

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

IN THE MATTER OF THE)	
APPLICATION OF)	
TIME CLOCK SOLUTIONS, LLC)	
)	
FOR A CERTIFICATE OF AUTHORITY)	Docket No. TC
TO PROVIDE INTEREXCHANGE)	
TELECOMMUNICATIONS SERVICES)	
AND LOCAL EXCHANGE SERVICES)	
IN SOUTH DAKOTA)	

APPLICATION

Application is hereby made to the South Dakota Public Utilities Commission (the "Commission") pursuant to ARSD 20:10:24:02 and ARSD 20:10:32:03 for an Order granting TIME CLOCK SOLUTIONS, LLC ("Applicant" or "Time Clock") a Certificate of Authority to Provide Interexchange Telecommunications Services and Local Exchange Services in the State of South Dakota . The following information is furnished in support thereof:

(1) The Applicant's name, address, telephone number, facsimile number, web page URL, and E-mail address;

TIME CLOCK SOLUTIONS, LLC
6920 Spring Valley Drive, Suite 101
Holland, Ohio 43528
Telephone: (855) 753-0941
Facsimile:
Toll-Free Customer Service: (855) 753-0941
Web Page: www.yourtimeclocksolution.com
E-mail Address: accounting@yourtimeclocksolution.com

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

Applicant was organized in the State of Florida on March 19, 2014. A copy of the Applicant's Articles of Organization is attached hereto as Exhibit A. The Applicant is wholly owned by Time Clock Solutions Holdings, LLC.

(3) The name under which Applicant will provide local exchange services if different than in subdivision (1) of this section.

TIME CLOCK SOLUTIONS, LLC

(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.

The Applicant has no principal office in South Dakota. The name and address of the Applicant's current registered agent is:

Incorp Services, Inc.
400 North Main Avenue, Suite 206
Sioux Falls, SD 57104-5979

(5) A copy of the Applicant's 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 as a foreign corporation in the State of South Dakota is attached hereto as **Exhibit B**, along with a copy of Applicant's sales tax license.

(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 local exchange and/or interexchange telecommunications services in Alabama, Arkansas, Delaware, Florida, Hawaii, Idaho, Kansas, New York, Montana, New Jersey, North Dakota, and Pennsylvania. The dates of authorization for such services are as follows: Alabama (Docket No. 32716, approved 3/14/2018), Arkansas (Docket No. 17-073-U, approved 2/12/2018), Delaware (Order No. 9165, approved 1/16/2018), Florida (Certificate No. 8916, approved 2/19/2018), Hawaii (Decision & Order No. 35370, approved 3/29/2018), Idaho (Certificate No. 523, approved 2/28/2018; IXC approved 11/13/2017), Kansas (Docket No. 18-TCST-199-COC, approved 4/3/2018), Montana (approved 11/13/2017), New Jersey (approved 12/20/2017), New York (Matter No. 16-02104, approved 1/13/2017; Matter No. 18-00082, approved 4/10/2018), North Dakota (approved 12/20/2017), and Pennsylvania (Docket No. A-2017-2632820, approved 4/5/2018).

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

Time Clock Solutions Holdings, LLC
6920 Spring Valley Drive, Suite 101
Holland, Ohio 43528

(8) A list and specific description of the types of services the Applicant intends to offer and how the services will be provided.

Upon initiation of service in South Dakota, Time Clock proposes to offer resold interexchange and local exchange services, and local services utilizing unbundled network elements ("UNEs") and/or UNE equivalents, through interconnection agreements, within 90 days of the approval of this application. Such services will be provided by utilizing the facilities incumbent local exchange carriers ("ILECs") and facilities-based interexchange carriers, such as Qwest Corporation dba CenturyLink QC ("CenturyLink"). The Applicant has no plans to install

facilities in the State of South Dakota. The Applicant seeks authority to offer all forms of intrastate interexchange and local exchange telecommunications services including:

Interexchange (switched and dedicated services):

- A. 1+ and 101XXXX outbound dialing;
- B. 800/888 toll-free inbound dialing;
- C. Calling cards (not prepaid);
- D. Directory Assistance; and
- E. Data Services.

Local Exchange:

- A. Local Exchange Services that will enable customers to originate and terminate local calls in the local calling area served by other ILECs, including dial tone and custom calling features.
- B. Switched local exchange services, including basic service, trunks, carrier access, and any other switched local services that currently exist or will exist in the future.
- C. Non-switched local services (e.g., private line) that currently exist or will exist in the future.
- D. Centrex and/or Centrex-like services that currently exist or will exist in the future.
- E. Digital subscriber line, ISDN, and other high capacity services.

Time Clock will rely upon the ILEC and other carriers for the provision and access to emergency services (911 or E911), operator services, interexchange services, directory assistance, and telecommunications relay services.

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

Applicant intends to provide interexchange services on a statewide basis, and local exchange services throughout the State of South Dakota in the areas served by any ILECs in South Dakota that are not eligible for a small or rural carrier exemption pursuant to Section 251(f)(1) of the Federal Act. Time Clock does not seek to provide services to customer in those small or rural territories at this time.

(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; and

(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.

The senior management of Time Clock has extensive telecommunications business technical and managerial expertise. Since Time Clock will be providing resold service, Time Clock will also rely upon the managerial and technical expertise of the incumbent local exchange carriers and facilities-based interexchange carriers which have been certified and deemed technically and managerially able to provide telecommunications services by the Commission. The relevant operational experience of Applicant's key management employees is set forth in Exhibit C which is attached hereto.

Applicant's customer service department may be contacted via a toll-free number. The Company will maintain a Customer Service Department exclusively for Customer's questions, requests for service, complaints and trouble handling. The Company's Customer Service address and toll free number(s) will be printed on the Customer's bill. Customer Service Representatives will be available 8:00 AM to 5:00 PM standard time Monday through Friday. After hours, and on holidays, Customers will be automatically forwarded to an answering service for messaging and paging. If the customer is not satisfied with the complaint resolution, customer will be advised it can contact the Commission for resolution.

Since Applicant proposes to offer to resold interexchange and local exchange services, and local services utilizing unbundled network elements (“UNEs”) and/or UNE equivalents, facility and equipment maintenance will be the obligation of Applicant’s underlying carriers. If Applicant installs facilities in the State of South Dakota, facility and equipment maintenance will be performed by the company, either directly or through contract, in order to ensure compliance with any commission quality of service requirements.

(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.

Time Clock will rely upon ILEC other carriers for the provision and access to emergency services (911 or E911), operator services, interexchange services, directory assistance, and telecommunications relay services.

(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’s financial statements for the most recent 12 month period, Exhibit D, are marked and filed as “Confidential and Proprietary” under separate cover. Since the Applicant will not require advance payments, deposits or prepayments of any kind, including prepaid calling cards, the Applicant will not be filing a surety bond.

(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; CenturyLink territory.

(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; Interconnection service will likely begin within 90 days from approval of this application.

(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 intends to market its services primarily to small and mid-sized businesses. All sales personnel will have telecommunications service experience. Applicant will market through direct sales by employees and agents. Applicant does not intend to engage in multilevel marketing. Applicant's marketing materials are currently being developed and are not available at this time.

(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 does not intend to provide local exchange service in the service area of a rural telephone company.

(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 currently authorized to provide service pursuant to certification, registration, notification or on an unregulated basis in Alabama, Arkansas, Delaware, Florida, Hawaii, Idaho, Kansas, New York, Montana, New Jersey, North Dakota, and Pennsylvania. The Applicant is in good standing with the appropriate regulatory agency in the states where it is registered or certified. The Applicant has never been denied registration or certification in any state.

(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.

All inquiries regarding regulatory matters should be addressed to:

Vance Witt, Managing Member
6920 Spring Valley Drive, Suite 101
Holland, Ohio 43528
Toll-Free Telephone: (855) 753-0941 (toll-free)
E-Mail: compliance@yourtimeclocksolution.com

All inquiries regarding complaints should be addressed to:

Vance Witt, Managing Member
6920 Spring Valley Drive, Suite 101
Holland, Ohio 43528
Toll-Free Telephone: (855) 753-0941 (toll-free)
E-Mail: customerservice@yourtimeclocksolution.com

(18) Information concerning how the Applicant plans to bill and collect charges from customers who subscribe to its proposed local exchange services.

The Applicant's customers will be direct billed utilizing "real-time" completed call detail information from Applicant's underlying carriers. Applicant will bill on a monthly basis. Applicant's bills will include call detail information, and separate line items for all services and charges, including any monthly recurring charges, onetime charges, taxes or surcharges.

(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.

Time Clock will not submit a change order for local exchange or intrastate toll service until Time Clock has obtained the customer's written authorization to submit the order which includes the following information from the customer: 1) The customer billing name, billing telephone number and billing address and each telephone number to be covered by the change order; 2) The decision to change; and 3) The customer's understanding of the change fee, if any.

(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.

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.

The Applicant will make available to any person information concerning the Applicant's current rates, terms, and conditions for all of its telecommunications services through a toll-free telephone number, or through the Applicant's web site.

(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.

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 through either a message in the bill, or a bill insert. The notification will be made at least thirty days in advance of the change.

(23) Federal tax identification number and South Dakota sales tax number.

Applicant's Federal tax identification number is 32-0436643.

Applicant's South Dakota sales tax license number is 1032-7903-ST.

WHEREFORE, the undersigned Applicant requests that the South Dakota Public Utilities Commission enter an order granting this application, and such other relief as may be just and proper.

DATED this 24 day of April, 2018.

TIME CLOCK SOLUTIONS, LLC

By: 

Lance J.M. Steinhart, Its Counsel

Lance J.M. Steinhart, P.C.

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State of Florida

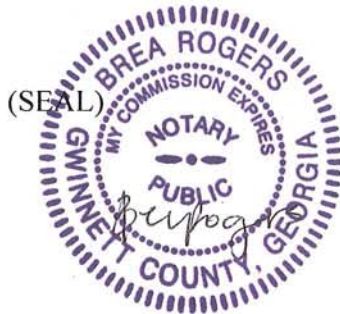
County of Miami-Dade


Vance Witt, being first duly sworn, deposes and says that he/she is the Managing Member of TIME CLOCK SOLUTIONS, LLC, the Applicant in the proceeding entitled above, that he/she has read the foregoing Application and knows the contents thereof; that the same are true of his/her knowledge, except as to matters which are therein stated on information or belief, and to those matters he/she believes them to be true.



Vance Witt
Managing Member

Sworn to and Subscribed before me, the undersigned Notary Public, on this 25 day of October, 2017.





Notary Public

Brea Rogers

Print or Type Name

My Commission Expires: Feb. 21, 2020.