

Control Number: 40873



Item Number: 1

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Public Utility Commission of Texas

1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
512-936-7000 • (Fax) 936-7003
Web Site: www.puc.state.tx.us

TITLE PAGE

**APPLICATION FOR CERTIFICATION, REQUALIFICATION, OR
AMENDMENT TO A SERVICE PROVIDER CERTIFICATE OF OPERATING
AUTHORITY OR A CERTIFICATE OF OPERATING AUTHORITY**

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DOCKET NO. 40873

APPLICANT(s): 1. MASSCOMM INC.
2. _____

Authorized Representative for this Application:

NAME: Thomas M. Forte
TITLE: Consultant to MASSCOMM INC.
ADDRESS: 2600 Maitland Center Parkway, Suite 300, Maitland, FL 32751
TELEPHONE: (407) 740-3001
FAX: (407) 740-0613
EMAIL ADDRESS: tforte@tminc.com

Regulatory Representative:

NAME: Darren Mass
TITLE: Chief Executive Officer
ADDRESS: 65 Broadway, Suite 1803, New York, NY 10006
TELEPHONE: 866-791-6277
FAX: 212-214-0400
EMAIL ADDRESS: Darren.mass@masscommgroup.com

Compliant Representative:

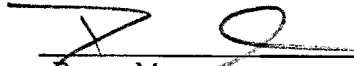
NAME: Darren Mass
TITLE: Chief Executive Officer
ADDRESS: 65 Broadway, Suite 1803, New York, NY 10006
TELEPHONE: 866-791-6277
FAX: 212-214-0400
EMAIL ADDRESS: Darren.mass@masscommgroup.com

AFFIDAVIT

STATE OF NEW YORK §
 §
COUNTY OF *New York* §


1. My name is Darren Mass. I am the Chief Executive Officer of MASSCOMM INC.

2. I swear or affirm that I have personal knowledge of the facts stated in this Application for a Service Provider Certificate of Operating Authority, that I am competent to testify to them, and that I have the authority to make this Application on behalf of the Applicant. I further swear or affirm that all of the statements and representations made in this Application for a Service Provider Certificate of Operating Authority are true and correct. I swear or affirm that the Applicant understands and will comply with all requirements of law applicable to a Service Provider Certificate of Operating Authority.



Darren Mass
Chief Executive Officer
MASSCOMM INC.

SWORN TO AND SUBSCRIBED before me on the 17th day of October, 2012.



Notary Public In and For the State of
New Jersey

April 28 2016

My commission expires:

Marla Ristey
Notary Public
State of New Jersey
My commission expires
April 28, 2016

1. Check only one of the following Requests:

(a)

<input checked="" type="checkbox"/> New SPCOA Application	_____ Application Amending SPCOA No.
_____ New COA Application	_____ Application Amending COA No.
_____	_____

(b) If you are filing an amendment, check one or more of the following as requests made in this amendment filing:

_____ Name Change Amendment	_____ Certification Relinquishment
_____ Change in Ownership/Control	_____ Service Discontinuation
_____ Change in Service Area	_____ Change in Type of Provider
_____ Corporate Restructuring	_____ Other

(c) Provide a summary explanation of all items checked in "b" above.

2. Provide a description of the Applicant, which shall include the following:

(a) Legal Name and all assumed names under which the Applicant conducts business, if any;

MASSCOMM INC., MASS Communications

(b) Address of principal office and business office

65 Broadway, Suite 1803
New York, NY 10006

(c) Principal office Phone: 866-791-6277
Fax number: 212-214-0400
Website Address: www.masscommgroup.com
E-Mail Address: _____
Toll-free customer service Phone: 866-791-6277

(If the Applicant has not obtained the toll-free customer service telephone number at the time of the Application, the Applicant must commit to obtaining one before beginning business);

(d) FCC Carrier Identification Code (CIC) or National Exchange Carriers Association (NECA) Operating Carrier Numbers (OCNs), if available:

(e) Form of business in Texas
(e.g., corporation, partnership, sole proprietorship); Corporation
Charter/Authorization number: _____
Date Business was formed: 1/10/2008
Date Change was made (if applicable): _____
State & date in which parent company is registered:
(The Commission required registration with the Secretary of State for all forms of business, except sole proprietorships)

(f) A list of the names, titles, phone number and office e-mail address of each director, officer, or partner:

Please see Attachment A.

(g) Name, Address, and office address of each of the five largest shareholders, if not publicly traded;

Please see Attachment B.

- (h) Legal Name of parent company, if any, and a description of its primary business interests; and,

MASSCOMM INC. doe not have a parent company.

- (i) Legal name of all affiliated companies that are public utilities or that are providing telecommunications services and the state in which they are providing service. Give a description of all affiliates and explain in detail the relationship between the Applicant and its affiliates. An organizational chart should be provided, if available.

Please see Attachment C. The applicant does not have any affiliates.

3. State the name **and only one name**, in which the Applicant wants the Commission to issued or amend this certificate. Provide the following information from the Applicants registration with the Office of the Secretary of State of Texas or registration with another state or county, as applicable: *(NOTE: If the Applicant is a corporation, the Commission will issue the certificate in either the Applicant's corporate or assumed name, but not both. The certificate holder must use only the name(s) approved by the Commission on all bills and advertisements sent to or viewed by the public. Name Changes require Commission Approval as well as Secretary of State Approval.)*

(a)	Requested name:	<u>MASSCOMM INC.</u>
(b)	Assumed names:	<u>MASS Communications</u>
(c)	Texas Secretary of State (or County) file number:	<u>801476336</u>
(d)	Texas Comptroller's Tax Identification number:	<u></u>
(e)	Other Applicable certification/file numbers:	<u></u>
(f)	Date the business was registered:	<u>9/7/2011</u>

4. (a) Provide a detailed description of the telecommunications services to be provided.

The Applicant intends to provide resold competitive local exchange services statewide. Applicant intends to provide a full range of offerings using services and facilities of other carriers.

In addition to traditional basic local exchange services and interexchange services, the Applicant plans to provide wholesale telecommunications and information services to Information Service Providers (ISPs), VoIP service providers (VSPs) and other carriers.

(b) Indicate with a yes or no response for each item below, whether the Applicant will be providing the following telecommunications services and whether the service will be for business or residential service:

	<u>Business</u>	<u>Residential</u>
<input checked="" type="checkbox"/> POTS (Plain Old Telephone Service)	<u>X</u>	<u> </u>
<input checked="" type="checkbox"/> ADSL	<u>X</u>	<u> </u>
<input checked="" type="checkbox"/> ISDN	<u>X</u>	<u> </u>
<u> </u> HDSL	<u> </u>	<u> </u>
<u> </u> SDSL	<u> </u>	<u> </u>
<u> </u> RADSL	<u> </u>	<u> </u>
<u> </u> VDSL	<u> </u>	<u> </u>
<u> </u> Optical Services	<u> </u>	<u> </u>
<input checked="" type="checkbox"/> T1-Private Line	<u>X</u>	<u> </u>
<u> </u> Switch 56 KBPS (KiloBits Per Second)	<u> </u>	<u> </u>
<u> </u> Frame Relay	<u> </u>	<u> </u>
<u> </u> Fractional T1	<u> </u>	<u> </u>
<input checked="" type="checkbox"/> Long Distance	<u>X</u>	<u> </u>
<u> </u> Wireless	<u> </u>	<u> </u>
<u> </u> Other (Please Describe)	<u> </u>	<u> </u>

5. (a) Is the Applicant providing prepaid calling services?

No, the Applicant will not be providing prepaid calling services.

(b) If yes to (a), provide a yes or no response to the list of telecommunications services below:

- _____ Residential Prepaid Local Calling Services
- _____ Business Prepaid Local Calling Services
- _____ Residential Prepaid Domestic Long Distance Calling Services
- _____ Business Prepaid Domestic Long Distance Calling Services
- _____ Residential Prepaid International Long Distance Calling Services
- _____ Business Prepaid International Long Distance Calling Service

6. (a) Indicate below the type of certification being requested:

- Facilities-based, Data, and Resale
- Facilities-based and Resale
- Resale Only
- Data Only – Facilities-Based and Resale
- Date Only – Resale Only
-

7. Provide a written description of the exchanges, local access, and transportation areas (LATAs), or incumbent local exchange company (ILEC) service areas or attach a scaled map of the geographic area for which the certificate is requested within the State of Texas that the Applicant proposes to serve.

The Company will provide service throughout Texas in the exchanges served by AT&T, CenturyLink, Verizon and Windstream.

8. (a) Does the Applicant, owner, or any affiliate currently hold a service provider certificate of operating authority (SPCOA), certificate of operating authority (COA), or certificate of convenience and necessity (CCN) for any part of the area covered by this Application?

No, neither the Applicant, owner, or any affiliate currently holds a service provider certificate of operating authority (SPCOA), certificate of operating authority (COA), or certificate of convenience and necessity (CCN) for any part of the area covered by this Application.

9. (a) Does the Applicant expect to provide service to customers other than itself and its affiliates

Yes.

- (b) Has the Applicant provide one copy of this Application to the Texas Commission on State Emergency Communications (a.k.a. 911 Commission) within 5 days of submitting the application? If you are relinquishing the certificate have you also sent a copy of the application to all affected 911 entities within 5 days of submitting the application?

(Send copy to Commission on State Emergency Communications, Accounts Payable Section at 333 Guadalupe Street, Suite 2-212, Austin, Texas 78701-3942, with phone number 5123-305-6911, fax number 512-305-6937, and website address www.011.state.tx.us).

Yes.

- (c) As part of the Application provided to the 911 Commission and this commission, has the applicant provided the following information concerning its 911 contact person as required in P.U.C. SUBST.R. 26.433(e)(2)(a)? (You may provide up to three 911 contacts per company)

Name:	Darren Mass
Title:	CEO
Address:	65 Broadway, Suite 1803, New York, NY 10006
Office Number:	866-791-6277
Fax Number (Optional):	212-214-0400
e-Mail Address:	Darren.mass@masscommgroup.com

10. (a) Is the Applicant a municipality?

No

(b) Will the Applicant enable a municipality or municipal electric system to offer for sale to the public, directly or indirectly, local exchange telephone service, basic local telecommunications service, switched access service, or any non-switched telecommunications service used to provide connections between customers' premises within an exchange or between a customer's premises and a long distance provider serving the exchange?

No

11. (a) **APPLICABLE TO SPCOA APPLICANTS ONLY.** Report total intrastate switched access minutes of use for the Applicant, together with its affiliates, for the twelve-month period beginning sixteen months before the first day of the month in which this Application is filed. *(In calculating minutes of use for this question, include minutes of all entities affiliated with the Applicant.)*

Neither Applicant nor any of its affiliates provides service in Texas; therefore there is no data provided in response to this item.

- (b) **APPLICABLE TO SPCOA APPLICANTS ONLY.** Identify all affiliates whose minutes of use are included in the calculation required in 12(a).

Please see response to 11(a) above.

12. (a) Has the Applicant, its owners, or any affiliate applied for a permit, license, or certificate to provide telecommunications services in any state other than Texas? If yes, identify the affiliates, what permit, license, or certificate they have applied for, and the state(s) in which they have applied.

The Applicant does not have any applications pending.

- (b) Has the Applicant, its owners, or any affiliate ever had a permit, license, or certificate to provide telecommunications services granted by any state, including Texas? If yes, identify the affiliates, what permit, license, or certificate they have and when they were held and the state(s) in which they are held. Provide an explanation.

The Applicant is certificated to provide resold local exchange telecommunications services in CA, CT, DC, FL, IL, MA, MI, NJ, NY and PA.

- (c) Has the Applicant, its owners, or any affiliate ever had any permit, license, or certificate denied or revoked by any state? If yes, identify the affiliates, what permit, license, or certificate they had revoked, and the state(s) in which they were revoked. Provide an explanation.

No, neither the Applicant, its owners, or any affiliate has ever had any permit, license, or certificate denied or revoked by any state.

- (d) Has the Applicant, its owners, or any affiliate ever provided telecommunications services in Texas or any other state? If yes, identify the affiliates, what permit, license, or certificate they may have held, and the state(s) in which they provided service.

No.

13. (a) Any complaint history, disciplinary record and compliance record during the 60 months immediately preceding the filing of the application regarding: the applicant; the applicant's affiliates that provide utility-like services such as telecommunications, electric, gas, water, or cable service; the applicant's principals; and any person that merged with any of the preceding persons. The information should include, but not be limited to, the type of complaint, in which state or federal agency the complaint was made, the status of the complaint, the resolution of the complaint and the number of customers in each state where complaints occurred.

No.

- (b) Is the Applicant, or the applicant's principals currently under investigation or have the Applicant or its principals been penalized by an attorney general or any state or federal regulatory agency for the violation of any deceptive trade or consumer protection law or regulation? If yes, please explain.

No.

- (c) Disclosure of whether the applicant or applicant's principals have been convicted or found liable for fraud, theft, larceny, deceit, or violations of any securities laws, customer protection laws, or deceptive trade laws in any state. Also disclose whether any owners, directors, officers, or partners in the organization are convicted felons? If yes, please explain.

No.

- (d) Provide the number of customers per state (including Texas) for the past 60 months, for which the Applicant, its parent company, and/or any affiliates are providing telecommunications services.

Please see Attachment D

14. (a) Provide a detailed description of the Applicant's technical qualifications to provide the local exchange service, basic local telecommunications service, and/or switched access service proposed in this Application.

Please see Attachment E.

- (b) If the Applicant plans to rely upon a consultant to meet the technical qualifications requirements, provide the following information: (1) name, address, and phone number of consultant, (2) a copy of the contract between the principals and the consultant, (3) consultant's resume or a detailed description of the consultant's experience, (4) information regarding any professional registrations or certifications that the consultant holds, (5) percentage of the consultant's time being contracted, and (6) a list of other telecommunications companies served by the consultant and the percentage of time allotted to each company.

MASSCOMM INC. does not intend to rely upon a consultant to meet its technical qualifications requirements.

- (c) Provide a detailed description or individual resumes setting forth the qualifications of the Applicant's key personnel. Descriptions or resumes shall include: (1) Key Personnel Names, (2) Applicant Company Titles, (3) Detailed Telecommunications Experience, and (4) Years of Experience.

Please see Attachment E.

15. Attach a completed Service Quality Questionnaire.

Please see Attachment F.

16. Provide an audited or unaudited balance sheet for the applicants most recent quarter that demonstrates the shareholder; equity required by P.U.C. Subst. R. 26.111(f). The audited balance sheet must include the independent auditor's report. The unaudited balance sheet must include a sworn statement from the executive officer of the applicant attesting to the accuracy, in all material respects, of the information provided in the unaudited balance sheet.

Please see Attachment G.

17. Please provide a summary of any history of insolvency, bankruptcy, dissolution, merger or acquisition of the applicant or any predecessors in interest during the 60 months immediately preceding this Application.

Neither MASSCOMM INC. nor any of its affiliated companies has any history of insolvency, bankruptcy, dissolution, merger or acquisition during the 60 months immediately preceding this Application.

MASSCOMM INC.

Attachment A

Directors, Officers and Partners

Name	Title	Phone	E-Mail Address
Darren Mass	Chief Executive Officer	866-791-6277	
Marc Gold	Vice Chairman and COO	Same	
Brian Mass	CFO	Same	
Chris Bantoft	Director	Same	
Charles Steinhardt	Director	Same	
John M. Faccibene	Director	Same	
Ira H. Krause	Director	Same	

MASSCOMM INC.

Attachment B

Five Largest Shareholders

Name

Darren Mass

Marc Gold

David L. Schwed

Address

65 Broadway, Suite 1803,
New York, NY 10006

Same

Same

Business Address

65 Broadway, Suite 1803,
New York, NY 10006

Same

Same

MASSCOMM INC.

Attachment C

**Affiliated Companies
& Organizational Chart**

The Applicant does not have any affiliates.

MASSCOMM INC.

Attachment D

Customer Count by State

This information is being submitted under separate seal and marked as confidential.

MASSCOMM INC.

Attachment E

Management Resumes

Resumes of Key Management Employees

Darren R. Mass

Chairman of the Board & Chief Executive Officer

Darren R. Mass serves as President and Chief Executive Officer of MASS Communications, and is responsible for the vision, leadership, and direction of the company. His vision and passion for the telecommunication industry emanated from his years of experience in various roles, including senior management, engineering and service backgrounds. Darren's extensive knowledge of the industry has played a significant factor in determining the proper formula for quality, professionalism and support. With Customer Service, dedication and passion as his vision, Darren has been able to provide MASS Communications with the direction needed, to lead the industry to the next level.

Education

BS - Rochester Institute of Technology, Telecommunications Engineering

Certifications

Telecommunications Network Management, Voice Communications, Data Communications

Marc Gold

Vice Chairman & Chief Operating Officer

Marc Gold serves as Chief Operating Officer of MASS Communications, and is responsible for the daily operations associated with carrying out the vision of the company. Marc has served as President of OptiCom Solutions, Inc. for the past 5 years and was recognized as the 2006 Agent of the Year for PAETEC Communications. Marc has been a major contributor on the Agent Advisory Board for PAETEC, which brings an insiders perspective to sales and marketing in the Telecommunications industry.

Education

BS - State University of Albany, Marketing and Management

MBA - Zicklin School of Business at Baruch College, Computer Information Systems

David L. Schwed

Director & Chief Information Officer

David L. Schwed serves as the Chief Information Officer of MASS Communications and is responsible for managing the information technology organization. In addition he plays a critical role in formulating the company's strategic direction. David has over 11 years of information technology and risk management experience working in the financial services sector. He has held numerous IT management positions and has served as a Vice President in the Internal Audit department of a major global financial institution. David is a Certified Information Systems Auditor and is a member of BITS (a not-for-profit, CEO-driven financial service industry consortium made up of 100 of the largest financial institutions in the US).

Education

BS - State University of New York, Business, Management and Economics

Certification

Certified Information Systems Auditor (CISA)

Affiliations

BITS-Information Systems Audit and Control Association

**Resumes of Key Management Employees
(Continued)**

Brian S. Mass

Director & Chief Financial Officer

Brian S. Mass serves as Chief Financial Officer, and as such, is responsible for maintaining and reporting the financial health of the company. Responsibilities also include overseeing such finance-related departments as Treasury, Accounting, Accounts Payable, Investor Relations, and Payroll. Mr. Mass comes to MASS Communications from Citigroup where he served as a Vice President in the Global Technology Investment Banking division. Mr. Mass has over 10 years of experience including public and private financings; mergers and acquisitions; tax; regulatory compliance; systems; and management experience.

Education

BA - Northwestern University, Economics

Chris Bantoft

Director

Mr. Bantoft has played a key role in the Telecommunications industry for more than twenty years. His resume demonstrates multiple successes, including the development of several thriving Alternate Channel programs. Most recently Mr. Bantoft was at PAETEC as President of the Western Region and Executive Vice President of Agent Channel Sales. Chris was responsible for sales and field engineering for 17 markets in 8 Western States, with 190 employees, plus the national Channel sales organization, where he led 13 VP's/ Directors and 60 Channel Managers. His total P&L responsibility exceeded \$500 million. In 2006-7 Chris was President of Alternate Channels, which included PAETEC's Wholesale and Reseller operations. Prior to joining PAETEC in 2001, Chris founded a consulting and recruiting services firm and acted as its President and Chief Executive Officer. From April 1998 to May 2000, Mr. Bantoft served as President and Chief Operating Officer of WorldxChange Communications, where he managed the development of thirteen international subsidiaries. From 1994 to 1998, Mr. Bantoft served as ACC Corp.'s Managing Director for Europe and was responsible for the initiation and development of ACC's businesses in the United Kingdom and Germany. Additionally, Chris participated in the sale of ACC to Teleport as well as its merger with AT&T. From 1986 to 1993, Mr. Bantoft was with Alcatel Business Systems in the United Kingdom., serving as its Managing Director for 3 years.

Ira H. Krause

Director

Mr. Krause has, for the past 20 years, been a unique resource for privately held companies on a full range of operational and interpersonal issues. He has provided critical analysis and direction for companies that were: seeking to grow, seeking to manage growth already begun, resolve family and partnership issues, recruit key employees, improve financial systems, acquire assets, plan for the future, and/or resolve short term problems critical to the continued existence of the company.

In addition to his work with individual clients he has been a featured speaker at Crain's annual business conference, a workshop leader for the NY Association of CPA, and other trade/professional organizations.

Prior to his work in consulting Mr. Krause was a senior field representative at the U.S. Commission on Civil Rights.

**Resumes of Key Management Employees
(Continued)**

John M. Faccibene

Director

For the past 40 years, John has been a well-known and influential force in the telecommunications industry. In 1994, he was voted one of the top twenty-five (25) most powerful people in the communications industry (Network World). Mr. Faccibene is an active and influential member of numerous internationally recognized financial and telecommunications industry organizations. He was a senior member of the Security Industry Association (SIA) Technology Management Committee for the eighteen years, serving as its Chairman for two years. He was honored by the SIA for his contributions to that organization and the securities industry as a whole. John has also been a senior member of the Wall Street Telecommunications (WSTA) Executive Committee for the past twenty-three years, serving as President for three years. He previously served as the Chairman of the NYNEX Executive Forum and Newbridge Worldwide User Group.

In the 40 years, John has held positions in the following companies: - Dean Witter Reynolds where he held the position of Vice President Communications for 10 years. This position included both communications and data processing operations. From there, John worked for PaineWebber as Corporate Vice President of Communications for 10 years. There he managed a staff of 150 technology employees and a communications budget of \$100 million. John also served as Senior Vice President of Technology for Garban, an Inter-Dealer broker with offices throughout the world. John held this position for 10 years before moving to Ixnet where he was a founding partner and served as Managing Director of Global Operations with a staff of 500 individuals.

Charles Steinhardt

Director

Charles Steinhardt has over 20 years of experience in information technology systems and software architecture. Recognized as an IT department turnaround expert, Mr. Steinhardt specializes in architecting, integrating and managing scalable enterprise platforms for businesses of all sizes. Mr. Steinhardt is one of Microsoft's first twenty Most Valuable Professionals (MVPs) and a .Net architecture authority.

Since 1990, Mr. Steinhardt has led Venture Architects IT (formerly Sienna Systems Group LLC), an IT consultancy that provides interim-CTO services, including architecture, programming, data and management systems integration. Clients have included Bank of America, Banco Santander Investment Bank, Citibank, Con Edison, Commerce Clearing House, Mutual of New York and Solomon Smith Barney.

Mr. Steinhardt was awarded MVP status by Microsoft for twelve consecutive years (1989-2001). As the author of a monthly column for Pinnacle Publishing's VC++ Developer's Journal for over four years (1998-2002), Mr. Steinhardt covered topics from ATL and COM to complex operating system level design and maintainable practical user interface solutions. He has also been invited to present and guest lecture at various conferences and speaker panels including Microsoft's annual IT Forum.

MASSCOMM INC.

Attachment F

Service Quality Questionnaire

**SERVICE QUALITY QUESTIONNAIRE for SPCOA and COA Applicants as Required in
Question Number 15.**

Will the Applicant meet each of the following benchmark service quality standards listed below? For each "NO" response, please provide an explanation.

- | | | | | |
|-----|-------------------------------------|----|--------------------------|---|
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Make one-party line service available upon request to all subscribers of local exchange service. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Install 95% of primary service orders and 90% of regular service orders within five working days of customer orders, excluding those orders where a later date is requested by the customer. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Meet 90% of commitments to customers regarding the date of installation of service orders, excepting customer-caused delays. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Maintain the level of held regrade orders (as defined in P.U.C.SUBST. R. 26.54) at or below one percent of access lines served. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Answer 85% of toll and assistance operator calls within ten seconds. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Answer 90% of repair service calls and calls to business offices within 20 seconds. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Provide dial tone within 3 seconds for 98% of calls. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Maintain an availability factor for stored program controlled digital and analog switching facilities (local intra-office) at 99.99%, or keep total unscheduled outages below 53 minutes per year. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Maintain an availability factor for stored program controlled digital and analog switching facilities (local inter-office) at 99.93%, or keep total unscheduled outages below 365 minutes per year. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Complete 97% of properly dialed tolled calls without encountering failure because of blockages or equipment irregularities. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Maintain an average monthly rate of customer trouble reports, excluding CPE reports, at or below 6%. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Clear 90% of out-of-service trouble reports within 8 working hours, except where access to the customer's premises is required and not available or where interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Maintain the number of repeated trouble reports on residence and single-line business lines at or below 22% of the total customer trouble reports on those lines. |

- | | | | | |
|-----|-------------------------------------|----|--------------------------|---|
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Maintain transmission facilities meeting the requirements of P.U.C. SUBST.R. 26.54M, Transmission Requirements. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Meet the Commission's continuity-of-service requirements established in P.U.C. SUBST.R. 26.51. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Provide 911 emergency telephone service in accordance with Chapters 771 and 772 of the Texas Health and Safety Code, as applicable. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Commit to providing equipment that will comply with 911 requirements. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Commit to providing at least 1 customer service representative per every 2,500 customers during normal business hours. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Commit to providing equipment that is local number portability (LNP) capable. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Maintain an emergency operations plan that addresses disaster recovery procedures. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Comply with P.U.C. SUBST. R. 26.32 and 26.130 requiring notification of customers about slamming and cramming information on monthly bills. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Comply with P.U.C. SUBST. R. 26.31 for customer disclosure. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Comply with P.U.C. SUBST. R. 26.122 regarding customer proprietary network information. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Comply with applicable portions of Chapter 26, Subchapter B regarding customer service and protection. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Comply with anti-discrimination laws on the basis of race, nationality, color, religion, sex, marital status, income level, source of income, or geographic location. |
| YES | <input checked="" type="checkbox"/> | NO | <input type="checkbox"/> | Disclose to customer that they may contact the PUC and pursue complaints if the customer and certificate holder cannot resolve the complaint. |

MASSCOMM INC.

Attachment G

Financial Information

Filed separately under confidential seal.