

WINDSTREAM SERVICES, LLC

4005 N. Rodney Parham Road
Little Rock, Arkansas 72212

Nicole Winters
Senior Director – Regulatory Counsel

(501) 748-6313
Email: Nicole.Winters@windstream.com



RECEIVED

JUN 10 2024

June 6, 2024

LA Public Service Commission

VIA FEDEX

Louisiana Public Service Commission
Attn. Utilities Division
602 North, 5th Street, 12th Floor
Galvez Building
Baton Rouge, LA 70802

**Re: PAETEC iTEL, L.L.C. Registration as Telecommunications Provider –
Providing VoIP Services – Pending Docket Assignment**

Dear Commission Clerk:

On behalf of PAETEC iTEL, L.L.C. (“PAETEC”) included herewith is one (1) original public version and one (1) confidential version of the Company’s application to provide services in Louisiana, along with and Attachments A – H. Also included is a check for the \$250.00 application fee.

Whereas PAETEC hereby requests approval from the Commission granting certification as a Voice over Internet Protocol Service Provider in the State of Louisiana.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Nicole Winters
Senior Director – Regulatory Counsel

Enclosures

| | |
|------------------------------------|-------------|
| ROUTE TO | ROUTE FROM |
| DEPT. <u>Bull</u> DATE <u>6/11</u> | DEPT. _____ |
| DEPT. _____ DATE _____ | DEPT. _____ |
| DEPT. _____ DATE _____ | DEPT. _____ |
| DEPT. _____ DATE _____ | DEPT. _____ |

#24 73551

BEFORE THE LOUISIANA PUBLIC SERVICE COMMISSION

Telecommunications Service Provider)
Registration of PAETEC iTEL, LLC)
As a Voice Over Internet Protocol (VoIP))
Service Provider)
)

REGISTRATION OF PAETEC ITEL, LLC

PAETEC iTEL, LLC, (hereinafter “PAETEC” or “Applicant”), hereby submits this Registration as a Voice Over Internet Protocol (“VoIP”) Service Provider, pursuant to Section 301 of the Public Service Commission’s Regulations for Competition in the Local Telecommunications Market as most recently amended by General Order No. R-31839, adopted March 11, 2014.

A. The Company’s legal name, name under which it provides service in Louisiana and contact information:

PAETEC iTEL, LLC
4005 North Rodney Parham Road
Little Rock, AR 72212
Phone: (800) 600-5050
Fax (330) 486-3561

B. Federal Tax ID No. 47-0903254

C. Louisiana State Tax ID No. 2739845

D. The names and addresses of the Company’s principal officers.

The following individuals serve as officers of PAETEC iTEL, LLC and may be reached through the Company’s headquarters at 4005 North Rodney Parham Road, Little Rock, AR 72212.

Paul Sunu, Chairman & CEO
Drew Smith, Chief Financial Officer & Treasurer
Kristi Moody, Executive Vice President, General Counsel & Chief Compliance Officer
Mary Michaels, Chief Human Resources Officer

E. Information regarding the structure organization.

PAETEC iTEL, LLC was incorporated under the laws of the state of North Carolina on August 16, 2006. See **Attachment A** for Articles of Organization.

F. Secretary of State Certificate

The Applicant's certificate authorizing PAETEC iTEL, LLC to conduct business within the State of Louisiana is provided in **Attachment B**.

G. The name and address of the designated agent in Louisiana:

Registered Agent Solutions, Inc.
3867 Plaza Tower Dr., 1st Floor
Baton Rouge, LA 70816
Phone (888) 705-7274

H. Description of services and geographic service area:

PAETEC iTEL, LLC will offer VoIP services throughout the State of Louisiana.

I. Customer Service Information:

PAETEC maintains a Customer Service Department which is responsible for handling service inquiries. Customers may reach the Customer Service Department twenty-four (24) hours a day, seven (7) days a week at 800-600-5050.

The Company has personnel to resolve service issues. Also, the Company also monitors its network twenty-four (24) hours a day for all network potential problems.

Customer Complaints Contact:

Amanda Karr
Supervisor – Executive Escalations
4005 Rodney Parham Road
Little Rock, AR 72212
Phone (641) 787-3903
Fax (330) 486-3561
Email: Customer.Assistance@windstream.com

Repair/Maintenance Contact(s):

Bob Parent
Director – Network Infrastructure Field Operations
4005 Rodney Parham Road
Little Rock, AR 72212
Phone (561) 248-0409
Fax (330) 486-3561
Email: Robert.Parent@windstream.com

David Westmeyer
Manger – Local Operations
4005 Rodney Parham Road
Little Rock, AR 72212
Phone (256) 585-5045
Fax (330) 486-3561
Email: David.Westmeyer@windtream.com

J. Regulatory Contacts:

a. Regulatory Contact

Becky West
Staff Manager – Regulatory Compliance
4005 Rodney Parham Road
Little Rock, AR 72212
Phone (954) 252-1023
Fax (330) 486-3561
Email: Becky.West@windstream.com

b. Annual Reports Contact

Karen Rosenberger
Senior Analyst – Regulatory Compliance
4005 Rodney Parham Road
Little Rock, AR 72212
Phone (616) 988-7535
Fax (330) 486-3561
Email: Karen.Rosenberger@windstream.com

MMT

\$250.00 ✓ # 2188223 P. 4/12/24

REVENUE - RECEIPTS CLASSIFICATION - REV 7/22

CURRENT YEAR 2024

PRIOR YEAR 2023

UTILITIES & MISCELLANEOUS

| <u>G/L ACCOUNT</u> | <u>DESCRIPTION</u> | <u>AMOUNT</u> | <u>BUS AREA</u> | <u>FUND</u> | <u>COST CENTER</u> |
|--------------------|-------------------------------------|---------------|-----------------|-------------|--------------------|
| 4520010 - 1700 | FEES - Citations | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4520011 - 1705 | LATE FILING FEE (Annual Rpt) | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4520012 - 1710 | FINES/PENALTIES-Illegal Operations | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4550021 - 1640 | FEES-RATE APPLICATION-Increase | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4550027 - 1670 | FEES-RATE APPLICATION-Utilities | \$ 250.00 | 158 | Y03..Y0300 | 1582000000 |
| 4550028 - 1675 | FEES-REHEARING APPLICATION | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4710071 - 1690 | FAX FILING FEE | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4650010 - 1785 | CERTIFICATION FEE | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4650010 - 1785 | GENERAL COPYING (Cert/Permits Util) | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4650010 - 1785 | GENERAL COPYING - CD / TRANSCRIPTS | \$ | 158 | Y03..Y0300 | 1582000000 |
| 4650010 - 1785 | OTHER: | \$ | 158 | Y03..Y0300 | 1582000000 |

PAYER/CHECK INFORMATION: PAETEC iTEL \$250.00
 Application ✓ #2188223

Prepared BY: Y. Phillips

Date 4/12/2024