

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

**IN THE MATTER OF THE AMENDED
APPLICATION OF INTRADO
COMMUNICATIONS INC. FOR A
CERTIFICATE OF AUTHORITY TO
PROVIDE LOCAL EXCHANGE AND
INTEREXCHANGE SERVICE WITHIN
THE STATE OF SOUTH DAKOTA**

DOCKET NO. TC14-002

AMENDED APPLICATION

Application is hereby made to the South Dakota Public Utilities Commission (“Commission”) pursuant to S.D. Admin. R. 20:10:32:03 and S.D. Admin. R. 20:10:24:02 for an Order granting Intrado Communications Inc. (“Intrado Comm” or “Applicant”) a Certificate of Authority (“COA”) to provide local exchange and interexchange services in the State of South Dakota. Applicant is a wholly owned subsidiary of Intrado Inc., which is owned by West Corporation. The issuance of a COA to Intrado Comm to provide local exchange and interexchange services is in the public interest. For ease of review, Intrado Comm is amending its original Application, filed on February 20, 2014, by adding solely the information required pursuant to S.D. Admin. R. 20:10:24:02. The remaining sections of the original Application and Exhibits are still accurate.

The following information is furnished in support of this application:

- (1) The applicant’s name, address, telephone number, facsimile number, web page URL, and E-mail address:**

Name: Intrado Communications Inc.
Address: PO Box 999
Longmont CO 80502
Telephone: (720) 494-5800
Fax: (720) 494-6600
URL: <http://www.intrado.com>
E-mail: regulatory@intrado.com

(2) A description of the legal and organizational structure of the applicant's company:

Applicant is a Delaware corporation. A copy of Applicant's Articles of Incorporation is attached as Exhibit A. A copy of Applicant's current organization chart is attached as Exhibit B.

(3) The name under which applicant will provide local exchange and interexchange services if different than in subdivision (1) of this section:

Intrado Communications Inc. will be the entity providing local exchange and interexchange services in South Dakota.

(4) 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:

Applicant does not have a principal office located in South Dakota. The name and address of Applicant's current registered agent is:

Corporation Service Company
503 South Pierre Street
Pierre, SD 57501

(5) A copy of its certificate of authority to transact business in South Dakota from the secretary of state:

A copy of Applicant's Certificate of Authority to transact business in South Dakota is attached as Exhibit C.

(6) 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:

Applicant is authorized to provide telecommunications service, including 9-1-1 services, in 43 states plus the District of Columbia. Applicant's wholly owned subsidiary, Intrado Communications of Virginia Inc., provides telecommunications service in Virginia. Applicant's affiliate, Intrado Inc., provides service in Illinois. Exhibit D includes these states and the dates on which authority was granted.

(7) Names and addresses of applicant's affiliates, subsidiaries, and parent organizations, if any:

Applicant directly owns Intrado Communications of Virginia Inc. Applicant is a wholly owned subsidiary of Intrado Inc., a Delaware corporation. These three corporations share the following mailing address: PO Box 999, Longmont, CO 80502.

Intrado Inc. is a wholly-owned subsidiary of West Corporation, a Delaware corporation headquartered at 11808 Miracle Hills Drive, Omaha, NE 68154.

(8) A list and specific description of the types of services the applicant seeks to offer and how the services will be provided including:

a. Information indicating the classes of customers the applicant intends to serve:

Applicant initially intends to provide 9-1-1 emergency services to government and quasi-government Public Safety Answering Points (“PSAPs”). In the event that a call to a PSAP must be transferred to another PSAP outside of the local calling area, Applicant will utilize interexchange service to transfer the call outside of the local calling area.

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:

Applicant intends to provide service as soon as practicable upon approval of this application and will provide service through the use of its own facilities and, where appropriate, resold facilities.

c. A description of all facilities that the applicant will utilize to furnish the proposed local exchange and interexchange services, including any facilities of underlying carriers:

Applicant has its own switching facilities located in other states and will lease transmission facilities as necessary from other authorized facilities providers in South Dakota. Applicant may in the future install switching facilities in South Dakota, but has not yet determined where those facilities will be located.

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

Applicant will provide 9-1-1 emergency services to PSAPs and may also provide interexchange services in the event that a 9-1-1 is transferred to a PSAP located in a different local calling area.

(9) A service area map or narrative description indicating with particularity the geographic area proposed to be served by the applicant:

Applicant intends to offer its services throughout the State of South Dakota. As noted above, Applicant plans to provide 9-1-1 emergency services to PSAPs.

(10) 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:

The names, titles, education, and experience of key management for the Applicant who will oversee the proposed local exchange service are attached as Exhibit E.

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 has customer service personnel available during normal business hours to respond to customer inquiries and complaints (see response to question 17 below). Applicant also employs personnel that monitor its network 24/7 to ensure appropriate service levels are maintained. Additionally, each customer is assigned a program manager that has direct responsibility for the account.

(11) 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:

This is generally not applicable to the service Applicant will be providing. As noted above, Applicant intends to provide 9-1-1 emergency services to PSAPs throughout South Dakota. Applicant will not be providing local access to customers. Accordingly, a waiver of this requirement is appropriate pursuant to S.D. Admin. R. 20:10:32:10. Consistent with that rule, Applicant's proposed service does not involve providing customers with access to operator services, interexchange services, directory assistance, or the other services referenced above. In addition, the waiver is in the public interest and is not contrary to universal service, the public safety and welfare, and quality of service.

(12) For the most recent 12-month period, financial statements of the applicant consisting of balance sheets, income statements, and cash flow statements. The applicant shall provide audited financial statements, if available:

Applicant is not a publicly traded company and relies on the financial resources of its parent corporation, West Corporation. The link below provides the web site page for West Corporation's 2013 Annual Report:

<http://investor.shareholder.com/west/financials.cfm>

(13) 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:

Applicant initially intends to interconnect with CenturyLink. Applicant may, upon request for service from a prospective customer, enter into interconnection and/or commercial agreements with other local exchange carriers. Applicant has no such requests at this time.

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:

Applicant will negotiate an interconnection agreement with CenturyLink as soon as possible.

c. A copy of any request for interconnection made by the applicant to any local exchange carrier:

No requests for interconnection have been made at this time.

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

Applicant initially intends to provide 9-1-1 emergency services to PSAPs. Applicant will market its 9-1-1 emergency services through its direct sales force. Applicant will not engage in multilevel marketing.

(15) 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 obligations imposed pursuant to § 20:10:32:15 and applicant's plans for meeting the service obligations

Applicant may, upon request for service from a prospective customer, enter into interconnection and/or commercial agreements with a rural telephone company. Applicant has no such requests at this time and anticipates that any such requests would come from government or quasi-government PSAPs and not residential or business customers.

(16) 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

Applicant is certified to provide telecommunications services in the following states: AL,

AR, AZ, CA, CO, CT, DE, DC, FL, GA, HI, ID, IN, IL, KS, KY, LA, MD, MA, MI, MN, MS, MO, MT, NC, ND, NE, NV, NM, NY, OH, OK, OR, PA, RI, SC, TN, TX, UT, VT, VA (through its subsidiary, Intrado Communications of Virginia Inc.), WA, WV, WI, and WY.

Applicant was denied registration/certification in New Hampshire and Iowa. On March 14, 2001, the New Hampshire Public Utilities Commission denied SCC Communications (now Intrado Communications Inc.) application for a certificate of public convenience and necessity (CPCN) without prejudice. The application was denied after the New Hampshire PUC determined the services Applicant proposed to offer (aggregation and transport of 9-1-1 emergency call) did not require a CPCN under New Hampshire PUC Rule 1306.01. Similarly, on March 15, 2002, the Iowa Utilities Board denied without prejudice an application for CPCN filed by Intrado Communications Inc. for the same reason under to Iowa Code § 476.29.

(17) The names, addresses, telephone numbers, E-mail addresses, and facsimile numbers of the applicant's representatives to whom all inquiries must be made regarding customer complaints and other regulatory matters:

Issues related to processing this application:

Mary Jane Rasher
Director, Regulatory and Government Affairs
Intrado Communications Inc.
P.O. Box 999
Longmont, CO 80502
Phone: 720.494.5849
Fax: 720-494-6600

Customer Complaints:

Customer Support
Intrado Communications Inc.
P.O. Box 999
Longmont, CO 80502
Toll Free: 877-214-3032
Facsimile: 720-494-6600

Regulatory issues:

Mary Jane Rasher
Director, Regulatory and Government Affairs
Intrado Communications Inc.
P.O. Box 999
Longmont, CO 80502
Telephone: 720-494-5849
Facsimile: 720-494-6600

(18) Information concerning how the applicant plans to bill and collect charges from

customers who subscribe to its proposed local exchange and interexchange services:

Applicant will bill customers directly on a monthly basis. All billing statements will list the Applicant's name, address, and customer service toll free telephone number for customer inquiries or concerns.

- (19) 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 and interexchange customers by the applicant, its employees, or agents:**

Applicant will solicit customers through its direct sales team. Since Applicant intends to provide service to government entities under contracts, it will not change the service of end user customers.

- (20) 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:**

Applicant has not had any complaints filed against it regarding the unauthorized switching of a customer's telecommunications provider or for charging a customer for services that they had not ordered.

- (21) 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:**

Applicant's current rates, terms and conditions will be posted at:
<http://www.tariffs.net/intradocommunications/states.asp>

- (22) 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**

Applicant will provide its 9-1-1 emergency services through a contract with the customer. Changes in rates, terms, or conditions will be governed by the underlying contract.

- (23) A written request for waiver of those rules believed to be inapplicable:**

Applicant is requesting waiver of the requirement that it provide customers with access to emergency services such as 911 or enhanced 911, operator services, directory assistance, and telecommunications relay services (see response to question 11). Additionally, while not a request for waiver, Applicant requests that it not be required to post a performance bond. Applicant does not intend to collect deposits and will provide its 9-1-1 emergency

services through contracts with government entities. As such, it does not believe that a performance bond is necessary to protect the public interest.

Applicant is not requesting a waiver of any additional rules at this time.

(24) Federal tax identification number and South Dakota sales tax number

Applicant's Federal Tax ID Number is: 84-1597262

Applicant does not have a South Dakota sales tax number yet but will supplement this application when it receives a South Dakota sales tax number.

(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

Applicant has no additional information it believes is relevant to Applicant's qualifications to provide the proposed service.