

**BEFORE THE
SOUTH DAKOTA PUBLIC SERVICE COMMISSION**

Pursuant to Rule **20:10:32:03** of the Commission's Telecommunications Services Rules, Intermedia Voice Services, Inc. ("Applicant") submits the following information:

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

Intermedia Voice Services, Inc.
825 E. Middlefield Road
Mountain View, CA 94043
Telephone: 650-352-4216
Facsimile: 650-965-7791
Toll Free/Regulatory: 888-302-6967
Toll Free Customer Service: 877-880-0055
Website: www.intermedia.net
Email: sdesgrouilliers@intermedia.net

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

Intermedia Voice Services, Inc. was incorporated in the state of Delaware on September 27, 2011. A list of Corporate Officers is provided in **Attachment IV** and an Organizational Chart is provided in **Attachment VI**.

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

The Applicant will provide services under the name shown in Question 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:**

Intermedia Voice Services, Inc. has no principal office in South Dakota.

The name and address of Applicant's current registered agent is:

CT Corporation System
319 Coteau Street
Pierre, SD 577501

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

A copy of the Applicant's certificate of authority to transact business in South Dakota from the Secretary of State is included as **Attachment I** to the application.

- (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:**

Intermedia Voice Services offers the services that it proposes to offer in South Dakota on a nationwide basis, excluding Alaska, Nebraska, South Dakota and Wyoming. Most states do not require interconnected VoIP service providers to obtain a certificate of public convenience. States that require a form of registration are identified in **Attachment V**, with any applicable registration number. Intermedia Voice Services, Inc. is registered with the FCC as shown in **Attachment V**.

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

See **Attachment VI** for a complete chart of the Applicants affiliated Companies.

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

Intermedia Voice Services, Inc. intends to provide fixed interconnected VoIP service to business customers. The Company's offerings will provide customers with the communications equivalent of traditional wireline local and intrastate long distance services for connections to and from the public switched telephone network, including essential functionalities such as access to emergency 911 service, operator services and directory assistance. Customers will be able to make and receive calls in essentially the same manner as traditional wireline service customers and will enjoy access to features similar to those available with traditional wireline services, including but not limited to call waiting, call forwarding, 3way calling, caller ID and voice mail. The Applicant intends to provide most customers with unlimited flat rate domestic calling, although it may offer certain services on a per minute basis.

Intermedia Voice Services, Inc. will not deploy its own facilities. Its underlying CLEC carriers will provide interconnection to the public switched network, routing and call completion functions.

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

The Applicant requests authority to provide service throughout the state of South Dakota, excluding those areas served by a rural telephone company.

Intermedia Voice Services' service areas will mirror those established by the underlying ILECs and Intermedia Voice Services concurs in the service maps of those carriers, as currently filed with the Commission and as subsequently redefined. For these reasons, Intermedia Voice Services requests that it be exempted from the requirement to provide a service area map in its filing.

(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

Intermedia Voice Services is technically qualified to provide the interconnected VoIP services that it proposes, as demonstrated by its successful operations. The Applicant maintains and monitors over 1,000,000 phone numbers and processes more than 100 million minutes of voice traffic each month. As indicated below, its management team has extensive telecommunications experience. Current resumes of Intermedia Voice Services management personnel are included as **Attachment III**.

- (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 Intermedia Voice Services, Inc. on the customer bill. Intermedia Voice Services Customer Service department may be accessed 888-302-6967 or 877-880-0055 for customer complaints. The Applicant has been twice certified by J.D. Power for superior 24/7 technical support in 2016 and 2017.

- (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:**

The Company's offerings will provide customers with the communications equivalent of traditional wireline local and intrastate long distance services for connections to and from the public switched telephone network, including essential functionalities such as access to emergency 911 service, operator services, directory assistance and telecommunications relay services. Customers will be able to make and receive calls in essentially the same manner as traditional wireline service customers and will enjoy access to features similar to those available with traditional wireline services, including but not limited to call waiting, call forwarding, 3way calling, caller ID and voice mail. Intermedia Voice Services, Inc. will utilize the services of its underlying carrier for interconnection to the public switched network, including the functionalities described herein.

- (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:**

Intermedia Voice Services has the financing and capital necessary to provide local exchange service via interconnected VoIP, as proposed in this Application. Attached hereto as **Attachment II**, is a copy of the Applicant's financial statements. Intermedia Voice Services is requesting that its financials be treated as Confidential.

- (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;

Intermedia Voice Services, Inc. will utilize the services of its underlying carrier(s) such as CenturyLink (Level3), MCI, Windstream GBLX, Impact 360/Onvoy and Verizon for interconnection to the public switched network and numbering resources. The Underlying Carrier(s) have interconnection agreements with the underlying ILECs, including Qwest Communications in South Dakota.

- (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; and

Intermedia Voice Services, Inc. has no plans for direct interconnection at this time. Interconnection with the Public Switched Telephone Network is handled by its underlying carrier partners listed in (a) above.

- (c) A copy of any request for interconnection made by the applicant to any local exchange carrier;

Not applicable. See response to (a) and (b).

- (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:**

The primary marketing channel for Intermedia Voice Services, Inc. is via agents, direct mail and Internet advertising.

- (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:**

Intermedia Voice Services, Inc. is not seeking to interconnect directly with rural carriers, but will offer services in any location where its underlying carriers are permitted to interconnect.

- (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:**

See **Attachment V**. Intermedia Voice Services, Inc. is in good standing with all regulatory agencies where it operates and has not ever been denied registration or certification.

- (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:**

Contact for Customer Complaints

Sarat Khilmani, Vice President Product Management – Voice Products
Intermedia Voice Services, Inc.
825 E. Middlefield Road
Mountain View, CA 94043
Telephone: 650-352-4216
E-mail: skhilmani@intermedia.net

Contact Regulatory Matters

Susan Desgrouilliers, Regulatory & Compliance Tax Manager
Intermedia Voice Services, Inc.
825 E. Middlefield Road
Mountain View, CA 94043
Telephone: 650-352-4216
E-mail: sdesgrouilliers@intermedia.net

- (18) **Information concerning how the applicant plans to bill and collect charges from customers who subscribe to its proposed local exchange services:**

Intermedia Voice Services, Inc. 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:**

Intermedia Voice Services, Inc. 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 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:**

Intermedia Voice Services, Inc. has never had a complaint filed against it for the unauthorized switching of a customer's local exchange service.

- (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:**

Intermedia Voice Services, Inc. will post product offerings on its website, and all customers will enter into written or electronic contracts for products and services.

- (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:**

Intermedia Voice Services, Inc. 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:**

Intermedia Voice Services, Inc. is not requesting a waiver of any rules applicable to VoIP service providers.

- (24) **Federal tax identification number and South Dakota sales tax number:**

Intermedia Voice Services, Inc. Federal Tax Identification Number is 45-3549103 and the South Dakota tax number is to be determined.


- (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.**

Not applicable.

WHEREFORE, on the basis of the information provided in the Application and Attachments Intermedia Voice Services, Inc. respectfully requests that the Commission grant this application.

Intermedia Voice Services, Inc. will comply with all requirements applicable to the provision of Interconnected Voice Over Internet services provision.

Respectfully submitted by:



Robert Tirva, Chief Financial Officer
Intermedia Voice Services, Inc.
825 E. Middlefield Road
Mountain View, CA 94043

Dated: 4/24/2018