

# Visiology, Inc.

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January 15, 1999

Docketing Division  
Public Utilities Commission of Ohio  
180 E. Broad Street  
Columbus, Ohio 43215-3793

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Re: Case No. 98-1685-CT-RRJ  
Application of Uni-Tel Communications Group, Inc. To Request Relief From Jurisdiction

Dear Sir:

Enclosed are the original and ten (10) copies of the responses of Uni-Tel Communications Group Inc. to staff's request for clarifying or additional information in the above referenced matter.

So that our records will be complete, I would appreciate it if you would please date-stamp the extra copy of this transmittal letter and mail it to me in the envelope provided. If there are any questions regarding this filing, please contact me at (205) 330-1703.

Your assistance in this matter is greatly appreciated.

Yours truly,



Bobbi Ferguson  
Consultant to  
Uni-Tel Communications Group, Inc.

Enclosures

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician JW Date Processed 1-20-99

Following are Uni-Tel's revised responses to Appendix A questions.

6. Do you provide or bill for operator service / travel cards / or directory assistance? If yes, how are your rates for these services established and how are the calls branded? Applicant does not provide or bill for operator services. Operator services calls will be branded, completed, and billed by the underlying carrier(s). Currently, Uni-Tel does not offer travel cards. While the underlying carrier(s) will provide the directory assistance services, Uni-Tel will bill for the directory assistance services. Applicant establishes its own specific rates for these services, and charges for these services will be included on Uni-Tel's invoices to its customers.

11. Describe your relationship with the facilities-based carrier of telephone service and provide contracts if available. Uni-Tel resells services of the facilities-based carrier listed in paragraph 7. These services are purchased under the terms and conditions specified in the carriers' tariffs. A copy of the contract is being provided under separate cover.

12. Describe your relationship with the end users as evidenced by the terms of the pertinent contract(s), and explain with which entity the end user contracts. The customer, not the end user, subscribes to the Uni-Tel's service. Uni-Tel does not require its customers to sign contracts. Customers are required to complete a service agreement form which is used for both business and residential customers. A sample is attached at Exhibit C. Any customer may cancel service by giving thirty (30) days written notice.

13. Provide a sample copy of the contract between you and your end users. Customers do not sign a contract. See Exhibit C for copy of service agreement form which is used for both

business and residential customers.

15. Provide an explanation of the relationship between the facilities-based carrier and the end user. The facilities-based carrier provides all long distance transport for the end user. There is no direct relationship between the facilities-based carrier and the end user. The only entity the end user has a relationship with in respect to long distance services is Unitel.

21. Which entity is responsible for resolving service complaints and how do the end users notify you about their service problems? Uni-Tel is responsible for resolving service complaints. The customer or any end user can call the Uni-Tel's customer service department using a toll free number as shown on the customer's bill.

23. In accordance with the Commission Finding and Order of July 9, 1992 (Case Nos. 91-352-TP-ACE *et. al.*), the applicant must include the following language in its letters of agency: A switching charge may be incurred each time the underlying interexchange company is changed. See Exhibit C for copy of Applicant's revised letter of agency.

24. Do you rely on any agents (i.e. non-profit organizations, marketing companies etc.) to perform your marketing activities? If so, provide a list of these entities and explain whether the agent is involved in billing or providing customer service and whether the agent or applicant is the entity referred to in the letter of agency? Uni-Tel does not rely on marketing companies or non-profit organizations to perform marketing activities or sales activities. Uni-Tel does rely on independent sales agents to perform sales activities. All marketing activities are controlled by Uni-Tel. As noted at Exhibit E, Unitel currently has no sales agents in Ohio. All billing and

customer service support will be provided by Uni-Tel. The letter of agency is in the name of Uni-Tel, a copy of which is attached hereto at Exhibit C.

# Uni-Tel Communications Group, Inc.

618B West Fifth Avenue  
Naperville, IL 60563

Service Confirmation Form

Phone: (800) 499-5912

Fax: (800) 499-9581

### Customer Information

Billing Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_ Customer Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

*Please complete any changes in address:*

Billing Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Name: \_\_\_\_\_

*Below is a complete listing of all the numbers we have associated with your account. Please add any we have forgotten*


### Authorizations

I authorize Uni-Tel Communications Group, Inc. dba Global Uni-Tel, to notify my local telephone company that I am choosing Uni-Tel as my primary carrier for long distance service. I understand that I can have only one primary carrier for this service per telephone number listed on this form, and my local telephone company may apply a small fee for this and any other charge. A switching charge may be incurred each time the underlying interexchange company is changed. I also appoint Uni-Tel Communications Group, Inc., to act in our name and stead, to coordinate all present and future telephone lines/numbers at all locations that are under my control for the provisioning of long distance service. In addition, this appointment of agency gives Uni-Tel the authority and right to: Issue instruction to and otherwise deal with the local exchange company and/or long distance company. To obtain duplicate copies of customer records, telephone bills, and any other information Uni-Tel requires. This authorization shall remain in effect until further written notice. Customer shall be billed on a monthly basis. Customer shall pay the invoice by the due data stated on said invoice. If payment is not received by the due date customer shall pay a late fee in the amount of 1.5% of the unpaid balance per amount or the maximum lawful rate under applicable state law. Uni-Tel reserves the right to designate or assign this service agreement to any subsequent providers or to any other carriers providing service and changing underlying carriers.

### Rate Plans/Other Information

Interstate rate:	Cents per min.
Monthly fee:	

Authorized Signature - Title \_\_\_\_\_

Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Form # \_\_\_\_\_