

FARRIS BOBANGO PLC

ATTORNEYS AT LAW

Nashville · Memphis

HISTORIC CASTNER-KNOTT BUILDING
618 CHURCH STREET, SUITE 300
NASHVILLE, TENNESSEE 37219

(615) 726-1200 telephone · (615) 726-1776 facsimile

H. LaDon Baltimore
Of Counsel
dbaltimore@farris-law.com

Direct Dial:
(615) 687-4243

May 11, 2015

Chairman Herbert H. Hilliard
c/o Sharla Dillon, Dockets Manager
Tennessee Regulatory Authority
502 Deaderick Street, Fourth Floor
Nashville, TN 37243

RE: Docket No. 14-00169, *Application of New Horizons Communications Corp. for a Certificate of Convenience and Necessity to Provide Competing Local Exchange, Exchange Users, and Interexchange Telecommunications Service in Tennessee*

Dear Chairman Hilliard:

Petitioner New Horizons Communications Corp. ("NHC"), through its undersigned attorney, responds to the Tennessee Regulatory Authority's ("TRA") May 5, 2015 Information Request in the above-referenced Docket that was issued by David Foster, Utilities Division Chief ("TRA Staff"):

Question 1: Please provide a notarized statement from an officer of New Horizons indicating whether or not the company is providing voice telecommunications service in Tennessee.

Response: The notarized statement of Mr. Glen Nelson is attached.

Question 2: If New Horizons is providing voice telecommunications services in Tennessee, please state New Horizons's position on how providing telecommunications services in Tennessee is not a violation of Tenn. Code Ann. § 65-4-201 (b), § 65-4-125 (j) and Tenn. Comp. R. and Regs 1220-4-8-.02.

Response: As explained in Mr. Nelson's sworn statement attached hereto, NHC has a resale agreement with a CLEC that is certified nationwide under which NHC can resell local exchange services in states where it is certified to provide such services. NHC just discovered that it inadvertently processed certain orders with this CLEC to resell six (6) lines in Knox County, Tennessee. These lines are six (6) lines out of tens of thousands of POTs lines NHC has nationwide that NHC erroneously processed. Upon request by TRA Staff, NHC will transfer these six (6) lines to another carrier. With exception of these six (6) lines, NHC is not providing voice telecommunications in Tennessee.

Chairman Hilliard

May 11, 2015

Page 2 of 3

Question 3: If New Horizons is not providing voice telecommunications services in Tennessee, and it is outsourcing 100% of its regulatory compliance to CSI, explain why Compliance Solutions, Inc. submitted both a UD-16 form on March 31, 2015 to the Tennessee Regulatory Authority indicating that New Horizons had intrastate revenue for 2014 and a Wireline Activity Report on April 30, 2015, indicating New Horizons was providing 6 switched voice grade equivalent access lines in Knox County, Tennessee for the month ending March 31, 2015.

Response: As indicated above, because the April 30, 2015 Wireline Activity Report filing reflects 6 resold lines that NHC inadvertently processed, the filing is correct.

In responding to this Information Request, NHC would like to bring to TRA Staff's attention that since 2011, NHC has had an A+ rating from the Better Business Bureau. See <http://www.bbb.org/boston/business-reviews/telecommunication-equipment-and-systems-service-and-repair/new-horizon-communications-in-lexington-ma-112532/>. NHC is known as a strong, stable company committed to open business practices and outcomes for all involved. Moreover, for the fourth year in a row, NHC is one of Inc. magazines fastest growing companies. See <http://www.inc.com/inc5000/list/>. Getting this honorable designation is driven by NHC's intense focus on unparalleled customer service and account management, featuring round-the-clock support, customized solutions and superior products.

NHC wishes to provide a full array of its exceptional services to Tennessee businesses, especially those with other locations outside of the State of Tennessee that are existing NHC customers, so that they have a full range of NHC's services in Tennessee. Such services would extend beyond NHC's VoIP offerings to include, with the TRA's approval, traditional local exchange services, such as POTS lines, to the extent Tennessee business customers would like such alternative services or by necessity, require such services. NHC urges TRA staff to ensure that Tennessee business customers have such alternative options. The ability of NHC to provide a full array of services, which includes local exchange services, will therefore serve the present and future public convenience and necessity. Moreover, NHC's exceptional status in the industry and unparalleled customer service, which are propelled by the exceptional leadership in NHC, demonstrates its sound financial, technical and managerial abilities needed for certification.

For these reasons, NHC respectfully requests that TRA Staff support NHC's certification application. In addition, NHC respectfully requests an opportunity to meet with TRA Staff during the week of May 11, 2015 to discuss NHC's application and how Tennessee businesses would benefit by NHC becoming a certified provider in Tennessee. I will be contacting you in short order to hopefully schedule such a meeting. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "H. LaDon Baltimore", written in a cursive style.

H. LaDon Baltimore,

FARRIS BOBANGO PLC

Chairman Hilliard

May 11, 2015

Page 3 of 3

Counsel for New Horizon Communications Corp.

HLB/jlb

BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE

IN THE MATTER OF THE APPLICATION OF)	
NEW HORIZONS COMMUNICATIONS CORP.)	
FOR A CERTIFICATE OF CONVENIENCE AND)	
NECESSITY TO PROVIDE COMPETING)	DOCKET NO. 14-00169
LOCAL EXCHANGE, EXCHANGE ACCESS,)	
AND INTEREXCHANGE)	
TELECOMMUNICATIONS SERVICES)	
IN TENNESSEE)	

SWORN STATEMENT


The affiant, Glen Nelson, after first being duly sworn according to law, deposes and states as follows:

I, the undersigned, Glen Nelson, attest and certify, to the best of my knowledge, information and belief, that on behalf of New Horizons Communications Corp. (NHC), I have read the Tennessee Regulatory Authority letter of May, 5, 2015 and have reviewed NHC's records regarding whether or not NHC is providing voice telecommunications services in Tennessee.

NHC has a resale agreement with a CLEC that is certified nationwide under which NHC can resell local exchange services in states where it is certified to provide such services. NHC just discovered that it inadvertently processed orders with this CLEC to resell six (6) lines in Knox County, Tennessee. These lines are six (6) lines out of tens of thousands of POTs lines NHC has nationwide that NHC erroneously processed. Upon request by staff, NHC will transfer the six (6) lines.


With the exception of these six (6) lines reported in the April 30, 2015 Wireline Activity Report filing, NHC is not providing voice telecommunications in Tennessee.

FURTHER AFFIANT SAITH NOT.


Glen Nelson

STATE OF Massachusetts)
COUNTY OF Middlesex)

Sworn to and subscribed before me this the 17th day of May, 2015.


Notary Public

My commission expires: 

