

**BEFORE THE
SOUTH DAKOTA PUBLIC SERVICE COMMISSION**

**APPLICATION FOR A CERTIFICATE OF AUTHORITY
TO PROVIDE INTEREXCHANGE SERVICE IN SOUTH DAKOTA
ON BEHALF OF
TELEVERGENCE SOLUTIONS, INC.**

Pursuant to Rule 20:10:24:02 of the Commission's Telecommunications Services Rules, Televergence Solutions, Inc. ("Televergence") submits the following registration information:

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

Televergence Solutions, Inc.
3835 R East Thousand Oaks Blvd. #422
Thousand Oaks, CA 91362
Telephone: 800-706-5199
Facsimile: 800-262-1121
Toll Free Customer Service: 800-706-5199
Company Website: www.tsicorp.net
E-Mail Address:

2. A description of the legal and organizational structure of the Applicant's company.

Televergence Solutions, Inc. is a California corporation incorporated on August 29, 2008. All listing of the corporate officers, and respective addresses, for Televergence can be found 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. A copy of the Applicant's Certificate of Authority to transact business in South Dakota from the Secretary of State:

Televergence Solutions, Inc. is a California corporation incorporated on August 29, 2008. 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. 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:

Televergence Solutions, Inc. has no principal office in South Dakota.

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

National Registered Agents, Inc.
300 South Phillips Avenue, Suite 300
Sioux Falls, SD 57104

6. A list and specific description of the telecommunications services the Applicant intends to offer:

The Company will provide presubscribed direct dial 1+ long distance service throughout the state.

7. A detailed statement of how the applicant will provide its services:

The Company will provide presubscribed direct dial 1+ long distance service throughout the state, by reselling services of other Carriers.

Televergence Solutions, Inc. has no plans to construct switching or transmission facilities in South Dakota.

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

Televergence Solutions, Inc. intends to offer its services statewide in the State of South Dakota.

9. **For the most recent 12 month period, financial statements of the Applicant including a balance sheet, income statement, and cash flow statement. The Applicant shall provide audited financial statements, if available:**

See Attachment II.

10. **The names, addresses, telephone number, facsimile number, E-mail address, and toll free number of the Applicant's representatives to whom all inquiries must be made regarding complaints and regulatory matters and a description of how the Applicant handles customer service matters.**

For complaints and on-going regulatory issues:

For regulatory matters:

Beverly Gross, Acting Controller
Televergence Solutions, Inc.
3835 R East Thousand Oaks Blvd. #422
Thousand Oaks, CA 91362
Telephone: 800-706-5199
Facsimile: 800-262-1121
Email Address – regulatory matters: bgross@tsicorp.net

For complaint matters by Commission:

Beverly Gross, Acting Controller
Televergence Solutions, Inc.
3835 R East Thousand Oaks Blvd. #422
Thousand Oaks, CA 91362
Telephone: 800-706-5199
Email Address – complaints bgross@tsicorp.net

For complaint matters by Customers

Vicki Nelson, Customer Service Manager
Televergence Solutions, Inc.
3835 R East Thousand Oaks Blvd. #422,
Thousand Oaks, CA 91362
Toll Free Customer Service: 800-706-5199
Email Address – complaints vnelson@tsicorp.net

11. Information concerning how the Applicant plans to bill and collect charges from customers:

Customers will be notified at the time of sale that bills will be issued via email on a monthly basis.

12. 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 interexchange customers.

Televergence 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 contract for all customers to prevent the unauthorized switching of local service customers.

13. Information concerning how the applicant will make available to any person information concerning the applicant's current rates, terms, and conditions for all of its telecommunications services.

Televergence's will post a price list with the current rates, terms and conditions on its Company website.

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

Televergence's will notify all presubscribed customers of any and all changes to any rate, term or condition of the telecommunications service provided thirty (30) days' prior to the change taking place via a bill insert or direct bill notice.

15. 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.

See Attachment IV.

16. **A description of how the Applicant intends to market its services, its target market, whether the Applicant engages in any multilevel marketing, and copies of any company brochures used to assist the sale of services.**

Televergence 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.

17. **Federal tax identification number and South Dakota sales tax number.**

Federal Tax ID: 26-3290041 South Dakota Sales Tax No.: _____

18. **The number and nature of complaints filed against the applicant 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.**

Televergence Solutions, Inc. has never received a complaint in any state or at federal regulatory commission for the unauthorized switching of a telecommunications provider and the act of charging customers for services that have not been ordered.

19. **A written request for waiver of those rules the applicant believes to be inapplicable.**

Televergence is not requesting any waivers.


Televergence will not be collecting deposits, offering prepaid calling cards or collecting advance payment, for service within South Dakota. The company will seek prior approval from the Commission should it seek to change these deposit policies in the future.

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

Televergence has experience operating as a telecommunications provider as provided in Attachment III. Televergence is technically, financially and managerially qualified to provide local exchange service in South Dakota based on the Company's experience and manner of provision services with South Dakota.

Submitted by:

By:


Deborah L. Ward, CEO

Televergence Solutions, Inc.