

**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 and 20:10:32:03 of the Commission's Telecommunications Services Rules, Wide Voice, LLC ("Wide Voice") submits the following registration information:

- (1) **The applicant's name, address, telephone number, facsimile number, web page URL, and E-mail address (20:10:24:02(1) & 20:10:32:03 (1)):**

Wide Voice, LLC
410 South Rampart, Suite 390
Las Vegas, NV 89145
Telephone:

702-553-3007

Facsimile:

702-825-2582

Web page:

www.widevoice.com

Email address:

pjc@widevoice.com

- (2) **A description of the legal and organizational structure of the applicant's company (20:10:24:02(2) & 20:10:32:03 (2)):**

Wide Voice, LLC is a Nevada LLC organized on August 27, 2007.

- (3) **The name under which applicant will provide local exchange services if different than in subdivision (1) of this section 20:10:24:02(3) & 20:10:32:03 (3)):**

Same name as in subdivision (1).

- (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 (20:10:24:02(5) & 20:10:32:03 (4)):**

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

- (5) **A copy of its certificate of authority to transact business in South Dakota from the secretary of state (20:10:24:02(4) & 20:10:32:03 (5)):**

A copy of Wide Voice's certificate of authority is attached as **Exhibit A**.

- (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. (20:10:32:03 (6)):**

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 CenturyLink QC (Qwest).

- (7) **Names and addresses of applicant's affiliates, subsidiaries, and parent organizations, if any. (20:10:32:03 (7)):**

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

- (8) **A list and specific description of the types of services the applicant seeks to offer and how the services will be provided including (20:10:24:02(6) & 20:10:32:03 (8)):**

- (a) **Information indicating the classes of customers the applicant intends to serve.**

Wide Voice will provide service to VoIP-enabled business customers and Telephony Applications providers on a retail, wholesale, carrier level, including PSTN connectivity and intermediate carrier functions.

- (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.**

Wide Voice 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 will allow retail and wholesale customers to utilize their broadband and dedicated IP services as transport as well as offer resold, lease line side transport services from the incumbent to include analog and digital loops and t-carrier services at the DS1-DS3 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 the 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 business customers.

- (9) **A service area map or narrative description indicating with particularity the geographic area proposed to be served by the applicant. (20:10:24:02(8) & 20:10:32:03 (9)):**

Wide Voice intends to offer its services initially in the territory now served by CenturyLink QC (Qwest). The Company will adhere to the service area maps defined by CenturyLink QC (Qwest).

- (10) **Information regarding the technical competence of the applicant to provide its proposed local exchange services including: (20:10:32:03 (10)):**

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

Attached hereto as **Exhibit B** is a description of the education and experience of Wide Voice's management personnel.

- (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: 1-844-844-8444. Customer service is available seven days a week, twenty-four hours a day.

For regulatory matters:

Erla Erlingsdottir, Senior Manager of Telephony Services
Wide Voice, LLC
410 South Rampart, Suite 390
Las Vegas, NV 89145
Telephone: 702-913-1084
Facsimile: 702-825-2582
Email: erlae@widevoice.com

For complaint matters by Commission:

Erla Erlingsdottir, Senior Manager of Telephony Services
Wide Voice, LLC
410 South Rampart, Suite 390
Las Vegas, NV 89145
Telephone: 702-913-1084
Facsimile: 702-825-2582
Email: erlae@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:

702-825-2582

Email:

pjc@widevoice.com

- (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. (20:10:32:03 (11)):**

Wide Voice will enter into interconnection agreements with CenturyLink QC (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.

- (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. (20:10:24:02(9) & 20:10:32:03 (12)):**

The requested financial information is provided in **Exhibit C**, which is being filed under seal.

- (13) **Information detailing the following matters associated with interconnection to provide proposed local exchange services: (20:10:32:03 (13)):**

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

Wide Voice will enter into interconnection agreements with CenturyLink QC (Qwest) and 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 13(b) above.

- (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. 20:10:24:02(16) & 20:10:32:03 (14)):**

The Company plans to initially market its services to wholesale customers and to business customers. Marketing of services will be done through its direct sales staff.

- (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. (20:10:32:03 (15)):**

Wide Voice is not seeking authority to provide retail, end user 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.

- (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. (20:10:24:02(15) & 20:10:32:03 (16)):**

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

- (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. (20:10:24:02(3) & 20:10:32:03 (3)):**

See Item #10, above.

- (18) **Information concerning how the applicant plans to bill and collect charges from customers who subscribe to its proposed local exchange services. (20:10:24:02(11) & 20:10:32:03 (18)):**

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.

- (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 by the applicant, its employees, or agents. (20:10:24:02(12) & 20:10:32:03 (19)):**

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.

- (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. (20:10:24:02(18) & 20:10:32:03 (20)):**

None.

- (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. 20:10:24:02(13) & 20:10:32:03 (21)):**

The Company will post the current rates, terms and conditions for its local and interexchange services offered in South Dakota on its website located at www.widevoice.com. The Company's switched access services tariff will be filed with the Commission.

- (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. (20:10:24:02(14) & 20:10:32:03 (22)):**

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.

- (23) **A written request for waiver of those rules believed to be inapplicable. (20:10:24:02(19) & 20:10:32:03 (23)):**

None.

- (24) **Federal tax identification number and South Dakota sales tax number. (20:10:24:02(17) & 20:10:32:03 (24)):**

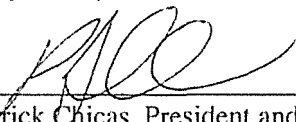
Wide Voice's Federal Tax Identification Number is 26-0816906, and the South Dakota tax license number is 1025-1181-ST.

- (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. (20:10:24:02(20) & 20:10:32:03 (25)):**

Wide Voice has experience operating as a telecommunications provider as provided in **Exhibit B**. 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.

Dated this 29th day of November, 2016.

Respectfully submitted,



Patrick Chicas, President and CTO
Wide Voice, LLC