

# TENNESSEE REGULATORY AUTHORITY



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

December 21, 2012

Lance J.M Steinhart  
Lance J.M Steinhart, P.C.  
1725 Windward Concourse  
Suite 150  
Alpharetta, Georgia 30005

RE: Docket No. 12-00134, *Application of McGraw Communications, Inc. for a Certificate of Public Convenience and Necessity to Provide Competing Local Exchange and Interexchange Telecommunications Services*

Dear Mr. Steinhart:

CLEC applicants are required, by statute, to demonstrate their managerial, financial and technical abilities to provide the services for which they seek authority. To assist the Authority in its review of McGraw Communications, Inc.'s application for Certificate of Convenience and Necessity to provide competing local exchange and interexchange telecommunications services in Tennessee, you are requested to provide the following information:

1. Provide a fax number and an email address for the Chief Executive Officer, as well as for the Regulatory Department.
2. In the states where McGraw Communications, Inc. is offering service, please list all complaints filed against the company with any state or federal regulatory agency. Explain the nature of each complaint and how the complaint was resolved.
3. The application indicates that McGraw Communications, Inc. will market its services via "Direct Sales" and telesales by its own employees. Provide a copy of the script to be used by employees of McGraw Communications when engaging in telesales.
4. What company will McGraw Communications use for third party verification of its telesales? Provide a copy of the contract between McGraw Communications and the third party verification company. Also provide a copy of the script to be used by the third party verification company.
5. The financial information provided by McGraw Communications with the application was for the twelve months ended December 31, 2011. Please provide the same information for the previous three (3) years.

It is requested that this information be provided no later than 2:00 pm on January 2, 2013 and that you reference Docket Number 12-00134 on the response. In accordance with TRA rules submit either (1) thirteen written copies of your response or (2) four written copies and an electronic version. Should you have questions regarding this request, please contact Lisa Foust at 615-741-2904 extension 220.

Sincerely,

A handwritten signature in black ink, appearing to read "D Foster". The signature is stylized with a large initial "D" and a cursive "Foster".

David Foster  
Utilities Division Chief