telecommunications services, whether the applicant has ever been denied registration or certification in any state and the reasons for any such denial, a statement as to whether or not the applicant is in good standing with the appropriate regulatory agency in the states where it is registered or certified, and a detailed explanation of why the applicant is not in good standing in a given state, if applicable.**

A list of states in which Wide Voice is registered or certified to provide telecommunications services is provided in **Attachment V**. Wide Voice has never been denied registration or certification and is in good standing with all states in which it operates.

19. **Information concerning how the applicant plans to bill and collect charges from customers who subscribe to its proposed local exchange services.**

Wide Voice will bill customers directly. Customer payments will be made directly to the Company and the Company will have no payment centers in South Dakota.

20. **Information concerning the applicant's policies relating to solicitation of new customers and a description of the efforts the applicant shall use to prevent the unauthorized switching of local service customers by the applicant, its employees, or agents.**

Wide Voice utilizes a direct sales approach to its marketing efforts. The Company does not utilize any form of multilevel marketing in the sale of its services. The Company uses a written LOA to prevent the unauthorized switching of local service customers.

21. **The number and nature of complaints filed against the applicant with any state or federal commission regarding the unauthorized switching of a customer's telecommunications provider and the act of charging customers for services that have not been ordered.**

Wide Voice has never had a complaint filed against it for the unauthorized switching of a customer's local exchange service.

22. **A written request for waiver of those rules believed to be inapplicable.**

Wide Voice requests a waiver from ARSD 20:10:32:03(14) requiring cost support. The Company has addressed these issues in items 11 and 14.

Additionally, Wide Voice will not be collecting deposits for service within South Dakota. The company will post a surety bond payable to the Consumers of the State of South Dakota should they change their deposit policy in the future.

23. **Information concerning how the applicant will notify a customer of any materially adverse change in any rate, term, or condition of any telecommunications service provided to the customer. The notification must be made at least thirty days in advance of the change.**

Wide Voice will notify customers directly or via bill insert, thirty days in advance of the change, as warranted by the nature of the change.

24. **Federal Tax Identification Number.**

Wide Voice's Federal Tax Identification Number is 26-3685810.

25. **Other information requested by the commission needed to demonstrate that the applicant has sufficient technical, financial, and managerial capabilities to provide the local exchange services it intends to offer consistent with the requirements of this chapter and other applicable rules and laws.**

Wide Voice has experience operating as a telecommunications provider as provided in Attachment III. Wide Voice is technically, financially and managerially qualified to provide local and interexchange services in South Dakota based on the Company's experience in other markets.

Submitted by:

By: 

Patrick Chicas, President
Wide Voice, LLC