

1. Regarding ARSD 20:10:32:03(7), please provide the names and addresses of applicant's affiliates, subsidiaries, and parent organizations, if any. It is noted that the applicant filed consolidated financial statements in this application.

ANPI Business, LLC ("Applicant") has one member which is considered to be its parent company, ANZ Communications LLC ("ANZ"). ANZ is not a public utility. Applicant has two affiliates which are utilities; ANPI, LLC, a wholesale provider of Interexchange telecommunications services, and Common Point LLC, a wholesale provider of tandem access switching. The parent and the Applicant's affiliate's offices are at 3130 Pleasant Run, Springfield, IL, 62711. Applicant has its primary offices split between the aforementioned Springfield location and at 7460 Warren Parkway, Suite 218, Frisco, TX 75034.

2. Regarding ARSD 20:10:32:03(10)b, please provide 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 has people and policies in place to handle customer complaints and also has a state of the art 24x7x365 NOC in Frisco TX. Applicant supplies a toll free number for customer service inquiries during normal business hours and another toll free number listed on their website that routes directly to the NOC for after-hours emergencies (1-888-NOC-24x7).

Customers Complaint Escalation Path:

1st Level:
Customer Service Representative
877-366-2674
customerservice@anpi.com

2nd level:
Heidi May Young, Customer Service Manager
hyoung@anpi.com
217-698-2862

3rd Level:
Joseph O'Hara, Chief Financial Officer
regulatoryaffairs@anpi.com

3. Regarding ARSD 20:10:32:03(11), please explain how the applicant will provide customers with access to interexchange services, directory assistance, and telecommunications relay services.

In addition to Applicant's existing legacy Long Distance products, Applicant's Integrated Local and Long Distance "Hosted IP PBX" and "VoIP / SIP Trunks" are to be delivered via private and/or public IP. Access can be delivered by the Applicant or customer provided. Calling includes Local, Long Distance, International, 411, 911, Toll Free, and local services such as CNAM in / out. Both products are delivered via IP to the customer's premises. For Integrated VoIP / SIP Trunks, the handoff at the customer premises can be SIP, digital (PRI / CAS), or analog, enabling the customer to use and retain their existing investments while providing a cost effective roadmap and migration plan from TDM to SIP, or a Hosted IP PBX solution.

4. Regarding ARSD 20:10:32:03(12) would the applicant agree to the condition that ANPI Business, LLC, not offer any prepaid services to retail end user customers (including prepaid calling cards) and not accept or require any deposits or advance payments from retail customers without prior approval of the Commission?

Yes, Applicant agrees to the condition that they will not offer any prepaid services to retail end user customers (including prepaid calling cards) and not accept or require any deposits or advance payments from retail customers without prior approval of the Commission.

5. Regarding ARSD 20:10:32:03(16), please provide 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.

Applicant is currently in good standing with all regulatory agencies in all jurisdictions where it is registered and certified.

6. Please explain why the application for amended certificate of authority submitted to the South Dakota Secretary of State in Exhibit B, states the address of the applicant is 3130 Pleasant Run, Springfield, IL, 62711, which differs from that on page 2 of the application.

As mentioned in Question 1, Applicant has its primary offices split between Springfield, Illinois and Frisco, Texas. Applicant has officers and employees at both locations.

7. Please provide the source for Exhibit C of the application. Is this list intended to include all CenturyLink local exchanges in South Dakota (such as Aberdeen for example)?

Yes, the list of exchanges in Exhibit C is intended to include all CenturyLink local exchanges.