

**BEFORE THE  
SOUTH DAKOTA PUBLIC SERVICE COMMISSION**

Pursuant to Rule 20:10:24:02 of the Commission's Telecommunications Services Rules, Impact Telecom, LLC (“Applicant”) submits the following registration information:

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

Impact Telecom, LLC  
25925 Telegraph Road, Suite 210  
Southfield, MI 48033  
Toll Free/Regulatory  
Telephone: 972-910-1900  
Facsimile: 866-418-9750  
Toll Free: 888-411-0111  
Website: <https://www.lingo.com>

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

Impact Telecom, LLC is a foreign LLC formed on August 22, 2023.

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

The Applicant will provide services under the name shown in Question 1.

- (4) **A copy of the Applicant’s 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.

- (5) **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;**

Impact Telecom, LLC has no principal office in South Dakota.

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

Corporation Service Company  
503 South Pierre Street  
Pierre, SD 57501  
Toll Free: 800-927-9800

(6) **A list and specific description of the types of services the applicant seeks to offer;**

Applicant intends to provide wholesale intrastate interexchange telecommunications services to other carriers.

(7) **A detailed statement of how the applicant will provide it services;**

Applicant will not deploy its own facilities. The Applicant is a switchless reseller that purchases telecommunications services from a variety of carriers for resale to its customers.

(8) **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.

(9) **For the most recent 12-month period, financial statements of the applicant including a balance sheet, income statement, and cash flow statement. The applicant shall provide audited financial statements, if available;**

The Applicant has the capital necessary to provide the interexchange telecommunications services as proposed in this Application. Attached hereto as **Attachment II**, is a copy of the Applicant's financial statements.

The Applicant is requesting that its financials be treated as Confidential.

- (10) **The names, addresses, telephone numbers, facsimile number, E-mail addresses, and toll free number of the Applicant’s representatives to whom all inquiries must be made regarding customer complaints and regulatory matters and a description of how the applicant handles customer service matters;**

**Contact for Customer Complaints**

Mary Hope, Regulatory Manager – Consumer Affairs  
Impact Telecom, LLC  
25925 Telegraph Road, Suite 210  
Southfield, MI 48033

Telephone: 972-910-1900  
Facsimile: 866-418-9750  
Email: regulatory@lingo.com

**Contact Regulatory Matters**

Alex Valencia, Chief Compliance Officer  
Telephone: 972-910-1900  
Facsimile: 866-418-9750  
Email: alex.valencia@lingo.com

The Applicant will handle all customer service matters promptly and in compliance with state and federal requirements.

- (11) **Information concerning how the applicant plans to bill and collect charges from customers;**

The Applicant will bill customers directly. Customer payments will be made directly to the Applicant and the Applicant will have no payment centers in South Dakota.

- (12) **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 interexchange customers;**

The Applicant will utilize a direct sales approach to its marketing efforts. The Applicant will not utilize any form of multilevel marketing in the sale of its services. The Applicant will only use written contracts to prevent the unauthorized switching of customers.

- (13) **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 post product offerings on its website.

- (14) **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 customers directly or via bill insert, thirty days in advance of any materially adverse change to any rate, term, or condition of telecommunications services being provided to the customer.

- (15) **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;**

The Applicant is in the process of submitting required applications or registrations for the provision of interexchange telecommunications services in all states where it is required and has not been denied registration or certification in any state.

- (16) **A description of how the applicant intends to market its services, its target market, whether the applicant engages in multilevel marketing, and copies of any company brochures used to assist in sale of the services;**

The primary marketing channel for the Applicant will be via agents. Impact Telecom, LLC will not be utilizing any form of multilevel marketing in the sale of its services.

- (17) **Federal tax identification number and South Dakota sales tax number; and**

Federal Tax Identification Number is 14-1931246  
South Dakota Sales Tax Number is N/A

- (18) **The number and nature of complaints filed against the Applicant with any state or federal regulatory commission regarding the unauthorized switching of a Customer's telecommunications provider and the act of charging Customers for services that have not been ordered;**

The Applicant has not begun operating in any state.

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

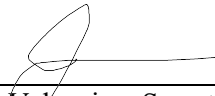
The Applicant is not requesting a waiver of any rules.

- (20) **Other information requested by the commission needed to demonstrate that the applicant has sufficient technical, financial, and managerial capabilities to provide the interexchange services it intends to offer consistent with the requirements of this chapter and other applicable rules and laws.**

The Applicant submits its financial statements in Attachment II and resumes of key management in Attachment III to demonstrate to the Commission that Impact Telecom, LLC has sufficient technical, financial, and managerial capabilities to provide the interexchange services it plans to offer.

WHEREFORE, on the basis of the information provided in the Application and Attachments Impact Telecom, LLC respectfully requests that the Commission grant this Application.

Impact Telecom, LLC will comply with all requirements applicable to the provision of interexchange telecommunications services.



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Alex Valencia – Secretary on behalf of Lingo  
Management, LLC  
Impact Telecom, LLC  
25925 Telegraph Road, Suite 210  
Southfield, MI 48033

Dated: 11/03/2023