

- 1-1) The first paragraph of the application states that New Horizons is looking for an order granting a COA to provide local exchange services pursuant to ARSD 20:10:24:02 and 20:10:32:03. ARSD 20:10:24:02 is for interexchange service. Does New Horizons want a COA for both interexchange and local exchange, or just local exchange?

Response: New Horizons is seeking authority to provide local exchange services. New Horizons was approved to provide interexchange services in Docket TC06-203. Please find an amended page 1 of the Application attached hereto as Exhibit A.

- 1-2) Regarding paragraph 7 on page 4 of the application, is NHC Resources, Inc. the applicant's affiliate, subsidiary or parent organization?

Response: NHC Resources, Inc. is an affiliate of New Horizons.

- 1-3) 13(c) on page 7 states, "A copy of any request for interconnection made by the Applicant to any local Exchange Carrier: See attached." Please provide the attachment.

Response: New Horizons will initiate negotiations for interconnection upon approval. Please see Exhibit E of the Application attached hereto.

- 1-4) When was New Horizons granted authority to provide long distance service in Kansas?

Response: New Horizons was granted authority to provide long distance service in Kansas on May 24, 2007. Please find the approval order attached hereto as Exhibit B.

- 1-5) Explain the process on how New Horizons handles complaints from customers?

Response: The long term satisfaction of New Horizon's customers is the cornerstone of business at New Horizons Communications Corp. All customers, regardless of size receive a welcome package thanking them for choosing New Horizons to provide telecommunications for their business or organization. In addition, the welcome package has a detailed escalation list containing live answered, 7x24x365 phone number for service and repair 866-241-9423 and the personal cell phone numbers of New Horizon's Vice President of Operations, Vice President of Marketing and President. General customer complaints can be addressed via several methods; through a service number and escalation phone list or our main number 781-290-4600 during normal business hours from 7AM EST to 5:30PM EST or New Horizon's website general contact mailbox which is read daily by the VP Marketing and VP Operations. All invoices also contain both the service number and a special group email address for customer's to contact regarding billing related issues. New Horizon's does not use an auto attendant, all calls to New Horizon's 7x24x365 service number or our main office number are answered by live operators trained to resolve customer repair, provisioning or general service issues.