



## CLEC APPLICATION FOR REGISTRATION

### 1. General Information

Federal Identification Number 27-2222522

Date of Application 4/12/11

Legal Name Sovernet Fiber Corp.

Trade Name (d/b/a)  
in New Hampshire Vermont FiberConnect

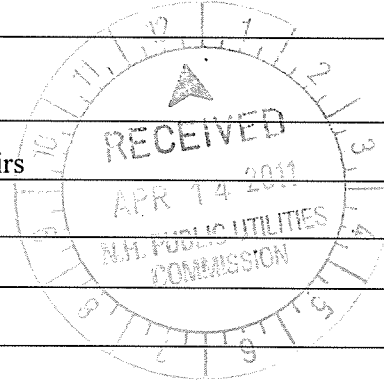
Contact Person Lawrence Lackey, Director of Regulatory Affairs

Complete  
Mailing Address 5 Canal Street, PO Box 495  
Bellows Falls, VT 05101-0495

Phone Number 802-460-9133

Fax Number 802-460-8133

E-mail Address Regulatory@sover.net



### 2. History of Applicant

- a. Has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers been convicted of any felony not annulled by a court? No
- b. In the past ten years, has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers had any civil, criminal or regulatory sanctions or penalties imposed pursuant to any state or federal consumer protection law or regulation? No
- c. In the past ten years, has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers settled any civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation? No
- d. Is the applicant, or are any of the general partners, corporate officers, director of the company, limited liability company managers or officers currently the subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation? No
- e. Has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers been denied certification in any other state. No
- If so, please list each state. \_\_\_\_\_
- f. If the answer to any of the questions in a through e above is yes, please attach an explanation.



### 3. Service

List the three primary telecommunications services the company will provide:

a. **Wide Area Network and Point-to-Point Transport Services**

b.

c.

Identify the applicant's proposed service area:

**State of New Hampshire**

### 4. Required Attachments

- a. A copy of the New Hampshire Secretary of State Certificate of Authority
- b. Proof of Surety Bond, if applicable
- c. Form CLEC-1, Contact Information
- d. A copy of the CLEC's complete rate schedule
- e. A copy of Form CLEC -11, Adoption of Uniform Tariff, if applicable

### 5. Compliance Statements

I attest that the applicant will comply with all applicable New Hampshire laws and all Commission policies, rules and orders. LL (initial)[Puc 430.02]

I attest that the applicant has the necessary managerial qualifications, technical competence and financial resources to operate the CLEC for which the applicant seeks registration. LL (initial)

I attest that the applicant agrees to use with the Verizon New Hampshire rates for intraLATA switched access, as filed in Tariff 85, including future changes, or charge a lower rate. In the event the applicant believes a higher rate is justified, the applicant will file a separate petition with evidence supporting the higher rate. LL (initial)

### 6. Signature

I, LAWRENCE LUCKEY, (name) declare under penalty of perjury that I am authorized to make this verification for and on behalf of the applicant; that I have read the information provided by the applicant in the foregoing document and any and all attachments, and am informed and believe the same are true, and on that ground, affirm that the matters stated herein are true.

Lawrence Luckey

Signed

Director, Regulatory Affairs

Title

Subscribed and sworn before me this 12<sup>th</sup> (day) of April (month) in the year 2011

County of Windham

State of VERMONT

Teresa Smith-Bedley  
Notary Public/Justice of the Peace  
My Commission expires 2-10-2015

# State of New Hampshire

## Department of State

### CERTIFICATE OF AUTHORITY OF

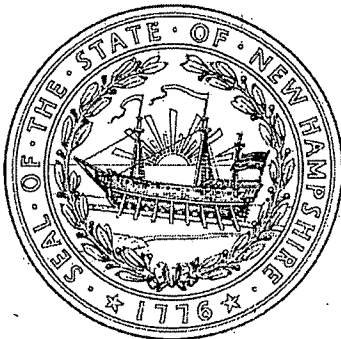
SOVERNET FIBER CORP.

The undersigned, as Secretary of State of the State of New Hampshire, hereby certifies that an Application of SOVERNET FIBER CORP. for a Certificate of Authority to transact business in this State, duly signed pursuant to the provisions of the New Hampshire Business Corporation Act, has been received in this office.

ACCORDINGLY the undersigned, as such Secretary of State, and by virtue of the authority vested in him by law, hereby issues this Certificate of Authority to SOVERNET FIBER CORP. to transact business in this State under the name of SOVERNET FIBER CORP. and attaches hereto a copy of the Application for such Certificate.

Business ID#: 628786

IN TESTIMONY WHEREOF, I hereto  
set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 6th day of April, 2010 A.D.



A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner  
Secretary of State



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION  
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429  
603-271-2431  
www.puc.nh.gov

NHPUC Form CLEC-1  
Contact Information  
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Rev. 03/30/06

## CONTACT INFORMATION

A telecommunications carrier must complete this form: 1) When requesting authorization to provide telecommunications service in New Hampshire by the Public Utilities Commission, 2) Annually, on or before March 31 of each year, or 3) When there have been changes to the information previously reported.



Check here if you would prefer electronic notices rather than notice by US Mail

Date 4/12/11

### 1. General Information

Federal Identification Number 27-2222522

CLEC Authorization Number \_\_\_\_\_

Legal Name Sovernet Fiber Corp.  
Trade Name d/b/a \_\_\_\_\_  
in New Hampshire \_\_\_\_\_

Complete Mailing PO Box 495  
Address Bellows Falls VT 05101

Phone Number 802-463-2111

Fax Number 802-463-2110

E-mail Address LLackey@sover.net

Website www.sover.net

### 2. Person Responsible for Preparing the CLEC Annual Report

Name Lawrence Lackey

Title Director of Regulatory Affairs

Complete Mailing Same as above unless otherwise indicated  
Address \_\_\_\_\_

Phone Number 802-460-9133

Fax Number 802-460-8133

E-mail Address LLackey@sover.net



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### 3. Person Responsible for Paying Assessment Bills

Name Kim McCaffrey

Title Staff Accountant

Complete Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Phone Number 802-460-9143

Fax Number 802-463-1712

E-mail Address finance@sover.net

### 4. Regulatory Contact

Name Lawrence Lackey

Title Director of Regulatory Affairs

Complete Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Phone Number 802-460-9133

Fax Number 802-460-8133

E-mail Address llackey@sover.net

### 5. Person that Commission's Consumer Affairs Department Should Call Regarding Customer Complaints

Name Judy Eshelman

Title Customer Service Manager

Complete Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Phone Number 802-460-9103

Fax Number 802-463-2110

E-mail Address JHE@sover.net



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6. Director of Customer Service

Name Brooke Hitchcock

Title Customer Care Center Manager

Complete Mailing  
Address \_\_\_\_\_

Phone Number 802-460-9128

Fax Number 802-463-8128

E-mail Address brookeb@sover.net

7. Company Officer Responsible for Customer Service

Name Richard Kendall

Title President & CEO

Complete Mailing  
Address \_\_\_\_\_

Phone Number 802-460-9123

Fax Number 802-463-1712

E-mail Address rkendall@sover.net

8. End User Customer Service

Toll free 800 Number 1-877-877-2120

Fax Number 802-463-2110

E-mail Address accounts@sover.net

Hours of Operation Mon-Fri, 8AM to 6PM

9. End User Repair Service

Toll free 800 Number 1-877-877-2120

Fax Number 802-463-2110

E-mail Address repair@sover.net

Hours of Operation 24/7/365



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#### 10. Names and Titles of Principal Officers

Name	Title
Richard L. Kendall	President & CEO
Michael T. Prior	Vice President
Douglas J. Minster	Secretary
Justin D. Benincasa	Vice President/CFO/Treasurer
Andrew S. Fienberg	Vice President/Assistant Secertary

#### 11. Contact Escalation List

Please attach a contact escalation list, including, name, phone number and e-mail address for first level contacts, directors and company officers responsible for the following: network, interconnection; and provisioning.

#### 12. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative  
Signature Lawrence Lackey Title Director of Regulatory Affairs

Printed Name Lawrence Lackey Date 4/12/11

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.  
Please mail any documents to the above address.



## ESCALATION PATH

At Sovernet we make every effort to ensure that our customers are 100% satisfied. We would like to offer you some easy steps that you can take if you are in need of help. In order to better serve you, we have determined 2 degrees of severity for trouble and the proper steps that should be taken to obtain assistance in an efficient manner.

<b>Serious:</b>	Services or features are working, but have some troubles
<b>Critical:</b>	No dial tone and/or no Internet

Each of the above degrees of trouble has a path we encourage you to take for assistance. We recommend that you begin at Level 1 by contacting our toll-free number at **877-877-2120** and choose **Option 3 for Repair**. If you find that your problem has not been resolved, we encourage you to go to the next Level on the escalation path.

### Serious:

		<u>Office</u>	<u>Cell</u>
Level 1:	Repair department	877-877-2120, opt. 3	
Level 2:	Shawntel Cote, Business Sales Support Trista Jenkins, Business Sales Support	877-877-2120 x248 877-877-2120 x158	
Level 3:	Judy Eshelman, Customer Service Manager Jay Bellows, Director of Business Sales Brooke Hitchcock, Customer Care Manager Brent Hartigan, NOC Call Center Manager	802-460-9103 802-861-9215 802-460-9128 802-861-9152	802-355-7755 603-372-2800

### Critical:

If you have a critical emergency, for example your telephone or internet services are down, we ask that you begin with **the first 3 steps** listed above. We are confident that these teams of people are highly qualified to expedite a solution to your problem. We would also like to remind you that our repair department is staffed 24 hours a day and can be reached at our toll-free number at **877-877-2120**. However, if you have a critical emergency and you feel you have not been taken care of, our Upper Management team is reachable at the office or at home.

	<u>Office</u>	<u>Home</u>	<u>Cell</u>
Level 4:			
Peter Stolley, VP Sales and Marketing	802-460-9104	802-460-9060	802-289-1111
Brandon Peyton, Director of Operations	802-460-9112	802-460-9080	
Stuart Livolsi, Director of Engineering	802-861-9165	802-460-9070	
Level 5:			
Rich Kendall, President & CEO	802-460-9123	802-460-9090	







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NHPUC Form CLEC-25  
Rate Schedule  
Cover Sheet  
Puc 449.10  
Rev. 03/30/06

## CLEC RATE SCHEDULE COVER SHEET

### 1. General Information

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Legal Name Sovernet Fiber Corp.

Trade Name (d/b/a)  
in New Hampshire \_\_\_\_\_

Regulatory Contact Larry Lackey

Complete Mailing Address P.O. Box 495  
Bellows Falls, VT 05101

Phone Number 802-460-9133

Fax Number 802-460-8133

E-mail Address llackey@sover.net

### 2. Attachments

Attach rate sheets, and include

- The name of the service as appears on customer bills;
- The name of the service as appears on company provisioning documents;
- A brief description of service;
- The price at which the service is offered; and
- The date on which the price is effective.

Services and prices  
have not yet been  
established, as network  
has not yet been  
constructed. LL

Any rate schedule of more than ten pages shall include a table of contents and numbered pages.

### 3. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative Signature Lawrence Lackey

Printed Name LAWRENCE LACKEY

Title Director, Regulatory

Date 4/1/2011

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.  
Please mail any documents to the above address.