

**BEFORE THE
UTAH PUBLIC SERVICE COMMISSION**

Application of)
Intrado Communications, LLC)
For a Certificate of Public Convenience and) Docket No. _____
Necessity to Provide Resold and Facilities-Based)
Local Exchange Services within the State of Utah)

APPLICATION

Intrado Communications, LLC ("Applicant," by its undersigned officer within the attached Verification and pursuant to Chapter 8b of Title 54 of the Utah Code; the Commission's Rules of Practice and Procedure, Utah Admin. Code § 746-100 et seq.; and the Federal Telecommunications Act of 1996, 47 U.S.C. § 151 et seq., hereby applies to the Utah Public Service Commission for a certificate of public convenience and necessity authorizing Applicant to operate as a provider of resold and facilities-based local exchange telecommunications services in the State of Utah. (The Company does not, however, seek authority to serve any local exchange with fewer than 5,000 access lines that is owned or controlled by an incumbent telephone corporation with fewer than 30,000 access lines in the state). In support of its application, Intrado Communications, LLC provides the following information:

1. General Information

A. Corporate Information

Applicant's legal name is currently Intrado Communications, LLC. Applicant may be reached at its principal place of business:

Intrado Communications, LLC
3200 W. Pleasant Run Road, Suite 300
Lancaster, TX 75146
Telephone: 469-727-1510
Facsimile: 469-727-1511
Toll Free: 866-905-1735

Intrado Communications, LLC was organized under the laws of the state of Delaware on January 12, 2001. A copy of Intrado Communications, LLC's Articles of Organization and evidence of its authority to operate in Utah are provided in **Exhibit A**.

B. Contact Information

Correspondence or communications pertaining to this Application should be directed to:

Connie Wightman, Consultant to Intrado Communications, LLC
Inteserra Consulting Group, Inc.
151 Southhall Lane, Suite 450
Maitland, Florida 32751
Telephone: 407-740-3002
Facsimile: 407-740-0613
E-Mail: cwightman@inteserra.com

Questions concerning the ongoing operations of Applicant following certification should be directed to:

Robert W. McCausland, Vice President, Regulatory and Government Affairs
Intrado Communications, LLC
3200 W. Pleasant Run Road, Suite 300
Lancaster, TX 75146-1086
Telephone: 469-727-1640
Facsimile: 866-432-3936
Toll Free: 866-905-1725
Email: RWMcCausland@intrado.com

Applicant's registered agent in the State of Utah is:

Corporation Service Company
15 West South Temple
Salt Lake City, Utah 84101

Customer Service Information

The Applicant's toll-free telephone number for customer inquiries, complaints and repair is 1-866-905-1735.

2. R746-349-3(A)(2) Proof of bond – waiver request

This bond is intended to provide security for customer deposits or other liabilities to telecommunications customers of the Applicant or liabilities to the Utah Public Telecommunications Service Support Fund. Intrado Communications, LLC does not plan to collect customer deposits or offer any prepaid services in Utah. Moreover, Intrado Communications, LLC has adequate financial resources to cover any amounts that will be due to the Utah Public Telecommunications Service Support Fund. Intrado Communications, LLC respectfully requests a waiver of this bond requirement.

3. R746-349-3(A)(3) Construction or Acquisition of Facilities

The Applicant intends to provide services by using its own switching facilities as well as leased and resold transport facilities and services from the incumbent local exchange carriers and/or other carriers with such facilities. Applicant will interconnect with CenturyLink pursuant to the terms and conditions of an interconnection agreement that will be filed with the Commission in accordance with 47 U.S.C. Section 252.

4. R746-349-3(A)(4) Services to be offered

Intrado Communications, LLC proposes to provide retail local exchange services to enterprise customers and wholesale local exchange services, including switched access services. It initially plans to provide services within the territory served by CenturyLink but may expand to other areas that are open to competition as it builds out its network in Utah and finds additional opportunities.

(a) R746-349-3(A)(4)(a) Classes of customers

Intrado Communications, LLC initially proposes to offer services targeted at retail enterprise customers leveraging associations with these customers in other states where the Applicant is or will be certificated. It also proposes to provide wholesale services to other carriers.

(b) R746-349-3(A)(4)(b) Location of service

Intrado Communications, LLC's initial focus will be in the service territory of CenturyLink. Intrado Communications, LLC does not seek authority to serve any local exchange with fewer than 5,000 access lines that is owned or controlled by an incumbent telephone corporation with fewer than 30,000 access lines in the state.

5. R746-349-3(A)(5) Access to standard services

Intrado Communications, LLC will provide access to intraLATA and interLATA toll, operator services, directory assistance, directory listings, and emergency services such as 911 and E911 either through facilities-based interconnection or resale services purchased directly from the ILEC.

6. R746-349-3(A)(6) Implementation schedule

Intrado Communications, LLC has no detailed timetable established for the commencement of local services, whether resold or facilities-based, in the State of Utah. The Company may begin offering service immediately upon obtaining appropriate authority.

7 R746-349-3(A)(7) Professional experience and education of managerial personnel and personnel responsible for Utah operations

Responsibility for Utah operations will be handled by Applicant's current management team from its primary place of business in Texas. Intrado Communications, LLC has the managerial expertise to provide facilities-based and resold local exchange and long-distance services within the state of Utah. Intrado Communications, LLC has an excellent senior management team, backed by experienced employees, who are competent in telephony engineering, operations and marketing. **Exhibit B** contains biographies of the senior management team of Intrado Communications, LLC.

8. R746-349-3(A)(8) Organization Chart

Please see **Exhibit B** for the managerial team responsible for Utah operations.

9. R746-349-3(A)(9) Chart of accounts

Intrado Communications, LLC's chart of accounts including account numbers, names, and brief descriptions is attached hereto as **Exhibit C**.

10. R746-349-3(A)(10) Financial Statements

The Applicant is providing, in **Exhibit D**, its most recent financial statements in support of Intrado Communications, LLC's financial ability to provide local exchange services. Intrado Communications, LLC is financially qualified to provide local exchange services in Utah.

(a) R746-349-3(A)(10)(a) Balance Sheet, Income Statement and Cash flow Statement

See (10) above.

(b) R746-349-3(A)(10)(b) Letter from Management

Exhibit D includes a letter from management in connection with the financial information.

(c) R746-349-3(A)(10)(c) Start-up Company

Not applicable.

(d) R746-349-3(A)(10)(d) Parent company financials

Not applicable.

11. R746-349-3(A)(11) Demonstration of Financial Capability

(a) R746-349-3(A)(11)(a) Positive net worth

The financial statements attached as **Exhibit D** demonstrate positive net worth.

(b) R746-349-3(A)(11)(b) Income and cash flow statements

The Applicant has sufficient cash flow to meet its cash needs. See **Exhibit D**.

(c) R746-349-3(A)(11)(c) Proof of bond

Not applicable. Applicant requests a waiver as the company does not solicit customer deposits or offer any prepaid telecommunications services.

12. R746-349-3(A)(12) Five-year Projection

(a) R746-349-3(A)(12)(a) Pro-forma income and cash flow statements

See **Exhibit E**.

(b) R746-349-3(A)(12)(b) Technical Description

Intrado Communications, LLC will deploy state-of-the-art IP switching technology. It does not intend to install transmission facilities.

(c) R746-349-3(A)(12)(c) Detailed Maps of Facilities Locations

Intrado Communications, LLC has not determined the specific locations of facilities that it may deploy in Utah.

13. R746-349-3(A)(13) Implementation schedule

The Company will enter into negotiations with CenturyLink for an interconnection/commercial agreement as soon as the Commission approves Intrado Communications, LLC's application to operate as a local exchange telecommunications service provider in the State of Utah. The Company intends to offer service in Utah upon a valid request from Customers in its target market. (See response to 4(a) of this application for a definition of a target market customer.)

14. R746-349-3(A)(14) Technical and managerial abilities

Intrado Communications, LLC has the managerial expertise to provide facilities-based and resold local exchange and long-distance services within the state of Utah. Intrado Communications, LLC has an excellent senior management team, backed by experienced employees, who are competent in telephony engineering, operations and marketing.

(a) R746-349-3(A)(14)(a) Proof of Certification

Please see **Exhibit F**.

(b) R746-349-3(A)(14)(b) Experience

Please see **Exhibit B** for management biographies. Intrado Communications, LLC has well over the required two-years of experience providing similar services to those proposed. The Applicant is currently authorized to provide similar services in Arizona, California, Colorado, Idaho, Nevada and Wyoming.

15. R746-349-3(A)(15) Public interest

Approval of Intrado Communications, LLC's Application will serve the public interest by creating greater competition in the local exchange marketplace. The public convenience and necessity, therefore, will be served by the issuance of a Certificate of Public Convenience and Necessity to Applicant authorizing it to provide the services described in this application.

16. R746-349-3(A)(16) Proof of Authority to Conduct Business in Utah

Please see **Exhibit A**.

17. R746-349-3(A)(17) Unauthorized switching, solicitation of new customers, and prevention of unauthorized switching

Intrado Communications, LLC will comply with Utah law and the Federal Communications Commission's ("FCC's") regulations regarding how interexchange carriers may change a consumer's Primary Interchange Carrier ("PIC"). Intrado Communications, LLC will also comply with the FCC's regulations regarding how carriers may change a consumer's primary local exchange provider.

(a) R746-349-3(A)(17)(a) Sanctions

Intrado Communications, LLC has never had sanctions imposed against it for unauthorized switching.

(b) R746-349-3(A)(17)(b)

Not applicable.

(c) R746-349-3(A)(17)(c)

Not applicable.

18. R746-349-3(A)(18) Applicant's written policies

Applicant utilizes company sales representatives to market its services. As was detailed in 4(a) above, the company's marketing plan for Utah will be limited in nature. As such, the Company's exposure to unauthorized switching of customers is almost non-existent.

WHEREFORE, Intrado Communications, LLC, respectfully requests that the Utah Public Service Commission issue a Certificate of Public Convenience and Necessity authorizing Intrado Communications, LLC, to provide resold and facilities-based local exchange telecommunications services in the State of Utah.

Respectfully submitted by:



Robert W. McCausland
Vice President, Regulatory and Government Affairs
Intrado Communications, LLC
3200 W. Pleasant Run Road, Suite 300
Lancaster, TX 75146-1086

Dated:

3/31/20

LIST OF EXHIBITS

EXHIBIT A Articles of Incorporation and Authority to Transact Business in Utah

EXHIBIT B Managerial and Technical Qualifications

EXHIBIT C Chart of Accounts

EXHIBIT D Financial Statements

EXHIBIT E Five-Year Projection of Expected Operations

EXHIBIT F Evidence of Certification in Other Jurisdictions

VERIFICATION

EXHIBIT A

Intrado Communications, LLC

Articles of Incorporation and
Authority to Transact Business in Utah

Delaware

The First State

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I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "WEST TELECOM SERVICES, LLC", CHANGING ITS NAME FROM "WEST TELECOM SERVICES, LLC" TO "INTRADO COMMUNICATIONS, LLC", FILED IN THIS OFFICE ON THE FOURTH DAY OF FEBRUARY, A.D. 2020, AT 2:35 O`CLOCK P.M.




Jeffrey W. Bullock, Secretary of State

3344825 8100
SR# 20200987725

Authentication: 202362376
Date: 02-11-20

You may verify this certificate online at corp.delaware.gov/authver.shtml

State of Delaware
Secretary of State
Division of Corporations
Delivered 02:35 PM 02/04/2020
FILED 02:35 PM 02/04/2020
SR 20200798990 - File Number 3344825

STATE OF DELAWARE
CERTIFICATE OF AMENDMENT

1. Name of Limited Liability Company: West Telecom Services, LLC

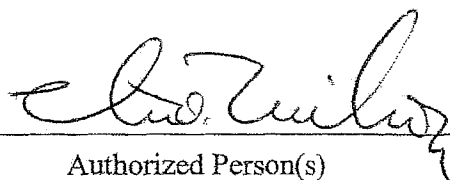
2. The Certificate of Formation of the limited liability company is hereby amended as follows:

First: Article I is amended, said Article shall be and read as follows:

I. The name of the limited liability company is Intrado Communications, LLC.

3. The amendment shall be effective upon filing.

IN WITNESS WHEREOF, the undersigned have executed this Certificate on the 4th day of February, A.D. 2020.

By: 
Authorized Person(s)

Name: Christopher D. Wikoff
Print or Type



State of Utah
 Department of Commerce
 Division of Corporations & Commercial Code
 Amendment of Foreign Registration

This form must be type written or computer generated.
 Date: 02/11/2020
 Receipt Number: 8233231
 Amount Paid: \$875.00

RECEIVED
 FEB 11 2020

Non-Refundable Processing Fee \$37.00

AMENDMENT

Utah Div. of Corp. & Comm. Code

Check Here If:

- Foreign Limited Liability Company Foreign Limited Liability Partnership
 Foreign Limited Partnership Foreign Limited Liability Limited Partnership

File Number: 6573961-0161

Current Name in Utah: West Telecom Services, LLC

Principal office: 11808 Miracle Hills Drive, Omaha, NE 68154

1. Amending the business name:

Business entity name in home state: Intrado Communications, LLC

*The entity shall use as its name in Utah: Intrado Communications, LLC

If the name is not available in Utah the entity shall use: _____

*The entity shall use its name as set forth, unless this name is not available.

Check either or both of the following which apply:

- The name of the entity is changing its name in Utah to the new name of the entity in the home state.
 The name of the entity is being changed in Utah to comply with Utah State Insurance Regulations.

2. Amending the jurisdiction of formation

The jurisdiction is changed to: _____

3. Purpose of the business: Provides switching services to telecommunications carriers in U.S.

4. Amending the Registered Agent

The name of the Registered Agent (Individual or Business Entity or Commercial Registered Agent): _____

The address must be listed if you have a non-commercial registered agent. See instructions for further details.

Address of the Registered Agent: _____

Utah Street Address Required, PO Boxes can be listed after the Street Address

City: _____ State UT Zip: _____

Under penalties of perjury, I declare this Application to Amend the Certificate of Authority or Registration to be, to the best of my knowledge and belief, true and correct.

Signature: [Handwritten Signature]

Title: Authorized Person

Date: 02/04/2020

Under GRAMA (63-2-201), all registration information maintained by the Division is classified as public record. For confidentiality purposes, you may use the business entity physical address rather than the residential or private address of any individual affiliated with the entity.

State of Utah
 Department of Commerce
 Division of Corporations and Commercial Code
 I hereby certified that the foregoing has been filed
 and approved on this 11th day of Feb, 2020
 In this office of this Division and hereby issued
 This Certificate thereof.

Examiner [Signature] Date 02/13/2020



[Signature]
 Jason Sterzer
 Division Director

EXHIBIT B

Intrado Communications, LLC
Managerial and Technical Qualifications

President: Christopher M. Malinowski

Until accepting the position of President of Intrado Communications, LLC, Mr. Malinowski was Senior Vice President of Sales and Marketing at the Company, and at its predecessor company, HyperCube Telecom, LLC. He is a telecommunications and technology industry veteran with over 25 years' experience managing competitive telecommunications businesses at companies such as Metropolitan Fiber Systems where he served as VPGM, and Allegiance Telecom where he served as President of Wholesale and Broadband.

Chief Executive Officer: Ronald Beaumont

Ron Beaumont is CEO of Intrado Communications, LLC and President of Intrado Life & Safety, formally known as West Safety Services. Ron joined the West Corporation upon the acquisition of Hypercube, LLC where he was Founder, President and CEO. Ron served as the President of Intrado Communications ("WTS") until 2016 when he assumed additional responsibilities becoming President of West Safety Services (the legacy Intrado). Prior to Hypercube, Ron was the Chief Operating Officer at WorldCom and President, North America at MFS. Ron received a Master of Science degree in Electrical Engineering from Stanford University and sits on various corporate and industry boards.

Chief Executive Officer/Parent Company Intrado Corporation: John Shlonsky

Mr. Shlonsky has been Chief Executive Officer and President of the parent company, Intrado Corporation, since 2017. His career spans more than 25 years in the payments, technology and financial services industries. Most recently, he was senior executive vice president of TSYS and president of TSYS' Merchant Services segment. Mr. Shlonsky joined TSYS in 2016 as a result of the company's acquisition of TransFirst, where he was chief executive officer and president from 2006 to 2015. Prior to joining TransFirst, he spent eleven years at First Data Corporation in various senior management positions including president of Merchant Services and has also served in financial management roles within Smith Barney, Chadbourne & Parke and Grumman Data Systems.

Chief Administrative Officer/Chief Financial Officer: Nancy J. Disman

Ms. Disman is Chief Financial Officer and Chief Administrative Officer of parent Intrado Corporation. Before joining the Company in 2017, she served as chief administrative officer and chief financial officer of TSYS' Merchant Services Segment (previously TransFirst). Prior to TransFirst, Ms. Disman served as chief financial officer and chief operating officer for Cynergy Data Corporation and spent 11 years at First Data Corporation in various finance and operations leadership positions, including chief operations officer and chief financial officer of the Merchant Services Segment. She began her professional career with Ernst and Young LLP's audit and assurance practice in the technology, communication and entertainment group with a focus on SEC companies.

Chief Operating Officer: Stephen Cadden

Since 2018, Mr. Cadden has been Chief Operating Officer of parent Intrado Corporation, as well as Intrado Communications, LLC. His career has encompassed working for both public and private companies in the financial services and technology industries. Prior to joining the Company, Mr. Cadden was executive vice president and chief operating officer of TSYS' Merchant Services segment. Before TSYS, he held senior leadership positions with TransFirst and First Data Corporation. He has over 25 years of experience in leading large complex organizations through business transformation creating significant organizational efficiency and operational effectiveness.

Chief Accounting Officer: Robert Mannix

Mr. Mannix is Chief Accounting Officer of parent Intrado Corporation since 2018. Previously he served as Corporate Controller of Verint Systems a public international software company for 7 years. Prior to Verint Systems, Mr. Mannix served for 5 years in a number of senior management positions most recently as Global Controller for Symbol Technologies a public international technology company, which

became a Motorola subsidiary. Prior to Symbol Technologies, Mr. Mannix worked in several positions with increasing responsibility through Senior Manager at Ernst and Young LLP's audit and assurance practice with a focus on SEC companies. Mr. Mannix is a graduate from Pace University, with a concentration in Public Accounting and he is a Certified Public Accountant.

Treasurer: Christopher Wikoff

Mr. Wikoff is Treasurer of Intrado Communications, LLC. For over twenty years, he has been in the telecom and communications technology industry where he has been in positions of corporate financial leadership with global Fortune 1000 companies. Responsibilities have included strategic planning, corporate and operational accounting, financial reporting, treasury, debt and capital structure management, interfacing with debt investors and rating agencies, hedging of foreign exchange, interest rate and commodity risk, global tax compliance and planning, shared services development and finance transformation, mergers and acquisitions, insurance and enterprise risk management. Familiarity with IPO and take-private transactions, working under large private-equity sponsors as well as in the public arena. Graduate from the University of South Carolina - The Darla Moore School of Business, with concentration in International Business. A Certified Treasury Professional and other certification.

Secretary: Louis Brucculeri

Having over 25 years of legal experience and 30 years of experience in computing, communications and software technologies, Mr. Brucculeri has been Executive Vice President and General Counsel of parent company Intrado Corporation since 2017. During his legal career, Lou was honored to be appointed in advisor roles to several federal courts in many different cases. He has worked with technology innovators such as Intel, Apple, ServiceNow, Polycom, McAfee and ZTE. Earlier in his career, Mr. Brucculeri also served in senior in-house roles with Compaq and seminal Internet innovators Alta Vista and Zip2. He has been honored by multiple national publications for his exceptional legal work, especially in the area of intellectual property law. Mr. Brucculeri serves as Secretary of Intrado Communications, LLC.

EXHIBIT C

Intrado Communications, LLC
Chart of Accounts

P&L Category	Account
Revenue	50001-Usage
Revenue	50007-Other Miscellaneous 50007
Revenue	54651-Revenue DIPs
Revenue	54652-Revenue Surcharge2
Revenue	59991-Intercompany Usage
Revenue	59993-Intercompany Other Misc
Revenue	59994-Intercompany Revenue Surcharge
COGS	61410-Service Contracts Fixed
COGS	61420-Service Contracts Variable
COGS	61820-Internal Commissions
COGS	64211-Special Access Cost
COGS	64212-Surcharge Cost
COGS	64213-Usage Offnet
COGS	64214-Usage ILEC
COGS	64290-Colocation COGS
COGS	64300-Core Network Overhead
COGS	64720-SMS Messaging
COGS	64860-Remote Monitoring and NOC
COGS	64870-Fixed SS7 A Links Surcharges
COGS	64880-Variable Query Costs
COGS	64881-SS7 Costs
COGS	64890-IXC Transport Delivery
COGS	64900-Non Recurring Cost
COGS	64920-Transport ILEC
COGS	68520-Revenue Share Expense
SG&A	70100-Payroll Taxes
SG&A	70200-Emplr Pd Health Ins Medical
SG&A	70210-Emplr Pd Dental
SG&A	70230-Emplr Pd Life ADD Ins
SG&A	70350-401K Plan Contributions
SG&A	71050-Operating Lease Building
SG&A	71210-Property Taxes Other
SG&A	71230-Business Tax Expense
SG&A	71350-General Insurance
SG&A	71500-Depreciation Expense
SG&A	71630-Amortization Expense
SG&A	74150-Professional Fees Accounting
SG&A	Settlement & Legal Costs
SG&A	78150-Repairs and Maintenance
SG&A	80000-Telephone Expense
SG&A	80650-Remote Access Expense
SG&A	82050-Service Contracts SG&A 82050

SG&A	91500-Trade Shows
SG&A	94960-Transform Exp Retention Bonus
SG&A	95000-Salaries
SG&A	Salaries bonus
SG&A	95100-Travel
SG&A	95150-Meals Entertainment
SG&A	95250-Small Tools and Parts
SG&A	95300-Office Supplies SG&A
SG&A	95350-Misc Expenses SG&A
SG&A	95400-Seminars and Conference Fees
SG&A	95450-Dues and Subscriptions SG&A
SG&A	95550-Staff Appreciation SG&A
SG&A	Gain Loss on Investments
SG&A	Insurance Reimbursement Claims-Add Back
SG&A	99200-State Income Tax Expense 99200
SG&A	99300-Federal Income Tax Expense
SG&A	99350-Deferred Income Tax Expense 99350
SG&A	99860-Shared Svcs TMO Comp Ben Alloc
SG&A	99910-Salaries SGA
SG&A	99920-Corp Alloc Shrd Svcs Exp
SG&A	99930-Corp Alloc Shrd Svcs Depr

EXHIBIT D

Intrado Communications, LLC
Financial Statements

Financials are being filed under separate cover as Confidential

CONFIDENTIAL -- SUBJECT TO UTAH PUBLIC SERVICE COMMISSION RULE 746-100-16.

EXHIBIT E

Intrado Communications, LLC
Five-Year Projection of Expected Operations

The Company at this time cannot anticipate when sales will occur; therefore, it has not developed a pro-forma income and cash flow statements.

EXHIBIT F

Intrado Communications, LLC
Evidence of Certification in Other Jurisdictions

Intrado Communications, LLC

Evidence of Local Service Certification in Other Jurisdictions

Intrado is certificated to provide service in 47 of the 48 contiguous states. I have provided the following certification numbers and dates for the surrounding states.

* The listed certification numbers and dates are for West Telecom Services, LLC. West Telecom Services, LLC is in the process of changing its name to Intrado Communications, LLC. The change is in name only due to parent company rebranding and does not entail any restructuring, merger or other transaction impacting the corporate existence or management of the company.

State	Certification No. and Date*
Arizona	Docket No. T-20805A-15-0350; Decision No. 73154 (11/07/15)
California	D. 12-03-040, A. 11-12-002 U-6592-C (03/22/12)
Colorado	Docket No. 01A-313T; Decision C01-889 and Docket No. 06M009T
Idaho	CASE NO. GNR-T-01-11; ORDER NO. 33424
Nevada	CPC 2664 Sub 4
Wyoming	Dockets 70093 (9/09/2008)

VERIFICATION

STATE OF TEXAS

§
§
§

COUNTY OF COLLIN

I, Christopher M. Malinowski, being first duly sworn, depose and state that I am President of Intrado Communications, LLC, the Applicant in the subject proceeding, that I am authorized to make this verification on its behalf; that I have read the foregoing Application and exhibits and know the content thereof; that the same are true and correct to the best of my knowledge, information, and belief.

Executed on this 31 day of March, 2020.

Intrado Communications, LLC
Christopher M. Malinowski

Chris Malinowski

Date

Sworn and subscribed before me this 31st day of March, 2020.

My Commission expires 4-5-2024

Mandy Schunemann
Signature of official administering oath

