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Docket #(s): T-20907A-14-0075

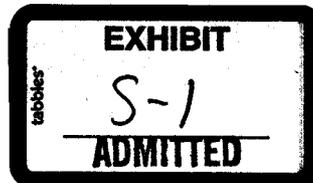
Arizona Corporation Commission
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ORIGINAL

Exhibit #: SI, AI



MEMORANDUM

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AZ CORP COMMISSION
DOCKET CONTROL

2014 NOV 5 AM 9 14

TO: Docket Control

FROM: Steven M. Olea
Director
Utilities Division

ORIGINAL

DATE: October 05, 2014

RE: IN THE MATTER OF THE APPLICATION OF CAMPUS COMMUNICATIONS GROUP, INC. FOR APPROVAL OF A CERTIFICATE OF CONVENIENCE AND NECESSITY TO PROVIDE FACILITIES-BASED LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES (DOCKET NO. T-20907A-14-0075)

Attached is the Staff Report for the above Application requesting approval for a Certificate of Convenience and Necessity ("CC&N") to provide the following services:

- Facilities-Based Local Exchange Telecommunications Services
- Facilities-Based Long Distance Telecommunications Services

Staff is recommending approval of the Application with conditions.

SMO: PJG:vsc\ML

Originator: Pamela J. Genung

Attachment: Original and Thirteen copies

Arizona Corporation Commission
DOCKETED

NOV 05 2014

DOCKETED BY 

SERVICE LIST FOR: CAMPUS COMMUNICATIONS GROUP, INC.
DOCKET NO.: T-20907A-14-0075

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Marashlian & Donahue, LLC
Counsel to Campus Communications Group, Inc.
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Ms. Janice Alward
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Arizona Corporation Commission
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Phoenix, Arizona 85007

Mr. Steven M. Olea
Director, Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Ms. Lyn Farmer
Chief Administrative Law Judge, Hearing Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

STAFF REPORT
UTILITIES DIVISION
ARIZONA CORPORATION COMMISSION

CAMPUS COMMUNICATIONS GROUP, INC.

DOCKET NO. T-20907A-14-0075

IN THE MATTER OF THE APPLICATION OF CAMPUS COMMUNICATIONS GROUP,
INC. FOR APPROVAL OF A CERTIFICATE OF CONVENIENCE AND NECESSITY TO
PROVIDE FACILITIES-BASED LOCAL EXCHANGE TELECOMMUNICATIONS
SERVICES

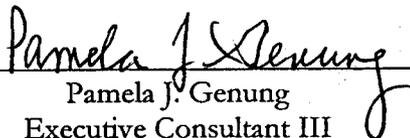
OCTOBER 05, 2014

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STAFF ACKNOWLEDGMENT

The Staff Report for Campus Communications Group, Inc., Docket No. T-20907A-14-0075, was the responsibility of the Staff member listed below. Pamela J. Genung was responsible for the review and analysis of the Campus Communications Group, Inc. Application for a Certificate of Convenience and Necessity to provide Facilities-Based Local Exchange and Facilities-Based Long Distance Telecommunications Services within the State of Arizona, in addition to the petition for a determination that its proposed services should be classified as competitive.


Pamela J. Genung
Executive Consultant III

1. INTRODUCTION

On March 4, 2014, Campus Communications Group, Inc. ("CCG" or "Applicant" or "Company") filed an Application for a Certificate of Convenience and Necessity ("CC&N") to provide facilities-based local exchange telecommunications services within the State of Arizona. The Applicant also petitioned the Arizona Corporation Commission ("Commission") for a determination that its proposed services should be classified as competitive. CCG's March 4, 2014 Application included a proposed tariff for the services it is requesting the authority to provide.

On April 17, 2014, Staff issued its First Set of Data Requests to CCG. Responses to Staff's First Set of Data Requests and one replacement page to CCG's proposed tariff were received from the Applicant on May 19, 2014. On June 19, 2014, Staff issued its Second Set of Data Requests. Responses to Staff's Second Set of Data Requests and two replacement tariff pages were received from CCG on July 25, 2014. On August 4, 2014, CCG provided financial statements for itself and its parent company, Pavlov Media, Inc. On August 12, 2014, Supplemental Responses to Staff's Second Set of Data Requests were received from CCG which included revised pages to its Application indicating CCG's request to also provide facilities-based long distance telecommunications services in Arizona.

Staff's review of this Application addresses the overall fitness of the Applicant to receive a CC&N. Staff's analysis also considers whether the Applicant's services should be classified as competitive and if the Applicant's initial rates are just and reasonable.

2. TECHNICAL CAPABILITY TO PROVIDE THE REQUESTED SERVICES

CCG, founded in 2001, is a foreign corporation organized under the laws of the State of Delaware. CCG's headquarters is located at 206 North Randolph Street, Suite 200, Champaign, Illinois 61820.

The Applicant has authority and is currently offering facilities-based local exchange telecommunications services in the states of Illinois and Texas. Staff contacted the Public Utility Commissions ("PUC") in Illinois and Texas to determine if CCG is certificated or registered to provide facilities-based local exchange telecommunications services in the States/Jurisdictions listed by the Applicant. Staff also inquired whether there were any consumer complaints filed against the Applicant. The information Staff obtained indicates that CCG is authorized to provide local exchange services in Illinois and Texas and no complaints have been filed.

CCG will offer facilities-based local exchange and long distance telecommunications services to business end-user customers in Arizona. CCG does not intend to have any residential customers. At present, CCG and its affiliates have one hundred fifteen (115) employees. The one (1) officer/director of CCG has eighteen years' experience in the telecommunications industry. CCG does not plan to have a customer service center or employees in Arizona.

CCG intends to install its own facilities to provide telecommunications services in Arizona. CCG intends to deploy a fiber-based local exchange network in Arizona to enable it to provide a full range of voice, data, and advanced communications services using a variety of technologies. CCG's telecommunication switch is located in Bloomington, Illinois with a redundant link established in Chicago, Illinois that will be utilized to handle Arizona end-users' traffic. CCG will not have a switch in Arizona.

CCG will have service technicians available to repair and maintain company-owned equipment. The Applicant will also rely on service and repair technicians in Arizona, provided by its parent company Pavlov Media, to service and repair facilities leased from other carriers. Customer complaints will be handled internally through the Company's customer service department. CCG has made arrangements for its customers to call the Company at its toll-free customer service number of 1-888-799-7249. In addition, customers may contact the Company in writing at the headquarters address, as well as via email at molinc@pavlovmedia.com. The Company's toll free number will be printed on the customer's monthly billing statements.

Based on the above information, Staff believes CCG possesses the technical capabilities to provide the services it is requesting the authority to provide in Arizona.

3. FINANCIAL CAPABILITY TO PROVIDE THE REQUESTED SERVICES

A protective agreement was signed prior to the Applicant providing its financial statements. The Applicant provided unaudited financial statements of Campus Communications Group, Inc. for the two years ending December 31, 2012 and December 31, 2013. The financial statements for year ending 2012 list total assets of \$3,494; total equity of negative \$358,863 and net income of negative \$5,167. The financial statements for year ending 2013 list total assets of \$2,801,827; total equity of negative \$400,643 and net income of negative \$41,780.

The Applicant also provided unaudited financial statements of Pavlov Media, Inc., its parent company, for the two years ending December 31, 2012 and December 31, 2013. The financial statements for year ending 2012 list total assets of \$12,088,283; total equity of negative \$831,321 and net income of negative \$2,716,159. The financial statements for year ending 2013 list total assets of \$14,597,510; total equity of negative \$3,499,537 and net income of negative \$2,671,955. The Applicant indicated that CCG may rely in part on the financial resources of its parent company until such time as its own resources are sufficient to fund its ongoing operations and anticipated growth. Specifically, Pavlov Media, Inc. will provide capital to CCG for building facilities.

4. ESTABLISHING RATES AND CHARGES

The Applicant would initially be providing service in areas where an incumbent local exchange carrier ("ILEC"), along with various competitive local exchange carriers ("CLECs") and interexchange carriers are providing telephone service. Therefore, the Applicant would have to compete with those providers in order to obtain subscribers to its services. The Applicant would be a new entrant and would face competition from both an

incumbent provider and other competitive providers in offering service to its potential customers. Therefore, the Applicant would generally not be able to exert market power. Thus, the competitive process should result in rates that are just and reasonable.

Both an initial rate (the actual rate to be charged) and a maximum rate must be listed for each competitive service offered, provided that the rate for the service is not less than the Company's total service long-run incremental cost of providing the service pursuant to A.A.C. R14-2-1109.

The rates proposed by this filing are for competitive services. In general, rates for competitive services are not set according to rate of return regulation. Staff obtained information from the Company indicating that its fair value rate base is \$250,000. Accordingly, the Company's fair value rate base is too small to be useful in a fair value analysis.

CCG submitted its proposed Arizona Tariff No. 1 to support its Application. CCG also provided additional rate comparison information of other competitive local exchange carriers in the State of Arizona. Staff has reviewed the proposed rates and believes they are comparable to the rates charged by competitive local carriers and local incumbent carriers operating in the State of Arizona. The rate to be ultimately charged by the Applicant will be heavily influenced by the market. Therefore, while Staff considered the fair value rate base information submitted by the Company, the fair value rate base information provided should not be given substantial weight in this analysis.

5. LOCAL EXCHANGE CARRIER SPECIFIC ISSUES

Issues related to the provision of Local Exchange service are discussed below.

5.1 *Number Portability*

The Commission has adopted rules to address number portability in a competitive telecommunications services market. Local exchange competition may not be vigorous if customers, especially business customers, must change their telephone numbers to take advantage of a competitive local exchange carrier's service offerings. Consistent with federal laws, federal rules and A.A.C. R14-2-1308(A), the Applicant shall make number portability available to facilitate the ability of a customer to switch between authorized local carriers within a given wire center without changing their telephone number and without impairment to quality, functionality, reliability or convenience of use.

5.2 *Provision Of Basic Telephone Service And Universal Service*

The Commission has adopted rules to address universal telephone service in Arizona. A.A.C. R14-2-1204(A) indicates that all telecommunications service providers that interconnect into the public switched network shall provide funding for the Arizona Universal Service Fund ("AUSF"). The Applicant will make the necessary monthly payments required by A.A.C. R14-2-1204(B).

5.3 *Quality Of Service*

In the competitive market that the Applicant wishes to enter, the Applicant generally will have no market power and will be forced to provide a satisfactory level of service or risk losing its customers. Therefore, Staff believes that the Applicant should be ordered to abide by the same quality of service standards that were approved by the Commission for Qwest d/b/a CenturyLink QC ("CenturyLink") in Docket No. T-01051B-13-0199 (Decision No. 74208).

5.4 *Access To Alternative Local Exchange Service Providers*

Staff expects that there will be new entrant providers of local exchange service who will install the plant necessary to provide telephone service to, for example, a residential subdivision or an industrial park much like existing local exchange companies do today. There may be areas where the Applicant installs the only local exchange service facilities. In the interest of providing competitive alternatives to the Applicant's local exchange service customers, Staff recommends that the Applicant be prohibited from barring access to alternative local exchange service providers who wish to serve such areas. This way, an alternative local exchange service provider may serve a customer if the customer so desires. Access to other providers should be provided pursuant to the provisions of the 1996 Telecommunications Act, the rules promulgated there under and Commission rules on interconnection and unbundling.

5.5 *911 Service*

The Commission has adopted rules to address 911 and E911 services in a competitive telecommunications services market. The Applicant has certified that in accordance with A.A.C. R14-2-1201(6)(d) and Federal Communications Commission ("FCC") 47 CFR Sections 64.3001 and 64.3002, it will provide all customers with 911 and E911 service, where available, or will coordinate with ILECs and emergency service providers to provide 911 and E911 service.

5.6 *Custom Local Area Signaling Services*

Consistent with past Commission decisions, the Applicant may offer Caller ID provided that per call and line blocking, with the capability to toggle between blocking and unblocking the transmission of the telephone number, are provided as options to which customers could subscribe with no charge. Also, Last Call Return service that will not return calls to telephone numbers that have the privacy indicator activated, indicating that the number has been blocked, must be offered.

6. **REVIEW OF COMPLAINT INFORMATION**

The Consumer Services Section of the Utilities Division reports that there have been no complaints, inquiries, or opinions filed against CCG from January 1, 2011 to August 21, 2014. Consumer Services also reports that CCG is in Good Standing with the Corporations Division of the Commission. Further, a search of the Federal Communications

Commission's ("FCC") website found that there have been no complaints filed against CCG.

The Applicant indicated in its Application and in response to Staff, via email, that CCG has not had an Application for authority to provide service denied in any state or jurisdiction. The Applicant indicated that none of its officers, directors or partners have been or are currently involved in any civil or criminal investigation or been convicted of any criminal acts within the past ten (10) years.

Included as Attachment G in response to item (A-11) of its Application, CCG provided a Motion to Dismiss¹ and an Order Dismissing Petition and Closing Docket² pertaining to a November 1, 2012 Petition to Revoke CCG's Service Provider Certificate of Operating Authority filed by the Staff of the Public Utility Commission of Texas ("Texas PUC") alleging CCG's failure to submit quarterly access line reports in compliance with Local Gov't. Code Ann. § 283.055(j) and P.U.C. Subst. R. 26.462 and 26.467. CCG cooperated with Texas PUC staff to come into compliance. On April 5, 2013, the proceeding was dismissed and closed. Staff's contact with the Texas PUC, on May 9, 2014, confirmed the same formal investigation and the same closure documents.

7. COMPETITIVE SERVICES ANALYSIS

The Applicant has petitioned the Commission for a determination that the services it is seeking to provide should be classified as competitive.

7.1 *Competitive Services Analysis For Local Exchange Services*

7.1.1 **A description of the general economic conditions that exist, which make the relevant market for the service one that is competitive.**

The statewide local exchange market that the Applicant seeks to enter is one in which a number of CLECs have been authorized to provide local exchange service in areas previously served only by ILECs. At locations where ILECs provide local exchange service, the Applicant will be entering the market as an alternative provider of local exchange service and, as such, will have to compete with those existing companies in order to obtain customers. In areas where ILECs do not serve customers, the Applicant may have to convince developers to allow it to provide service to their developments. The areas served by CenturyLink that the Applicant seeks to enter are served by wireless carriers and Voice over the Internet Protocol ("VoIP") service providers. This may also be the case in areas served by independent ILECs.

¹ Public Utility Commission of Texas, SOAH Docket No. 473-12-1169, PUC Docket No. 40906, dated April 3, 2013.

² Public Utility Commission of Texas, Docket No. 40906, dated April 5, 2013.

7.1.2 The number of alternative providers of the service.

CenturyLink and various independent ILECs provide local exchange service in the State. CLECs and local exchange resellers are also providing local exchange service. The areas served by CenturyLink that the Applicant seeks to enter are served by wireless carriers and VoIP service providers. This may also be the case in portions of the independent ILECs' service territories.

7.1.3 The estimated market share held by each alternative provider of the service.

CenturyLink and CLECs are the primary providers of local exchange service in CenturyLink's Service territories. Independent ILECs are the primary providers of local exchange service in their service territories.

7.1.4 The names and addresses of any alternative providers of the service that are also affiliates of the telecommunications Applicant, as defined in A.A.C. R14-2-801.

CCG does not have any affiliates that are alternative providers of local exchange service in Arizona.

7.1.5 The ability of alternative providers to make functionally equivalent or substitute services readily available at competitive rates, terms and conditions.

ILECs have the ability to offer the same services that the Applicant has requested the authority to provide in their respective service territories. Similarly, many of the CLECs, local exchange service resellers, wireless carriers and VoIP service providers also offer substantially the same services.

7.1.6 Other indicators of market power, which may include growth and shifts in market share, ease of entry and exit, and any affiliation between and among alternative providers of the service(s).

The local exchange service market is:

- a. One in which ILECs own networks that reach nearly every residence and business in their service territories. Competition exists in most urban markets, but to a lesser degree in rural areas of the state.
- b. One in which new entrants will be dependent upon ILECs and other CLECs:
 1. To terminate traffic to customers.
 2. To provide essential local exchange service elements until the entrant's own network has been built.

3. For interconnection.
 - c. One in which existing ILECs and CLECs have had an existing relationship with their customers that the Applicant will have to overcome if it wants to compete in the market and one in which the Applicant will not have a history in the Arizona local exchange service market.
 - d. One in which the Applicant will not have the capability to adversely affect prices or restrict output to the detriment of telephone service subscribers.

7.2 *Competitive Services Analysis For Interexchange Services*

7.2.1 A description of the general economic conditions that exist, which makes the relevant market for the service one that is competitive.

The statewide interexchange market that the Applicant seeks to enter is one in which numerous facilities-based interexchange carriers and resellers of interexchange service have been authorized to provide service throughout the State. The market the Applicant seeks to enter is also served by wireless carriers and VoIP providers. The Applicant will be a new entrant in this market and, as such, will have to compete with those existing companies in order to obtain customers.

7.2.2 The number of alternative providers of the service.

There are a large number of facilities-based interexchange carriers and resellers providing interexchange service throughout the State. The market the Applicant seeks to enter is also served by wireless carriers and VoIP service providers.

7.2.3 The estimated market share held by each alternative provider of the service.

Facilities-based interexchange carriers, interexchange service resellers, independent ILECs, CLECs, wireless carriers and VoIP providers all hold a portion of the interexchange market.

7.2.4 The names and addresses of any alternative providers of the service that are also affiliates of the telecommunications Applicant, as defined in A.A.C. R14-2-801.

CCG does not have any affiliates that are alternative providers of interexchange service in Arizona.

7.2.5 The ability of alternative providers to make functionally equivalent or substitute services readily available at competitive rates, terms and conditions.

Both facilities-based interexchange carriers and interexchange service resellers have the ability to offer the same services that the Applicant has requested in their respective service territories. Similarly, many of the ILECs and CLECs offer similar interexchange services. The market the Applicant seeks to enter is also served by wireless carriers and VoIP service providers.

7.2.6 Other indicators of market power which may include growth and shifts in market share, ease of entry and exit, and any affiliation between and among alternative providers of the service(s).

The interexchange service market is:

- a. One with numerous competitors and limited barriers to entry.
- b. One in which established interexchange carriers have had an existing relationship with their customers that the new entrants will have to overcome if they want to compete in the market.
- c. One in which the Applicant will not have the capability to adversely affect prices or restrict output to the detriment of telephone service subscribers.
- d. One in which the share of the market held by wireless carriers has increased over time, while that held by wireline carriers has declined.

8. RECOMMENDATIONS

The following sections contain Staff recommendations on the Application for a CC&N and the Applicant's petition for a Commission determination that its proposed services should be classified as competitive.

8.1 Recommendations On The Application For A CC&N

Staff recommends that Applicant's Application for a CC&N to provide intrastate telecommunications services, as listed in this Report, be granted. In addition, Staff further recommends:

1. That the Applicant comply with all Commission Rules, Orders and other requirements relevant to the provision of intrastate telecommunications services;

2. That the Applicant abide by the quality of service standards that were approved by the Commission for Qwest d/b/a CenturyLink QC in Docket No. T-01051B-13-0199;
3. That the Applicant be prohibited from barring access to alternative local exchange service providers who wish to serve areas where the Applicant is the only provider of local exchange service facilities;
4. That the Applicant be required to notify the Commission immediately upon changes to the Applicant's name, address or telephone number;
5. That the Applicant cooperate with Commission investigations including, but not limited to customer complaints;
6. The rates proposed by this filing are for competitive services. In general, rates for competitive services are not set according to rate of return regulation. Staff obtained information from the company and has determined that its fair value rate base is \$250,000. Staff has reviewed the rates to be charged by the Applicant and believes they are just and reasonable as they are comparable to other competitive local carriers and local incumbent carriers offering service in Arizona and comparable to the rates the Applicant charges in other jurisdictions. The rate to be ultimately charged by the Company will be heavily influenced by the market. Therefore, while Staff considered the fair value rate base information submitted by the Company, the fair value information provided was not given substantial weight in this analysis;
7. That the Applicant offer Caller ID with the capability to toggle between blocking and unblocking the transmission of the telephone number at no charge;
8. That the Applicant offer Last Call Return service that will not return calls to telephone numbers that have the privacy indicator activated; and
9. That the Commission authorize the Applicant to discount its rates and service charges to the marginal cost of providing the services.

Staff further recommends that the Applicant be ordered to comply with the following. If it does not do so, the Applicant's CC&N shall be null and void after due process.

1. The Applicant shall docket conforming tariff pages for each service within its CC&N within 365 days from the date of an Order in this matter or 30 days prior to providing service to its first customer, whichever comes first. The tariffs submitted shall coincide with the Application.

2. The Applicant shall notify the Commission through a compliance filing within 30 days of the commencement of service to its first end-user customer; and
3. The Applicant shall abide by the Commission adopted rules that address Universal Service in Arizona. A.A.C. R14-2-1204(A) indicates that all telecommunications service providers that interconnect into the public switched network shall provide funding for the Arizona Universal Service Fund ("AUSF"). The Applicant will make the necessary monthly payments required by A.A.C. R14-2-1204(B).

8.2 Recommendation On The Applicant's Petition To Have Its Proposed Services Classified As Competitive

Staff believes that the Applicant's proposed services should be classified as competitive. There are alternatives to the Applicant's services. The Applicant will have to convince customers to purchase its services, and the Applicant has no ability to adversely affect the local exchange or long distance service markets. Therefore, the Applicant currently has no market power in the local exchange service market where alternative providers of telecommunications services exist. Staff therefore recommends that the Applicant's proposed services be classified as competitive.

NEW APPLICATION



ORIGINAL

February 26, 2014

Docket Control Center
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

T-20907A-14-0075

RECEIVED
2014 MAR -4 P 1:28
AZ CORP COMMUNICATIONS
DOCKET CONTROL

RE: Campus Communications Group, Inc.
Application and Petition for Certificate of Convenience and Necessity to Provide Intrastate Telecommunications Services

Dear Sir or Madam:

Enclosed for filing please find the original and thirteen (13) copies of the application and petition for certificate of convenience and necessity to provide facilities based local exchange telecommunications services submitted on behalf of Campus Communications Group, Inc. ("CCG").

Prior to submitting the required financial information, issuance of a protective order by staff is respectfully requested. Please send the document to the attention of the undersigned at ymp@commlawgroup.com.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope for that purpose.

Any questions you may have regarding this filing should be directed to my attention at (703) 714-1309 or via email to ymp@commlawgroup.com. Thank you for your assistance in this matter.

Arizona Corporation Commission
DOCKETED
MAR -4 2014

Respectfully Submitted,

Vineetha Pillai
Counsel to Campus Communications Group, Inc.

Enclosures

DOCKETED BY
VM NR

EXHIBIT
A-1
ADMITTED

MARASHLIAN & DONAHUE, LLC

TELEPHONE: (703) 714-1300 THE COMMLAW GROUP
FACSIMILE: (703) 714-1330 1420 SPRING HILL ROAD
EMAIL: MAIL@COMMLAWGROUP.COM SUITE 401
WEB: WWW.COMMLAWGROUP.COM MCLEAN, VIRGINIA 22102

**APPLICATION
CERTIFICATE OF CONVENIENCE & NECESSITY**

If the Applicant wants to provide any type of Non-Customer Owned Pay Telephone ("COPT") telecommunications services in Arizona, provide the Arizona Corporation Commission ("Commission") with information being requested.

Remember that information submitted for a Certificate of Convenience and Necessity ("CC&N") will be made part of the public record (including financial statements). Any information designated as confidential will not be accepted by Docket Control. Mail your original CC&N application plus thirteen (13) copies to Arizona Corporation Commission, Docket Control, 1200 W. Washington Street, Phoenix, AZ 85007-2927.

Make sure you use the Application form dated May 24, 2010. Also, make sure you answer each numbered item and part of the item in each section of the Application form. If you do not use the correct Application form and/or do not completely answer the numbered item(s), Staff will request the Applicant to re-submit the Application form and/or complete any of the numbered item(s) and part of the item in a data request. In order for Staff to review your Application, complete the following form. Thank you.

ARIZONA CORPORATION COMMISSION

**Application and Petition for Certificate of Convenience and Necessity to Provide
Intrastate Telecommunications Services**

Mail original plus 13 copies of completed application to: For Docket Control Only:
(Please Stamp Here)

Docket Control Center
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007-2927

Please indicate if you have current applications pending
in Arizona as an Interexchange reseller, AOS provider,
or as the provider of other telecommunication services.

Type of Service: _____

Docket No.: _____ Date: _____ Date Docketed: _____

Type of Service: _____

Docket No.: _____ Date: _____ Date Docketed: _____

A. COMPANY AND TELECOMMUNICATION SERVICE INFORMATION

(A-1) Please indicate the type of telecommunications services that you want to provide in Arizona and mark the appropriate box(s).

- Resold Long Distance Telecommunications Services (Answer Sections A, B).
- Resold Local Exchange Telecommunications Services (Answer Sections A, B, C).
- Facilities-Based Long Distance Telecommunications Services (Answer Sections A, B, D).
- Facilities-Based Local Exchange Telecommunications Services (Answer Sections A, B, C, D, E)
- Alternative Operator Services Telecommunications Services (Answer Sections A, B)
- Other _____ (Please attach complete description)

(A-2) The name, address, telephone number (including area code), facsimile number (including area code), e-mail address, and World Wide Web address (if one is available for consumer access) of the Applicant:

Campus Communications Group, Inc.
206 North Randolph Street, Suite 200
Champaign, IL 61824
Tel. No. (217) 353-3022; Fax No. (217) 398-1329
wclavey@pavlovmedia.com

(A-3) The d/b/a ("Doing Business As") name if the Applicant is doing business under a name different from that listed in Item (A-2):

N/A

(A-4) The name, address, telephone number (including area code), facsimile number (including area code), and E-mail address of the Applicant's Management Contact:

William Clavey
206 North Randolph Street, Suite 200
Champaign, IL 61824
Tel. No. (217) 353-3022; Fax No. (217) 398-1429
wclavey@pavlovmedia.com

(A-5) The name, address, telephone number (including area code), facsimile number (including area code), and E-mail address of the Applicant's Attorney and/or Consultant:

Vineetha Pillai, Esq.
Marashlian & Donahue, LLC
1420 Spring Hill Road, Suite 401
McLean, VA 22102
Tel. No. (703) 714-1309; Fax No. (703) 714-1330
vmp@CommLawGroup.com

(A-6) The name, address, telephone number (including area code), facsimile number (including area code), and E-mail address of the Applicant's Complaint Contact Person:

William Clavey
206 North Randolph Street, Suite 200
Champaign, IL 61824
Tel. No. (217) 353-3022; Fax No. (217) 398-1429
wclavey@pavlovmedia.com

(A-7) What type of legal entity is the Applicant? Mark the appropriate box(s) and category.

- Sole proprietorship
- Partnership: ___ Limited, ___ General, ___ Arizona, ___ Foreign
- Limited Liability Company: ___ Arizona, ___ Foreign
- Corporation: ___ "S", X "C", ___ Non-profit
- Other, specify: _____

(A-8) Please include "Attachment A":

Attachment "A" must include the following information:

1. A copy of the Applicant's Certificate of Good Standing as a domestic or foreign corporation, LLC, or other entity in Arizona.
2. A list of the names of all owners, partners, limited liability company-managers (or if a member managed LLC, all members), or corporation officers and directors (specify).
3. Indicate percentages of ownership of each person listed in A-8.2.

Applicant is seeking a authorization to transact business in Arizona and will provide its certificate upon receipt.

(A-9) Include your Tariff as "Attachment B".

Your Tariff must include the following information:

1. Proposed Rates and Charges for each service offered (reference by Tariff page number).
2. Tariff Maximum Rate and Prices to be charged (reference by Tariff page number).
3. Terms and Conditions Applicable to provision of Service (reference by Tariff page number).
4. Deposits, Advances, and/or Prepayments Applicable to provision of Service (reference by Tariff page number).
5. The proposed fee that will be charged for returned checks (reference by Tariff page number).

(A-10) Indicate the geographic market to be served:

- Statewide. (Applicant adopts statewide map of Arizona provided with this application).
 Other. Describe and provide a detailed map depicting the area.
See Attachment F.

(A-11) Indicate if the Applicant or any of its officers, directors, partners, or managers has been or are currently involved in any formal or informal complaint proceedings before any state or federal regulatory commission, administrative agency, or law enforcement agency.

Describe in detail any such involvement. Please make sure you provide the following information:

1. States in which the Applicant has been or is involved in proceedings.
 2. Detailed explanations of the Substance of the Complaints.
 3. Commission Orders that resolved any and all Complaints.
 4. Actions taken by the Applicant to remedy and/or prevent the Complaints from re-occurring.
1. Texas ; 2. Administrative filings issue in Texas; 3. See documents in Attachment G.;
4. Staffing Assessment

(A-12) Indicate if the Applicant or any of its officers, directors, partners, or managers has been or are currently involved in any civil or criminal investigation, or had judgments entered in any civil matter, judgments levied by any administrative or regulatory agency, or been convicted of any criminal acts within the last ten (10) years.

Describe in detail any such judgments or convictions. Please make sure you provide the following information:

1. States involved in the judgments and/or convictions.
 2. Reasons for the investigation and/or judgment.
 3. Copy of the Court order, if applicable.
- No, they are not currently nor have they been within the last ten years.

(A-13) Indicate if the Applicant's customers will be able to access alternative toll service providers or resellers via 1+101XXXX access.

- Yes No

(A-14) Is Applicant willing to post a Performance Bond? Please check appropriate box(s).

May 24, 2010

For Long Distance Resellers, a \$10,000 bond will be recommended for those resellers who collect advances, prepayments or deposits.

Yes No

If "No", continue to question (A-15).

For Local Exchange Resellers, a \$25,000 bond will be recommended.

Yes No

If "No", continue to question (A-15).

For Facilities-Based Providers of Long Distance, a \$100,000 bond will be recommended.

Yes No

If "No", continue to question (A-15).

For Facilities-Based Providers of Local Exchange, a \$100,000 bond will be recommended.

Yes No

If any box in (A-14) is marked "No", continue to question (A-15).

Note: Amounts are cumulative if the Applicant is applying for more than one type of service.

(A-15) If any box in (A-14) is marked "No", provide the following information. Clarify and explain the Applicant's deposit policy (reference by tariff page number). Provide a detailed explanation of why the Applicant's superior financial position limits any risk to Arizona consumers.

CCG will not be providing services as a local exchange reseller, facilities-based provider of long distance or as a long distance reseller.

(A-16) Submit copies of affidavits of publication that the Applicant has, as required, published legal notice of the Application in all counties where the Applicant is requesting authority to provide service.

Note: For Resellers, the Applicant must complete and submit an Affidavit of Publication Form as Attachment "C" before Staff prepares and issues its report. Refer to the Commission's website for Legal Notice Material (Newspaper Information, Sample Legal Notice and Affidavit of Publication). For Facilities-Based Service Providers, the Hearing Division will advise the Applicant of the date of the hearing and the publication of legal notice. Do not publish legal notice or file affidavits of publication until you are advised to do so by the Hearing Division.

See Attachment C

(A-17) Indicate if the Applicant is a switchless reseller of the type of telecommunications services that the Applicant will or intends to resell in Arizona:

Yes No

If "Yes", provide the name of the company or companies whose telecommunications services the Applicant resells.

(A-18) List the States in which the Applicant has had an application approved or denied to offer telecommunications services similar to those that the Applicant will or intends to offer in Arizona:

Note: If the Applicant is currently approved to provide telecommunications services that the Applicant intends to provide in Arizona in less than six states, excluding Arizona, list the Public Utility Commission ("PUC") of each state that granted the authorization. For each PUC listed provide the name of the contact person, their phone number, mailing address including zip code, and e-mail address.

Applicant is authorized to provide telecommunications services in Illinois and Texas.

Illinois Commerce Commission, Chief Clerk , 527 East Capitol Avenue, Springfield, IL 62701

Public Utility Commission of Texas, Central Records , 1701 N. Congress Avenue, PO Box 13326, Austin, TX 78711-3326
(512) 936-7180; centralrecords@puc.texas.gov

(A-19) List the States in which the Applicant currently offers telecommunications services similar to those that the Applicant will or intends to offer in Arizona.

Note: If the Applicant currently provides telecommunication services that the Applicant intends to provide in Arizona in six or more states, excluding Arizona, list the states. If the Applicant does not currently provide telecommunications services that the Applicant intends to provide in Arizona in five or less states, list the key personnel employed by the Applicant. Indicate each employee's name, title, position, description of their work experience, and years of service in the telecommunications services industry.

Illinois and Texas

(A-20) List the names and addresses of any alternative providers of the service that are also affiliates of the telecommunications company, as defined in R14-2-801.

Applicant does not have any affiliates that are alternative providers of the service.
Applicant's parent company, Pavlov Media, Inc., provides unregulated services.

(A-21) Check here if you wish to adopt as your petition a statement that the service has already been classified as competitive by Commission Decision:

- Decision # 64178 Resold Long Distance
 Decision # 64178 Resold LEC
 Decision # 64178 Facilities Based Long Distance
 Decision # 64178 Facilities Based LEC

B. FINANCIAL INFORMATION

(B-1) Indicate if the Applicant has financial statements for the two (2) most recent years.

Yes No

If "No," explain why and give the date on which the Applicant began operations.

(B-2) Include "Attachment D".

Provide the Applicant's financial information for the two (2) most recent years.

1. A copy of the Applicant's balance sheet.
2. A copy of the Applicant's income statement.
3. A copy of the Applicant's audit report. See Attachment D
4. A copy of the Applicant's retained earnings balance.
5. A copy of all related notes to the financial statements and information.

Note: Make sure "most recent years" includes current calendar year or current year reporting period.

(B-3) Indicate if the Applicant will rely on the financial resources of its Parent Company, if applicable. Applicant may rely in part on the financial resources of its Parent Company until such time as its own resources are sufficient to fund its ongoing operations and anticipated growth.

(B-4) The Applicant must provide the following information.

1. Provide the projected total revenue expected to be generated by the provision of telecommunications services to Arizona customers for the first twelve months following certification, adjusted to reflect the maximum rates for which the Applicant requested approval. Adjusted revenues may be calculated as the number of units sold times the maximum charge per unit.
2. Provide the operating expenses expected to be incurred during the first twelve months of providing telecommunications services to Arizona customers following certification.
3. Provide the net book value (original cost less accumulated depreciation) of all Arizona jurisdictional assets expected to be used in the provision of telecommunications service to Arizona customers at the end of the first twelve months of operation. Assets are not limited to plant and equipment. Items such as office equipment and office supplies should be included in this list.
4. If the projected value of all assets is zero, please specifically state this in your response.
5. If the projected fair value of the assets is different than the projected net book value, also provide the corresponding projected fair value amounts.

See Attachment E.

C. RESOLD AND/OR FACILITIES-BASED LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

(C-1) Indicate if the Applicant has a resale agreement in operation,

Yes

No

If "Yes", please reference the resale agreement by Commission Docket Number or Commission Decision Number.

D. FACILITIES-BASED LONG DISTANCE AND/OR FACILITIES BASED LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

(D-1) Indicate if the Applicant is currently selling facilities-based long distance telecommunications services AND/OR facilities-based local exchange telecommunications services in Arizona. This item applies to an Applicant requesting a geographic expansion of their CC&N:

Yes

No

If "Yes," provide the following information:

1. The date or approximate date that the Applicant began selling facilities-based long distance telecommunications services AND/OR facilities-based local exchange telecommunications services in Arizona.
2. Identify the types of facilities-based long distance telecommunications services AND/OR facilities-based local exchange telecommunications services that the Applicant sells in Arizona.

If "No," indicate the date when the Applicant will begin to sell facilities-based long distance telecommunications AND/OR facilities-based local exchange telecommunications services in Arizona. Applicant will begin to sell facilities-based services promptly after receiving its authorization upon approval of this application.

E. FACILITIES-BASED LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

(E-1) Indicate whether the Applicant will abide by the quality of service standards that were approved by the Commission in Commission Decision Number 59421:

Yes

No

(E-2) Indicate whether the Applicant will provide all customers with 911 and E911 service, where available, and will coordinate with incumbent local exchange carriers ("ILECs") and emergency service providers to provide this service:

Yes

No

(E-3) Indicate that the Applicant's switch is "fully equal access capable" (i.e., would provide equal access to facilities-based long distance companies) pursuant to A.A.C. R14-2-1111 (A):

Yes

No

CCG will not have a switch in Arizona.

I certify that if the applicant is an Arizona corporation, a current copy of the Articles of Incorporation is on file with the Arizona Corporation Commission and the applicant holds a

Certificate of Good Standing from the Commission. If the company is a foreign corporation or partnership, I certify that the company has authority to transact business in Arizona. I certify that all appropriate city, county, and/or State agency approvals have been obtained. Upon signing of this application, I attest that I have read the Commission's rules and regulations relating to the regulations of telecommunications services (A.A.C. Title 14, Chapter 2, Article 11) and that the company will abide by Arizona state law including the Arizona Corporation Commission Rules. I agree that the Commission's rules apply in the event there is a conflict between those rules and the company's tariff, unless otherwise ordered by the Commission. I certify that to the best of my knowledge the information provided in this Application and Petition is true and correct.

Mark A Scifres

(Signature of Authorized Representative)

2/24/2016

(Date)

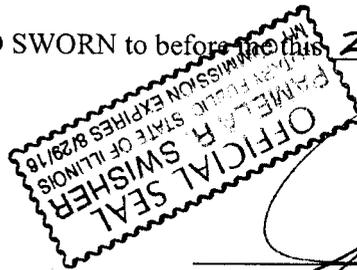
Mark A. Scifres

(Print Name of Authorized Representative)

President

(Title)

SUBSCRIBED AND SWORN to before me this 24th day of FEBRUARY, 2014



[Signature]
NOTARY PUBLIC

My Commission Expires 8/29/2016

ATTACHMENT A

Arizona Certificate of Good Standing

Percentage of Ownership of Owners, Officers, and Directors

Certificate of Good Standing

Campus Communications Group has submitted an application to the Arizona Corporation Commission requesting authorization to conduct business within the state. When such authorization is granted Applicant will provide its Certificate of Good Standing.

Directors:

Mark A. Scifres

Shareholders:

Wholly owned by Pavlov Media, Inc. – holding 1,500 shares

Officers:

President, Mark A. Scifres

Secretary, Mark A. Scifres

ATTACHMENT B

Tariff

Campus Communications Group, Inc.

Arizona Tariff No. 1
Original Page No. 1

INTRASTATE LOCAL TELEPHONE SERVICE

TITLE SHEET

COMPETITIVE LOCAL TELECOMMUNICATIONS SERVICES

This Tariff applies to the Local Competitive Facilities Based Intrastate Telecommunications Service furnished by Campus Communications Group, Inc. ("Company"). This tariff is on file with the Arizona Corporation Commission ("Commission"), and copies may be inspected, during normal business hours, at the Company's principal place of business.

Issued: February 24, 2014

Effective:

Issued By: *Mark Scifres, Chief Executive Officer
Campus Communications Group, Inc.
PO Box 25
Champaign, IL 61824*

INTRASTATE LOCAL TELEPHONE SERVICE

CHECK SHEET

All sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
1	Original	25	Original
2	Original	26	Original
3	Original	27	Original
4	Original	28	Original
5	Original	29	Original
6	Original	30	Original
7	Original	31	Original
8	Original	32	Original
9	Original	33	Original
10	Original	34	Original
11	Original	35	Original
12	Original	36	Original
13	Original	37	Original
14	Original	38	Original
15	Original	39	Original
16	Original	40	Original
17	Original	41	Original
18	Original	42	Original
19	Original		
20	Original		
21	Original		
22	Original		
23	Original		
24	Original		

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INTRASTATE LOCAL TELEPHONE SERVICE

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INTRASTATE LOCAL TELEPHONE SERVICE

SYMBOLS

The following symbols shall be used in this tariff for the purposes indicated below:

D - Deleted or Discontinued Material

I - Change Resulting In A Rate Increase

M - Moved From Another Tariff Location

N - New Material

R - Change Resulting In A Rate Reduction

T - Change In Text Only, No Change In Rate

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TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper-right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, 4th Revised Sheet 14 cancels 3rd Revised Sheet 14.
- C. Paragraph Numbering Sequence - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level of coding. For example:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a)
- D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current sheet on file with the Commission.

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INTRASTATE LOCAL TELEPHONE SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to a switching center or point of presence.

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

Carrier or Company - Whenever used in this tariff, "Carrier" or "Company" refers to Campus Communications Group, Inc., unless otherwise specified or clearly indicated by the context.

Customer - The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Commission - The Arizona Corporation Commission.

Due Date - The last day for payment without unpaid amounts being subject to a late payment charge.

Exchange Access Line - The serving central office line equipment and all plant facilities up to and including the Standard Network Interface.

Holidays - The Company's recognized holidays are Christmas, Memorial Day, Easter,

ILEC - Incumbent Local Exchange Carrier.

LEC - Local Exchange Carrier.

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INTRASTATE LOCAL TELEPHONE SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (contd.)

Local Exchange Services - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

Normal Business Hours - 9:00 AM To 5:00 PM Monday through Friday, excluding holidays.

Premises - The space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

Resold Local Exchange Service - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate/international services.

PRI - ISDN Primary Rate Interface

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INTRASTATE LOCAL TELEPHONE SERVICE

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 Application of Tariff

2.1.1.A. This Tariff contains the regulations and rates applicable to intrastate communications services provided by Carrier for telecommunications between points within the State. Carrier's services are furnished subject to the availability of facilities and subject to the terms and conditions of the this Tariff. Service is available 24 hours a day, seven days a week.

2.1.1.B. The rates and regulations contained in this Tariff apply only to the services furnished by Carrier and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Carrier. Should Customers use such services to obtain access to services offered by other providers, the Company assumes no responsibility for such other service.

2.1.2 Terms and Conditions

2.1.2.A. Except as otherwise provided herein, the minimum period of service is one calendar month. All payments for service are due by the date specified on the bill sent by the Company which may not be less than 21 days after the date of the postmark on the bill. All calculations of dates set forth in this tariff shall be based on calendar days.

Should the applicable date fall on a Sunday or Federal holiday, the Customer will be permitted to make payment on the next regular business day.

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- 2.1.2.B At the expiration of any term specified in a Customer Service Agreement, or in any extension thereof, service shall continue on a month to month basis at the then current rates, unless terminated by either party upon proper written notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Agreement and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Agreement shall survive such termination.
- 2.1.2.C This tariff shall be interpreted and governed by the laws of the State of Arizona.
- 2.1.2.D Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.1.2.E The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right, on sixty (60) days notice, to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.2 Shortage of Equipment or Facilities

- 2.2.1 The Company reserves the right to limit or allocate the use of existing facilities, or of additional facilities offered by the Company when necessary because of lack of facilities or due to some other cause beyond the Company's control.

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2.2.2 The furnishing of service under this tariff is subject to availability on a continuing basis of all necessary facilities from the Incumbent Local Exchange Carrier, other providers to the Company and the Company's network capacity and/or coverage area.

2.3 Use of Service

2.3.1 Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.3.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

2.3.3 The Customer may not use the services so as to interfere with or impair service over any facilities or associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.

2.4 Liabilities of the Company and Indemnification

2.4.1 The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors or other defects, representation, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall not exceed the applicable charges under this Tariff. The Company will not be liable for any special, consequential, exemplary or punitive damages a Customer may suffer, whether or not caused by the intentional acts or omissions or negligence of the Company's employees or agents.

2.4.2 The Company shall not be liable for loss or damage sustained by reason of failure in or breakdown of facilities or equipment provided by third parties not under its control. In no event shall the Company's liability for any failure, breakdown or interruption in services exceed the charges applicable under this Tariff for such service.

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- 2.4.3 The company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "9-1-1" or to any other person who may be affected by the dialing of the digits "9-1-1".
- 2.4.4 The Company shall not be liable for any failure of performance due to causes beyond its control, including but not limited to, acts of God, fires, lightning, floods or other catastrophes; any law, order, regulations, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppage or other labor difficulties, any failure of local exchange company lines or delays caused by the underlying local exchange company or the Customer or end-user.
- 2.4.5 The Customer is required to notify the Company of any changes to Customer's equipment, including software controlling the equipment's function. The Company is not liable for interruptions in service caused by Customer's failure to notify the Company prior to any change.
- 2.4.6 The Company does not guarantee nor make any warranty with respect to installations it provides for use in a explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided.

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2.4.7 The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays associated with normal construction procedures of its underlying carrier(s). Such delays shall include, but not be limited, to delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals, and delays in actual construction work.

The Company may undertake to use reasonable efforts to make available services to a customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this Tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.

2.4.8 The Company is not liable for any defacement of or damage to the Premises of a Customer (or authorized or Joint User) resulting from the furnishing of services or equipment of such Premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of agents or employees of the Company.

2.4.9 The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with Company services provided hereunder.

2.4.10 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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- 2.4.11 The Company shall not be liable and shall be indemnified and saved harmless by any customer, end user, or other entity from all loss, claims, demands, suits or other action or any liability whatever, whether suffered, made, instituted, or asserted by any Customer, end user, or other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the Premises of any Customer, end user or any other entity or any other property whether owned or controlled by the Customer, end user, or others, caused or claimed to have been caused, directly or indirectly, by any act or omission of the Customer, end user, or others or by any installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of facilities or equipment provided by the Company which is not the direct result of the Company's negligence. No agents or employees of any other entity shall be deemed to be the agents or employees of the Company.
- 2.4.12 The Customer and any Authorized Users or Joint Users, jointly and severally, shall indemnify and save the Company harmless from claims, loss, damage, expense (including attorneys' fees and court costs), or liability for libel, slander, or copyright infringement arising from the use of the service; and from claims, loss, damage, expense or liability for patent infringement arising from (1) combining with, or using in connection with facilities the Company furnished, facilities the Customer furnished, Authorized User, or Joint User furnished, or (2) use of facilities the Company furnished in a manner the Company did not contemplate and over which the Company exercises no control; and from all other claims, loss, damage, expense (including attorneys' fees and court costs), or liability arising out of any commission or omission by the Customer, Authorized User, or Joint User in connection with the service. In the event that any such infringing use is enjoined, the Customer, Authorized User, or Joint User, at its option and expense shall obtain immediately a dismissal or stay or such injunction, obtain a license or other agreement so as to extinguish the claim of infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement. In addition and without limitation, the Customer, Authorized User, or Joint User shall defend, on behalf of the Company and upon the request by the Company, any suit brought or claim asserted against the Company for any such slander, libel infringement or other claims.

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INTRASTATE LOCAL TELEPHONE SERVICE

2.5 Equipment

The Company's service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that customer-provided equipment connected to Company equipment or facilities is compatible with such equipment or facilities.

2.6 Alternative Telephone Service

2.6.1 Alternative Telephone Service is defined as, except where technology impracticable, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.

2.6.2 When alternative telephone service is appropriate, the customer may select one of the alternative telephone services offered by the Company. The alternative telephone service shall be provided at no cost to the customer for the provision of local service.

2.7 Installation

2.7.1 Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

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2.7.2 If the Company fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present, the Company shall credit the customer \$50 per missed appointment. A credit does not apply when the Company provides the customer with 24-hour notice of its inability to keep the appointment. The 24-hour notice period shall be construed to mean 24 hours notice by the end of each 4 hour window the day before the scheduled appointment.

2.7.3 Credits - New Service Installation Delays

2.7.3.A The Company shall install basic local exchange service within 5 business days after receipt of an order from the customer unless the customer requests an installation dated that is beyond 5 business days after placing the order for basic service. (If the Company offers basic local exchange service utilizing the network of network elements of another carrier shall install new lines for basic local exchange service within 3 business days after provisioning has been completed by the other carrier.)

2.7.3.B If the Company fails to install basic local service within five (5) business days. The Company will waive 50% of any installation charges.

2.7.3.C If the Company fails to install service within ten (10) business days after the service application is placed, or fails to install service within 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the Company shall waive 100% of the installation charge, or in the absence of an installation charge, the Company shall provide a credit of \$50.

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- 2.7.3.D For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the customer's requested installation date, which ever is greater, the Company will either provide alternative telephone service or an additional credit of \$20 per day, at the Customer's option until service has been installed.
- 2.7.3.E The customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when installation is delayed continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, so the customer can exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.
- 2.7.3.F If installation of service is requested on or by a date more than 5 business days in the future, the Company shall install service by the date requested.
- 2.7.3.G. The terms of this section do not apply where Customer's service requires new or additional construction, including deployment of fiber or other facilities; regulatory, rights-of-way or other approvals; or the action or involvement of any third-party beyond the Company's control.
- 2.7.4 At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours. In such case, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours, but at the Customer's request, extends beyond regular business hours into time period including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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- 2.7.5 The provision of any services herein are subject to and contingent upon the company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, and may be required to be deemed necessary by the Company. The Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses, and permits that may be required to be obtained by it. The Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the services into conformance with any rules, regulations, orders, decisions, or directives imposed by the Arizona Corporation Commission or other applicable agency, and Customer shall fully cooperate in and take such action as may be requested by the Company to comply with any such rules, regulations, orders, decisions or directives.
- 2.7.6 If the Company requires an outside plant build out or modification to provide service to the Customer the Company will notify the Customer of the need for the build out and an estimate of how soon the outside plant build out can be completed. If the Company determines that the outside plant build out is not possible or practical the Company will refer the customer to the ILEC for service since the Company, unlike the ILEC, does not receive funding from the Universal Service Fund or other such government related funds.

2.8 Establishing Credit

2.8.1 The Company, in order to assure the payment of its charges for service, may require applicants and customers to establish and maintain credit.

2.8.2 Applicants for Service

2.8.2.A The Company may refuse to furnish service to an applicant that has not established credit or has not paid charges for service of the same classification (residence or business), previously furnished by the Company at the same or another address, until arrangements suitable to the Company have been made to pay such charges.

2.8.2.B Residence service applicants may establish credit in one of the following ways:

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Responding in a manner satisfactory to the Company to a set of standard questions. The applicant may be required to provide proof in support of these responses.

Payment of a cash deposit to the Company in accordance with the following section.

Providing a sufficient written guarantee of payment for service by a guarantor satisfactory to the Company.

Providing a surety bond, provided that such surety bond has been issued by an insurance company that has received a certificate of authority to do business in Georgia.

2.8.2.C Business service applicants may establish credit by meeting the requirements of the Company's Business Credit Evaluation Plan.

2.8.2.D If verification of an applicant's credit is required, the Company will permit service to be installed upon the advance payment by the applicant of an amount equal to applicable service charges and initial nonrecurring charges applicable for service installation plus the estimated amount of the applicant's monthly bill for service. Such advance payment will be credited to the applicant's service account but does not relieve the applicant of his responsibility to subsequently establish credit in accordance with the rules.

2.8.2.E If credit is not established the Company may disconnect the service not sooner than five days after delivery or eight days after mailing of written notice of intention to disconnect.

2.8.2.F When a customer's service has been disconnected in accordance with the above, service will not be reconnected until the customer has established credit.

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2.8.3 Customers

2.8.3.A A customer may be required to reestablish credit by the payment or increase of a cash deposit in accordance with the Deposit section when any of the following conditions occur:

- During the first twelve months that a customer receives service, the customer pays late four times or has service disconnected by the Company for nonpayment two times.
- After the first twelve months that the customer has received service, the customer has had service disconnected twice by the Company within a twelve month period or the Company provides evidence that the customer used a device or scheme to obtain service without payment.
- After the first twelve months that a business customer has received service, the business customer pays late at least six times during any twelve month period.

2.8.3.B Payment by the customer of delinquent bills may not of itself relieve the customer from the obligation of establishing credit.

2.8.3.C The Company will make its request for a deposit within 45 days after the event giving rise to the request takes place.

2.9 Deposits

The Company may also require a security deposit before service is restored (along with the payment of overdue charges) from the Customer whose service has been discontinued for nonpayment of overdue charges.

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The fact that a security deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.

2.9.1 Amount of Deposit

The amount of the cash deposit may not exceed two (2) month's estimated usage for residential customers and four (4) month's estimated usage for business customers.

2.9.2 Payment of Deposits

The company may request that a maximum of 1/3 of the amount of the requested deposit from any customer be paid within twelve (12) days after the date of the request for deposit. An applicant may be requested to pay no more than 1/3 of the deposit amount prior to the establishment of service. At least two billing periods shall be allowed for the balance of the deposit. A customer or applicant may, at their option, pay the deposit on a more expedited schedule.

2.9.3 Refund of Deposit

Deposits plus interest will automatically be refunded after being held for 12 months so long as:

- the customer has paid any past due bill for service owed to the company;
- service has not been discontinued for nonpayment;
- the customer has not paid late four (4) times, or
- the company has not provided evidence that the customer used a device or scheme to obtain service without payment.

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2.9.4 Adjustments to Deposit

If subsequent payment or usage patterns change, the Company may request an increase in or resubmission of the security deposit as appropriate.

2.9.5 Interest to be Paid on Deposits

Interest at the percentage rate determined annually by the Commission shall be paid by the Company on all deposits made for the purpose of establishing credit but in no case shall interest be allowed for a period extending beyond the date of refund or the date service is terminated, whichever date is earlier. Interest shall be computed from the date of payment of the deposit and shall be paid to the customer as follows:

- By credit to the customer's account annually, or
- By payment, no more than once in any 12 months' period, when requested by the customer, or
- By adding the accrued interest to the amount of the deposit at the time such deposit is refunded or applied to an unpaid bill of the customer.

2.9.6 Records of Deposits

The Company shall maintain records of deposits together with interest, which collectively will show all transaction pertaining to each deposit. The Company shall provide the applicant or customer with a Deposit Receipt for any deposit received. The receipt will show the customer's name, service address, serial number, type of service, amount of deposit, rate of interest, date received, Company's name, and a statement of the conditions under which the deposit will be refunded.

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2.10 Payment for Services

- 2.10.1 The due date printed on the bill will be at least 21 days after the date of the postmark on the bill, if mailed, or the date of delivery as shown on the bill if delivered by other means. Customers may pay for service by check, draft or other negotiable instrument denominated in U.S. dollars acceptable to the company or in United States currency.
- 2.10.2 The Customer is responsible for payment of all charges for services furnished to the Customer or to an Authorized User of the Customer by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments.
- 2.10.3 Billing inquiries may be directed to the Company at its toll free number (888) 799-7249. When a customer disputes a particular bill, the company shall not discontinue service for nonpayment so long as the customer pays the undisputed portion of the bill; pays all future periodic bills by the due date; and enters into discussions with the company to settle the dispute with dispatch. No late payment charge shall be charged on any disputed bill paid within fourteen (14) days of resolution of the dispute if the complaint was filed before the bill became past due.
- 2.10.4 In the event a customer pays a bill as submitted by the Company and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, the company will refund the overcharge with interest from the date of overpayment by the Customer.

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2.11 Deferred Payment Agreements

- 2.11.1 Residential customers who are indebted to the Company for past due utility service shall have the opportunity to make arrangements with the Company to retire the delinquent amount by periodic payments. All applicants for service, nonresidential customers who have failed to make payment under such a plan during the past twelve (12) months, who are indebted to the Company for past due utility service, may have the opportunity, at the discretion of the company, to make such arrangements.
- 2.11.2 The terms and conditions of a Deferred Payment Agreement will be in writing and will be determined by the Company after consideration of the size of the past due account, the customer's or applicant's ability to pay, the customer's or applicant's payment history, reasons for delinquency, and any other relevant factors relating to the circumstance of the customer's or applicant's service.
- 2.11.3 An applicant for residential service or a residential customer will be required to pay no more than $\frac{1}{4}$ of the amount past due at the time of entering into the Deferred Payment Agreement. An applicant for business service or a business customer will be required to pay no more than $\frac{1}{3}$ of the amount past due at the time of entering into the Deferred Payment Agreement. The Company will allow the customer or applicant a minimum of four months and a maximum of twelve months in which to complete payment pursuant to this Agreement.
- 2.11.4 A Deferred Payment Agreement will be in writing, with a copy provided to the applicant or customer, and will explain that the customer is required to pay all future bills by the due date and provide the terms of the agreement as to how the delinquent amount is to be retired.

2.12 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates. The Customer is responsible for the payment of any sales, use gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income assessed in conjunction with service used. Any taxes imposed by a local jurisdiction (e.g. County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions.

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2.13 Late Payment Charge

The Company will assess a late payment charge equal to the amount prescribed in this tariff.

2.14 Cancellation by Customer

Customer may cancel service by providing written or oral notice to the Company.

2.15 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

2.16 Termination of Service by Carrier

2.16.1 The Company may discontinue or refuse service for any of the reasons set forth below:

- For failure to make or increase a deposit as set forth herein.
- For failure to pay a past due bill owed to the Company, including one for the same class of service furnished to the applicant or customer at the same or another location, or where the applicant or customer voluntarily assumed, in writing, responsibility for the bills of another applicant or customer.

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- For failure to provide company representatives with necessary access to the company-owned service equipment, after the Company has made a written request for access.
- For failure to make payment in accordance with the terms of a deferred payment arrangement;
- The Company has reason to believe that a customer has used a device or scheme to obtain service without payment and where the company has so notified the customer prior to disconnection.
- For violation of or noncompliance with a Commission order.
- For violation of or noncompliance with any rules of the company on file with the Commission for which the company is authorized by tariff to discontinue service for violation or noncompliance on the part of the customer or user;
- For violation of or noncompliance with municipal ordinances and/or other laws pertaining to service.
- The Customer's use of equipment adversely affects the Company's service to others. This disconnection may be done without notice to the Customer or user.
- Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

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- Upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue or suspend service without incurring any liability.

2.16.2 The following will not constitute sufficient cause for discontinuance or refusal of service:

- Except as set forth in section 2.16.1. above, failure to pay the past due bill of a previous customer of the premises to be served, unless the applicant for service voluntarily signed a form agreeing to assume responsibility for the bills of the previous customer, or the previous customer is currently a member of the same household as the applicant.
- Failure to pay charges for directory advertising.
- Failure to pay the past due bill for a different class of service (residential or business).
- Failure to pay charges for terminal equipment or other telephone equipment purchased from the Company, an affiliate, or a subsidiary.

2.16.3 Discontinuance Procedures

- The Company will only discontinue service after it has mailed or delivered a written notice of discontinuance. Service will not be discontinued until at least five (5) days after delivery of this notice or eight (8) days after the postmark date on a mailed notice. The notice of discontinuance will be delivered separately from any other written matter or bill.

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- Notice of discontinuance will not be mailed before the third business day following the due date shown on the bill.
- Notice of discontinuance will remain in effect for twenty (20) days beyond the date of discontinuance shown on the notice. The Company will not discontinue service beyond the 20 day period until at least five (5) days after delivery of a new written notice of discontinuance or eight (8) days after the postmark on a mailed notice.
- In addition to the written notice, the company shall attempt to advise the customer when service is scheduled for discontinuance. The company shall not deliver more than two consecutive notices of discontinuance for past due bill without engaging in collection activity with the customer.
- Service will not be discontinued for a past due bill after 12:00 noon on a day before or on any Saturday, Sunday, legal holiday recognized by the State of Arizona, or any day when the utility's business offices are not open. Services will be discontinued only between the hours of 8:00 a.m. and 2:00 p.m., unless the Company is prepared to restore the Customer's service within three hours of receipt of payment.
- Service will not be discontinued, and will be restored if discontinued, where a present customer who is indebted to the company enters into and complies with a Deferred Payment Agreement as described in Section 2.10 of these tariffs.

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2.16.4 The following additional provisions will apply for the termination of residential service:

- The Company will postpone discontinuance of telephone service to a residential customer for thirty (30) days from the date of certification by a licensed physician that discontinuance of service will aggravate an existing medical emergency or create a medical emergency for the customer or a permanent resident in the customer's household. Initial certification by the certifying physician may be by telephone if written certification is forwarded within five (5) days.
- This certificate of medical emergency must be in writing on stationery which clearly sets forth the name of the doctor, hospital, or medical clinic. The certificate must clearly show the name of the person whose illness would be aggravated, the nature of the medical emergency, and the name, title, and signature of the licensed physician certifying the medical emergency.
- Initial certification shall prohibit discontinuance of service for thirty (30) days. Certification may be renewed by the customer for one additional thirty (30) day period by providing another certificate to the utility. Failure to so renew the certificate shall entitle the utility to initiate discontinuance procedures. Within the first 30 days the customer must enter into a Deferred Payment Agreement for the retirement of the unpaid balance of the account and keep the current account paid during the period that the unpaid balance is to be retired.
- In the event service is discontinued within ten (10) days prior to certification of illness by or for a qualifying resident, service shall be restored to that residence if a proper certification is thereafter made in accordance with the foregoing provisions.

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2.17 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications Systems provided by the Customer, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify

Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.

2.17.1 Credit for interruptions

2.17.1.A Subject to the exceptions contained in Section 2.17, when use of service or facilities is furnished by the Company is interrupted, the following adjustments of the monthly Recurring Charges subject to interruptions will be allowed for the service and facilities rendered useless and inoperable by the reason of the interruption whenever said interruption continues for a period of twenty-four (24) hours or more from the time the interruption is reported to or known to exist by the Company:

2.17.1.B If the interruption lasts for greater than twenty-four (24) hours but equal to or less than forty-eight (48) hours, Company shall provide a credit equal to a pro-rata portion of monthly recurring charges for the services interrupted;

2.17.1.C If the interruption last for greater than forty-eight (48) hours but equal to or less than seventy-two (72) hours, Company shall provide a credit for 33% of one month's recurring charges for all interrupted services;

2.17.1.D If the interruption last for greater than seventy-two (72) hours but equal to or less than ninety-six (96) hours, Company shall provide a credit 67% of one month's recurring charges for all interrupted services;

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- 2.17.1.E If the interruption last for greater than ninety-six (96) hours but equal to or less than one hundred (120) hours, Company shall provide a credit for one full month's recurring charges for all interrupted services;
- 2.17.1.F If the interruption last for greater than one hundred (120) hours, Company will provide alternative phone service to the Customers or provide an additional credit of \$20 per day, at the Customer's option.
- 2.17.1.G The credit for services applies to the following non-usage sensitive services:
- Monthly Basic Local Service
 - End User Common Line Charge (EUCL)
(may be referred to as Subscriber Line Charges -SLC)
 - Flat Rated Extended Area Service (where applicable)
 - Custom Calling Features
 - Class Features
- 2.17.1.H For calculating credit allowances, every month is considered to have 30 days. Only those facilities on the interrupted portion of the circuit will receive a credit.
- 2.17.1.I The customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when the service disruption continues beyond the initial 120-hour period, so the customer can exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.
- 2.17.2 Limitations on Credit for Interruption Allowance
- Credits do not apply if the violations of a service quality standard:
- 2.17.2.A occurs as a result of a negligent or willful act on the part of the customer;

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2.17.2.B occurs as a result of a malfunction of the customer-owned telephone equipment or inside wiring;

2.17.2.C occurs as a result of, or is extended by, an emergency situation; An emergency situation is defined as:

- a declaration made by the applicable State or federal governmental agency that the area served by the Company is either a State or federal disaster area; or
- an act of third parties, including acts of terrorism, vandalism, riot, civil unrest, or war, or acts of parties that are not agents, employees or contractors of the Company, or the first 7 calendar days of a strike or other work stoppage; or
- a severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood fire that prevents the Company for restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

2.17.2.D An emergency situation shall not include:

- a single event caused by high temperature conditions alone; or
- a single event caused, or exacerbated in scope and duration, by acts or omissions of the Company, its agents, employees or contractors or by conditions of facilities, equipment, or premises owed or operated by the Company; or
- any service interruption that occurs during a single event listed above, but are not caused by those single events; or

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- a single event that the Company could have reasonably foreseen and taken precaution to prevent; provided, however, that in no event shall a Company be required to undertake precautions that are technically infeasible or economically prohibitive.
- is extended by the Company's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the Company;
- occurs as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the Company; or
- occurs as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the Company is not currently offering service, or there are insufficient facilities to meet the customer's request for Service, subject to a Company's obligation for reasonable Facilities planning.

2.18 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Carrier. The Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

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2.19 Dishonored Check Charge

Any person submitting a check to the Carrier as payment for services, which is subsequently dishonored by the issuing institution, shall be charged a per check fee as set forth in the rate section of this tariff.

If the customer remits to the company on more than one occasions during a 12 month period a check, draft, or other instrument which is dishonored the company may refuse acceptance of further checks and place the customer on a "cash" basis. Under a "cash" basis the company may require the customer to pay by money order, certified check or cash.

2.20 Service Restoral Charge

The Company will charge a service restoral fee as set forth in this tariff.

This fee will be automatically waived for the customer's first service restoral each calendar year.

2.21 Customer Complaints

Customers can reach the Company's Customer Service department by dialing (888) 799-7249 toll free. The Company will resolve any disputes properly brought to its attention in an expeditious and reasonable manner.

The company shall direct its personnel engaged in personal contact with the applicant, customer, or user seeking dispute resolution to inform the customer of their right to have the problem considered and acted upon by supervisory personnel of the company where any dispute cannot be resolved. The company shall further direct such supervisory personnel to inform such customer who expresses non-acceptance of the decision of such supervisory personnel of their right to have the problem reviewed by the Commission and shall furnish them with the telephone number and address of the Phoenix Office of the Arizona Corporation Commission as follows:

Arizona Corporation Commission
Phoenix Office
1200 W. Washington St.
Phoenix, AZ 85007
Phone: 602-542-4251

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2.22 Access to Carrier of Choice

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider of their choice. The interexchange provider should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. The Company should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.23 Directory Listings

2.23.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier, under the conditions imposed by the dominant local exchange carrier.

2.23.2 The Company is not liable for any errors or omissions in directory listings.

2.24 Universal Emergency Telephone Number Service (911, E911)

2.24.1 Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

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- 2.24.2 This service is offered as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
- 2.24.3 This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the Company undertake such responsibility.
- 2.24.4 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
- 2.24.5 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- 2.24.6 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

Issued: February 24, 2014

Effective:

Issued By: *Mark Scifres, Chief Executive Officer*
Campus Communications Group, Inc.
PO Box 25
Champaign, IL 61824

INTRASTATE LOCAL TELEPHONE SERVICE

2.24.7 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party(ies) accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others.

2.25 Reserved For Future Use

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Champaign, IL 61824*

INTRASTATE LOCAL TELEPHONE SERVICE

2.26 Reserved For Future Use

2.27 Reserved for Future Use

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Campus Communications Group, Inc.

Arizona Tariff No. 1
Original Page No. 38

INTRASTATE LOCAL TELEPHONE SERVICE

2.28 Reserved For Future Use

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Campus Communications Group, Inc.
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INTRASTATE LOCAL TELEPHONE SERVICE

SECTION 3 - RATES AND SERVICES

3.1 Service Area

The Company will provide Local Exchange Service throughout the geographic area serviced by its own outside plant, within the State of Arizona.

3.2 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

3.2.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

3.2.2 Chargeable time for all calls ends when the parties disconnects from the call.

3.2.3 Minimum call duration and additional increments for billing are specified in the description of each service.

3.2.4 No charges apply to incomplete calls.

3.2.5 When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the entire call.

3.3 Rate Periods

Company's services are not time of day sensitive unless otherwise specified. The same rate applies 24 hours per day, 7 days per week.

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INTRASTATE LOCAL TELEPHONE SERVICE

3.4 Promotional Offerings

The Company may, from time to time, offer promotions which may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. The Company will notify the Commission of promotional offerings prior to the effective date of the promotion.

3.5 Individual Case Basis (ICB) Arrangements

Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to requests by Customers to the Company, for proposals or for competitive bids. Service offered under this tariff provision will be provided to the Customer pursuant to contract, and as approved by the Commission. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

3.6 Returned Check Charge

\$40.00 per check.

3.7 Service Restoral Charge

\$49.95 per occurrence. This charge will automatically be waived on the first occurrence in each calendar year.

3.8 Late Payment Charge

Customers will be charged 1.5% per month of any amounts owed to the Company beyond the due date for such payment.

3.9 Installation Charge

Customers will be charged an installation charge as described below.

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Effective:

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Champaign, IL 61824

INTRASTATE LOCAL TELEPHONE SERVICE

3.10 PRI Service (Inbound and Outbound)

The Company's PRI Service is offered to business customers for inbound and outbound calling. Additional phone numbers, including multiple rate centers (NPA/NXX) may be added.

Technical Information:

23B channels and 1 D channel delivered either via DS-1 or multiplexed DS-3. NFAS and NFAS with backup are available when using 2 or more PRIs. Includes CLID, AMI or B8ZS, SF or ESF, and National/ESS/DMS PRI compatibility.

3.10.1 PRI Service (Unlimited US)

<i>Monthly Rate:</i>	\$918.85
<i>Maximum Rate:</i>	\$2756.55

<i>Activation Charge:</i>	\$1,148.85
---------------------------	------------

Description:

This service offers unlimited and US/Canada long distance calling.

3.10.2 PRI Service (Metered)

<i>Monthly Rate:</i>	\$458.85
<i>Maximum Rate:</i>	\$1376.55

<i>Activation Charge:</i>	\$1,148.85
---------------------------	------------

Description:

This service offers measured local calling at \$0.03/minute.

3.10.3 100 Number DID Block

<i>Monthly Rate:</i>	\$64.95
<i>Maximum Rate:</i>	\$194.85

<i>Activation Charge (no contract):</i>	\$49.95
---	---------

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Effective:

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Champaign, IL 61824*

INTRASTATE LOCAL TELEPHONE SERVICE

3.11 Analog Line Service

The Company's Analog Line Service is offered to business and residential customers for inbound and outbound calling. This service includes the cost of transport from the serving CO to the demarc at the Customer's premise.

Technical Information:

2 wire analog loop start interface. Includes calling number ID, call waiting, 3 way calling, call forwarding and distinctive ring.

3.11.1 Metered

Monthly Rate: \$19.95

Maximum Rate: \$59.85

Activation Charge: \$49.95

Description:

This service offers measured local calling at \$0.03/minute.

3.11.2 Unlimited US

Monthly Rate: \$39.95

Maximum Rate: \$119.85

Activation Charge: \$49.95

Description:

This service offers unlimited and US/Canada long distance calling.

Issued: February 24, 2014

Effective:

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Campus Communications Group, Inc.
PO Box 25
Champaign, IL 61824

ATTACHMENT C

Affidavit of Publication Form

Affidavit of Publication Form

Applicant will file the Affidavit of Publication after this application is filed and Applicant is advised of the hearing date and the Publication of legal notice.

ATTACHMENT D

Financial Statements

Financial Statements

Financial statements will be submitted separately under seal following the issuance of a protective order.

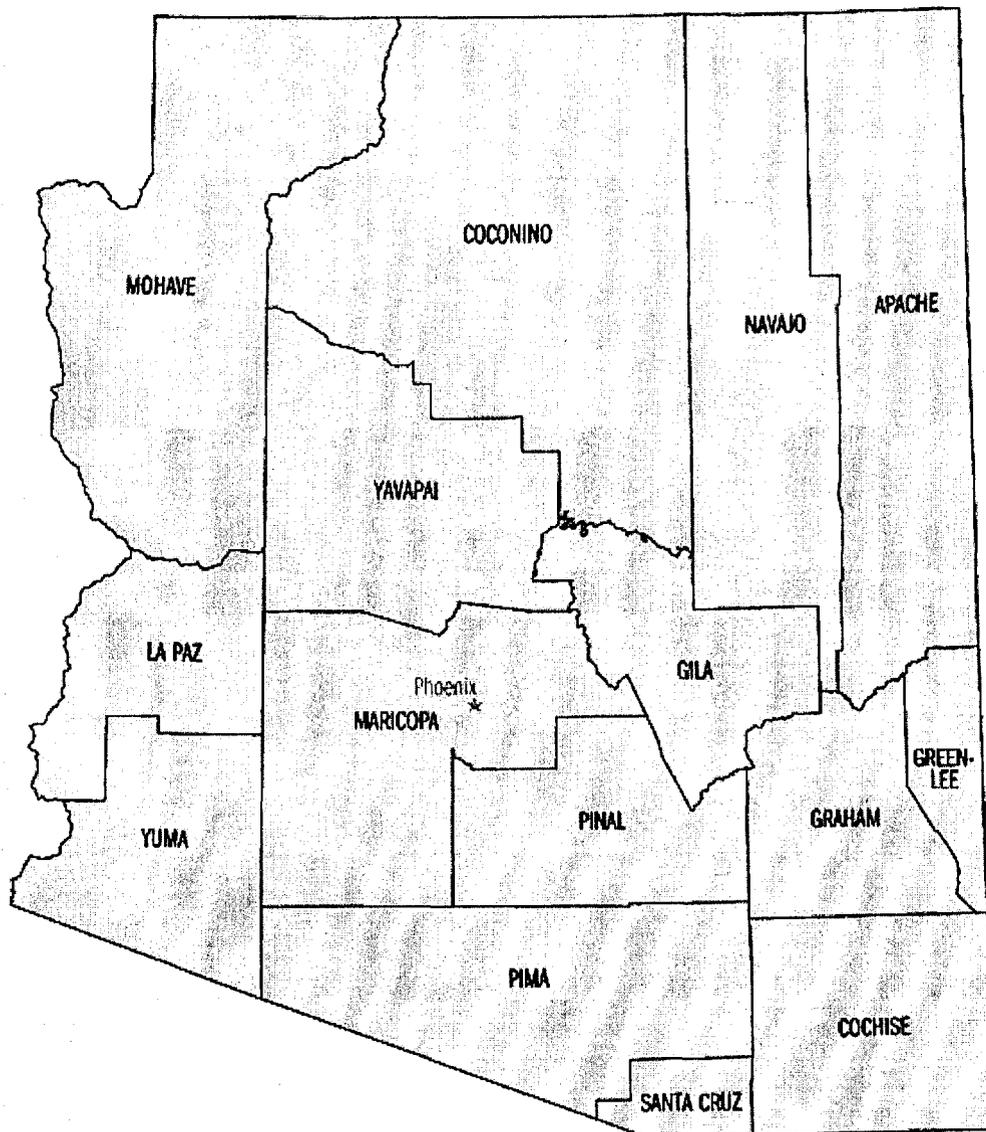
ATTACHMENT E

Financial Projections

1. Projected total revenue for the first 12 months: \$150,000.00
2. Operating expenses during the first 12 months: \$75,000.00
3. Net book value of Arizona jurisdictional assets used to provide service in Arizona:
\$250,000.00
4. N/A
5. N/A

ATTACHMENT F

Arizona Map



ATTACHMENT G

Docket No. 40906 Texas PUC Documents

Docket No. 41291 Texas PUC Documents

Docket No. 40906 Petition to Revoke Campus Communications Group, Inc.'s (CCG) Service Provider Certificate of Operating Authority (SPCOA)

- November 1, 2012 Staff filed Petition to Revoke SPCOA for failure by CCG to submit quarterly access line reports. Settlement Conference on March 20, 2013 Staff concluded that CCG was in compliance because CCG quickly resolved the compliance issue and Staff dismissed the proceeding to revoke CCG's SPCOA No. 60141.
- Relevant Documents Attached:
 1. Motion To Dismiss (4/3/2013)
 2. Order Dismissing Petition and Closing Docket (4/5/2013)

SOAH DOCKET NO. 473-12-1169
PUC DOCKET NO. 40906

RECEIVED
2013 APR -3 PM 1:41
PUBLIC UTILITY COMMISSION
FILM CLERK

PETITION TO REVOKE CAMPUS § PUBLIC UTILITY COMMISSION
COMMUNICATION GROUP, §
INC.'S SERVICE PROVIDER § OF
CERTIFICATE OF OPERATING §
AUTHORITY PURSUANT TO §
P.U.C. SUBST. R. 26.111 AND PURA § TEXAS
§ 54.105 §

MOTION TO DISMISS

Staff of the Public Utility Commission of Texas (Staff) files this Motion to Dismiss and would show in support as follows:

On November 1, 2012 Staff filed its Petition to Revoke Campus Communications Group, Inc.'s (Campus) Service Provider Certificate of Operation Authority (SPCOA) and Notice of Opportunity for a Hearing alleging Campus failed to submit quarterly access line reports in compliance with LOCAL GOV'T. CODE ANN. § 283.055(j) and P.U.C. SUBST. R. 26.465 and 26.467. Staff and Campus held a technical conference on February 22, 2013 and a settlement conference on March 20, 2013.

Since the technical conference, Campus cooperated with staff to comply with LOCAL GOV'T. CODE ANN. § 283.055(j) and P.U.C. SUBST. R. 26.465 and 26.467. On March 20, 2013, Staff concluded that Campus was in compliance. As a result of Campus' effort to quickly resolve the compliance issues and the fact that Campus is currently in compliance, Staff no longer seeks revocation of SPCOA No. 60141 .

Therefore, Staff respectfully requests that this proceeding be dismissed.

Respectfully Submitted,

Robert M. Long
Division Director
Oversight and Enforcement Division


Kaitlin E. Van Zee
Attorney, Oversight and Enforcement Division
State Bar No. 24080099
(512) 936-7065
(512) 936-7208 (facsimile)
Public Utility Commission of Texas
1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

SOAH DOCKET NO. 473-12-1169
PUC DOCKET NO. 40906

CERTIFICATE OF SERVICE

I certify that a copy of this document will be served on all parties of record on this the 3rd day of April, 2013 in accordance with P.U.C. Procedural Rule 22.74.


Kaitlin E. Van Zee

DOCKET NO. 40906

PETITION TO REVOKE CAMPUS §
COMMUNICATIONS GROUP, INC.'S §
SERVICE PROVIDER CERTIFICATE §
OF OPERATING AUTHORITY §
PURSUANT TO P.U.C. SUBST. R. 26.111 §
AND PURA § 54.105 §

PUBLIC UTILITY COMMISSION
OF TEXAS

RECEIVED
2013 APR 26 PM 4:20
PUBLIC UTILITY COMMISSION
FILING CLERK

ORDER DISMISSING PETITION AND CLOSING DOCKET

On November 1, 2012, the Public Utility Commission of Texas (Commission) Staff filed a petition to revoke Campus Communications Group, Inc.'s (Campus') Service Provider Certificate of Operating Authority (SPCOA).

On November 19, 2012, Campus filed a request for hearing and on November 26, 2012, the matter was referred to the State Office of Administrative Hearings (SOAH) for purposes of hearing.

On April 3, 2013, Commission Staff moved for dismissal noting that as a result of Campus' effort to quickly come into compliance, Commission Staff no longer seeks revocation of SPCOA No. 60141.

On April 5, 2013, SOAH granted dismissal, returned the docket to the Commission, and dismissed the proceeding from the SOAH docket.

Based upon the foregoing, this matter is also dismissed from the Commission's docket and Docket No. 40906 is hereby closed.

SIGNED AT AUSTIN, TEXAS on the 5th day of April 2013.

PUBLIC UTILITY COMMISSION OF TEXAS


IRENE MONTELONGO
DIRECTOR, DOCKET MANAGEMENT

Docket No. 41291 Application of Campus Communications Group, Inc. (CCG) For Amendment to a Service Provider Certificate of Operating Authority (SPCOA)

- March 14, 2013 CCG filed application for approval to amend SPCOA to reflect a change in control and ownership of the stock of CCG. On April 11, 2013 Staff recommended that the application is sufficient and complete. They subsequently recommended approval of the amendment on April 11, 2013.
- Relevant Documents Attached:
 1. Order No. 2 Deeming Application Sufficient and Complete (4/11/2013)
 2. Commission Staff's Recommendation on Deficiency/Completeness of Application (4/11/2013)
 3. Commission Staff's Final Recommendation (4/11/2013)
 4. Memorandum from Neal Frederick, Senior Financial Analyst re: financial analysis of SPCOA amendment (4/25/2013)
 5. Memorandum from Gordon Van Sickle, Senior Utility Analyst re: compliance with amendment requirements and technical requirements (4/25/2013).

DOCKET NO. 41291

RECEIVED

APPLICATION OF CAMPUS
COMMUNICATIONS GROUP, INC.
FOR AMENDMENT TO A SERVICE
PROVIDER CERTIFICATE OF
OPERATING AUTHORITY

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§
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§

PUBLIC UTILITY COMMISSION

2013 APR 11 10:56 AM
PUBLIC UTILITY COMMISSION
OFFICE OF THE CLERK
OF TEXAS

**ORDER NO. 2
DEEMING APPLICATION SUFFICIENT AND COMPLETE**

On March 14, 2013, Campus Communications Group, Inc. (Applicant) filed an application under § 54.151 of the Public Utility Regulatory Act, TEX. UTIL. CODE ANN. (Vernon 2007 & Supp. 2012) (PURA) for approval to amend a Service Provider Certificate of Operating Authority (SPCOA).

On April 11, 2013, Commission Staff recommended that the application be found sufficient and complete.

Accordingly, consistent with Commission Staff's recommendation, the application is deemed sufficient and complete. Commission Staff shall file its recommendation regarding final disposition of the application on or before April 25, 2013.

SIGNED AT AUSTIN, TEXAS the 11th day of April 2013.

PUBLIC UTILITY COMMISSION OF TEXAS



IRENE MONTELONGO
DIRECTOR, DOCKET MANAGEMENT

DOCKET NO. 41291

RECEIVED

APPLICATION OF CAMPUS
COMMUNICATIONS GROUP, INC.
FOR AMENDMENT TO A SERVICE
PROVIDER CERTIFICATE OF
OPERATING AUTHORITY

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2013 APR 11 AM 10:10
PUBLIC UTILITY COMMISSION
PUBLIC UTILITY COMMISSION
FILING CLERK
OF TEXAS

**COMMISSION STAFF'S RECOMMENDATION ON
DEFICIENCY/COMPLETENESS OF APPLICATION**

The Staff (Staff) of the Public Utility Commission of Texas (Commission) files these comments on sufficiency regarding the March 14, 2013, filing by Campus Communications Group, Inc. (Applicant) applying under § 54.151 of the Public Utility Regulatory Act¹ for approval to amend Service Provider Certificates of Operating Authority (SPCOA) No. 60141. This recommendation does not address the merits of the application; such a recommendation will be filed according to the procedural schedule set forth in Order No. 1.

Staff Recommendation

After reviewing the application filed in this docket, Staff has determined that Applicant's application for an SPCOA is sufficient and complete.

¹ Public Utility Regulatory Act, TEX. UTIL. CODE ANN. §§ 11.001 – 66.017 (West 2007 & Supp. 2012) (PURA).

4

Dated: April 11, 2013

Respectfully Submitted,

Margaret Uhlig Pemberton
Division Director-Legal Division

Joseph P. Younger
Interim Managing Attorney-Legal Division


Marie Reyna
Attorney-Legal Division
State Bar No. 24059934
(512) 936-7255
(512) 936-7268 (facsimile)
Public Utility Commission of Texas
1701 N. Congress Avenue
P. O. Box 13326
Austin, Texas 78711-3326

CERTIFICATE OF SERVICE

I certify that a copy of this document will be served on all parties of record on April 11, 2013, in accordance with P.U.C. Procedural Rule 22.74.


Marie Reyna

DOCKET NO. 41291

2013 APR 25 AM 11:55
PUBLIC UTILITY COMMISSION
OF TEXAS

APPLICATION OF CAMPUS COMMUNICATIONS GROUP, INC. FOR AMENDMENT TO A SERVICE PROVIDER CERTIFICATE OF OPERATING AUTHORITY § **PUBLIC UTILITY COMMISSION** § **OF TEXAS** § §

COMMISSION STAFF'S FINAL RECOMMENDATION

The Staff (Staff) of the Public Utility Commission of Texas (Commission) files this final recommendation regarding the March 14, 2013, filing by Campus Communications Group, Inc. (Applicant) applying for approval to amend Service Provider Certificates of Operating Authority (SPCOA) No. 60141.

I. PURA/Substantive Rule Requirements

Public Utility Regulatory Act¹ (PURA) §§ 54.151 – 54.159 governs the issuance of an SPCOA. The Commission's rules outline the requirements for the issuance of an SPCOA and the amendment of such. P.U.C. SUBST. R. 26.111 governs amendments to SPCOAs.

II. Staff Analysis

Staff has examined the applicant's Application for an amendment to their SPCOA No. 60141 to determine if it meets the requirements of PURA §§ 54.151 - 54.159 and P.U.C. SUBST. R. 26.111. Gordon Van Sickle of the Commission's Competitive Markets Division reviewed the application to determine whether it meets the technical requirements of PURA §§ 54.151 - 54.159 and the customer protection requirements of P.U.C. SUBST. R. 26.111. Neal Frederick of the Commission's Competitive Markets Division reviewed the application to determine whether it meets the requirements of PURA §54.154(b)(3) and P.U.C. SUBST. R. 26.111.

¹ Public Utility Regulatory Act, TEX. UTIL. CODE ANN. §§ 11.001 – 66.017 (West 2007 & Supp. 2008) (PURA).

8

III. Staff Recommendation

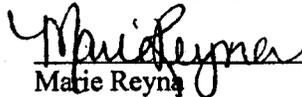
As explained further in the attached recommendation, Staff has determined that the Applicant has met the requirements of PURA §§ 54.151 - 54.159 and P.U.C. SUBST. R. 26.111 for an amendment to their SPCOA No. 60141. **Staff therefore recommends that this Application for an amendment be approved.**

Dated: April 11, 2013

Respectfully Submitted,

Margaret Uhlig Pemberton
Division Director-Legal Division

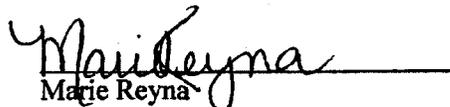
Joseph P. Younger
Interim Managing Attorney-Legal Division



Marie Reyna
Attorney-Legal Division
State Bar No. 24059934
(512) 936-7255
(512) 936-7268 (facsimile)
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Austin, Texas 78711-3326

CERTIFICATE OF SERVICE

I certify that a copy of this document will be served on all parties of record on April 11, 2013, in accordance with P.U.C. Procedural Rule 22.74.


Marie Reyna

Public Utility Commission of Texas

Memorandum

April 25, 2013

TO: Marie Reyna, Attorney, Legal Division
FROM: Neal Frederick, Senior Financial Analyst, Competitive Markets Division *NFB*
RE: Docket No. 41291, Application of *Campus Communications Group, Inc.* to amend its
Service Provider Certificate of Operating Authority

Recommendation

The change of control and ownership presented in this application does not impact the underlying financial qualification previously demonstrated by Campus Communications Group, Inc. ("CCG") as a basis for certification. Application approval is recommended from a financial perspective.

Applicant

CCG holds SPCOA No. 60141 and is currently authorized to provide facilities-based and resale competitive local exchange services.

Acquiring Entity

Pavlov Media, Inc. ("PMI") is a Delaware corporation. PMI has no parent company, but holds numerous affiliates that provide a variety of telecommunication services. PMI affirms that it and its predecessors-in-interest, if any, do not have a history of bankruptcy or dissolution in the past two calendar years.

Transaction

CCG is amending SPCOA No. 60141 to reflect a change in control and ownership. PMI acquired 100% of the stock of CCG. CCG continues to exist and serve customers as a wholly-owned subsidiary of PMI.

Analysis and Conclusions

The transaction does not result in a change to the underlying financial qualification of the SPCOA holder as previously approved. The transaction results in a change in the direct control and ownership of CCG,

with CCG continuing to operate and serve customers under SPCOA No. 60141 as previously approved. Neither the SPCOA certificate nor the customers have been transferred to an uncertificated entity, therefore no analysis of financial qualification pursuant to P.U.C. Subst. R. 26.111 is not required.

Public Utility Commission of Texas

Memorandum

TO: Jaci Caldwell and Marie Reyna – Legal Division
FROM: Gordon H. Van Sickle, Senior Utility Analyst – Competitive Markets Division *JVS*
DATE: April 25, 2013 *GDH*
SUBJECT: Docket No. 41291: *Application of Campus Communications Group, Inc. for an Amendment to a Service Provider Certificates of Operating Authority*

Summary of Conclusions and Recommendations

Staff (Staff) of the Public Utility Commission of Texas finds that Campus Communications Group, Inc. (SPCOA No. 60141) continues to meet the technical criteria for a Service Provider Certificate of Operating Authority (SPCOA), pursuant to the Public Utility Regulatory Act (TEX. UTIL. CODE ANN. §§54.151 - 54.158) (PURA) and Public Utility Commission of Texas (PUC) Substantive Rule 26.111). Pavlov Media, Inc. acquired Campus Communications Group, Inc. As a result of the acquisition, Campus Communications Group, Inc. became a subsidiary of Pavlov Media, Inc. This change of ownership was transparent to Campus Communications Group, Inc.'s customers. No technical changes have occurred as a result of this change of ownership. No other changes were requested in this amendment application. Staff recommends approval of this change in ownership. Campus Communications Group, Inc. has requested that its certificated name remain the same: "Campus Communications Group, Inc."

Background Information on Application

On March 14, 2013, Campus Communications Group, Inc. (SPCOA No. 60141) filed an amendment application seeking a change of ownership in Docket No. 41291 under Substantive Rule §26.111. Order No. 1 was issued on March 15, 2013, setting a procedural schedule, establishing procedures, and adopting a protective order. On March 11, 2013, Staff filed its recommendation on deficiencies and completeness of the submitted application. Order No. 2 was issued on March 12, 2013, deeming the application sufficient and complete.

Description of Services

Campus Communications Group, Inc. is a Delaware corporation that was established on July 12, 2001. The Texas Secretary of State (SoS) issued an authorization to transact business in the State of Texas to Campus Communications Group, Inc. as a Foreign For-Profit Corporation

under file number 800044194 as of December 28, 2001 and is "In Existence". Texas SoS approved D/B/As: None. PUC approved D/B/As: None.

Pavlov Media, Inc. is a Delaware corporation that was established on April 1, 2004. The Texas Secretary of State (SoS) issued an authorization to transact business in the State of Texas to Pavlov Media, Inc. as a Foreign For-Profit Corporation under file number 800385771 as of September 7, 2004 and is "In Existence". Texas SoS approved D/B/As: None. PUC approved D/B/As: None.

Texas Certification and Registration Information – Campus Communications Group, Inc. currently holds SPCOA No. 60141.

Campus Communications Group, Inc. is currently a Facilities-based and Resale service provider for the entire State of Texas. Campus Communications Group, Inc. intends to continue providing the following Business Plan: Business and Residential – POTS and Long Distance. Campus Communications Group, Inc. will continue to provide at least one customer service representative per 2,500 customers during normal business hours. Any equipment provided by Campus Communications Group, Inc. shall be 911 compliant and local number portability capable. Campus Communications Group, Inc. has established a customer service numbers (866) 834-7843. Campus Communications Group, Inc. provided an office number (217) 353–3022, fax number (217) 398-1429, a website address (www.pavlovmedia.com) and an email address (wclavey@pavlovmedia.com).

Campus Communications Group, Inc. has not requested any change in its existing service area of the entire State of Texas.

Additional Information Requested for Technical Review

Campus Communications Group, Inc. was not requested to provide additional, clarifying or supplemental technical information concerning this SPCOA Amendment Application.

Technical Qualifications

Campus Communications Group, Inc.'s management consists of key personnel that have accumulated over 32 years of telecommunications experience. Mr. Mark Scifres – Chief Executive Officer – has over 19 years of telecommunications experience in management, broadband development and operations. Mr. Glenn Meyer – President of Pavlov's Multiple Dwelling Unit Services Division – has at over 10 years of telecommunications experience in management, operations, finances and sales. Mr. William (Bill) Clavey - Vice President of Finances – has over 3 years of telecommunications experience in management, technical resources, finances, and business development.

Staff performed a Google search on the following officers of Pavlov Media, Inc. and Campus Communications Group, Inc. Mr. Mark Scifres (Chief Executive Officer), Mr. Glenn

Meyer (President of Pavlov's Multiple Dwelling Unit Services Division), and Mr. William (Bill) Clavey (Vice President of Finances). A google search on the above listed officers did not reveal any penalties, investigations, or allegations.

Compliance Check

A check of the Texas Comptroller's Office concerning the Franchise Tax Account Status for Campus Communications Group, Inc. revealed the following: **IN GOOD STANDING NOT FOR DISSOLUTION OR WITHDRAWAL through May 15, 2013.**

A check of the Texas Comptroller's Office concerning the Franchise Tax Account Status for Pavlov Media, Inc. (Taxpayer ID# 13002396615) revealed the following: **IN GOOD STANDING NOT FOR DISSOLUTION OR WITHDRAWAL through May 15, 2013.**

Staff filed a Petition to Revoke (Docket No. 40906) on November 1, 2012 against Campus Communications Group, Inc.'s SPCOA No. 60141 for failure to file its CLEC Annuals reports, Quarterly Access Line Counts, Workforce Diversity Report and the Historically Underutilized Businesses (HUB) Report. Campus Communications Group, Inc. responded to the Petition to Revoke and requested a settlement conference. Staff met with Campus Communications Group, Inc., a settlement was reached, and Docket No. 40906 was dismissed as of April 5, 2013. No other investigations are pending with the commission.

Complaint Check

The Commission Company Contact Database shows zero complaints against Campus Communications Group, Inc. in the past 60 months. Campus Communications Group, Inc. filed its number of customers in Texas as a multiple dwelling unit for the past 60 months. Using the above information, the customer to complaint ratio is below 6%; therefore no further investigation is warranted.

Conclusion

After the review of the submitted amendment application; Staff finds that Campus Communications Group, Inc. (SPCOA No. 60141) is in compliance with the requirements of Substantive Rule §26.111 to be granted a change of ownership from Campus Communications Group, Inc. to Pavlov Media, Inc. Staff has no technical concerns with this change of ownership and recommends that it be approved as submitted.