

REDACTED - PUBLIC VERSION

undocked

2004 Competitive Local Exchange Carrier (CLEC) Data Request  
(Due by July 15, 2004)

Legal Company Name: Interactive Services Network, Inc.

D/B/A: ISN Telecom

FPSC Company Code (e.g.,TX000): TX364

Contact Name & Title: Karen E. Gillespie, Compliance Reporting Specialist

Telephone Number: 407-740-8575

E-mail Address: kgillespie@tminc.com

Stock Symbol (if company is publicly traded): N/A



1. If you are providing local service in Florida please complete the attached Tables 1-3.
2. Please indicate which of the following services your company provides. Select all that apply.



Local telephone service  
 Private line/special access  
 Wholesale loops  
 Wholesale transport  
 Interexchange service  
 Cellular service



Paging service  
 Prepaid service  
 VoIP  
 Cable television  
 Satellite Television  
 Broadband Internet Access


3. If your company provides **pre-paid** local telephone service, is this is the only service you currently provide in Florida? 
4. Please complete the table on the following page showing the different bundles that you offer by marking the services you offer along with the price and take rate (the percentage of customers that subscribe to the corresponding package) for residential and business customers. 


		Local	Long Distance	Broadband	Wireless	Video Service	Price	Take Rate
<b>Residential Packages</b>	Example	X	X			X	\$69.99	35%
	Package 1							
	Package 2							
	Package 3							
	Package 4							
	Package 5							
	Package 6							
	Package 7							
	Package 8							
	Package 9							
	Package 10							
	Package 11							
	Package 12							
	Package 13							
	Package 14							
Package 15								
<b>Business Packages</b>	Example	X	X	X			\$89.99	25%
	Package 1							
	Package 2							
	Package 3							
	Package 4							
	Package 5							
	Package 6							
	Package 7							
	Package 8							
	Package 9							
	Package 10							
	Package 11							
	Package 12							
	Package 13							
	Package 14							
Package 15								

(a.) Please indicate below what vertical services are available in the bundles you offer.

- 3-way calling
- Caller ID w/ name
- Call Hunt
- Call Waiting
- Voice Mail
- ☒ Call Transfer
- Caller ID Block
- Repeat Dialing
- Call Return
- Call Waiting w/ Caller ID
- Line Guard
- Other (Specify)




(b.) How many of the above services are included in a bundle? 


(c.) Are these bundles offered in all areas where you provide service? If not, why not and do you intend to offer them in the future? 

5. Indicate below whether you are offering or providing VoIP service to end-user customers in Florida? For purposes of this question, VoIP service is defined as IP-based voice service provided over a digital connection. VoIP calls under this definition may or may not terminate on the PSTN.


- Not offering VoIP service in Florida.
- Offering business VoIP services.
- Offering residential VoIP services.

If you are offering or providing residential or business VoIP service in Florida:

(a.) List the locations in Florida where you are offering VoIP service. If you roll out service by MSA, list the MSAs; if rolled out by exchange, list the exchanges, etc. 

(b.) Provide residential price(s) for VoIP service. 

(c.) Provide small business price(s) for VoIP service. 

(d.) List all call features included with the service, e.g., call forwarding, caller ID, voice mail, etc. 

(e.) Check all that apply to your VoIP service:

- Offer wireless VoIP service.
- Offer wireline VoIP service.

E911 (Location information provided automatically to PSAP).  
CALEA (Communications Assistance for Law Enforcement Act).  
Telephone Relay Service.  
Power Backup (If so, identify time duration below, e.g., 4 hours, 8 hours).  
Time duration of power backup (in hours).  
Directory Assistance.  
Operator Services.  
Equal Access to long distance providers.  
Local Number Portability.  
Local Calling.  
Long Distance Calling.  
International Calling.  
Contribute to Universal Service Fund.  
Require VoIP subscriber to also purchase Broadband service.  
Offered as primary line service.  
Offered as secondary line service only.  
Interconnected with PSTN.  
Peer-to-Peer only (no interconnection with PSTN).  
Use of public Internet.  
Use of private IP network.  
Call uptime 99.999%.  
Use of numbers from the North American Numbering Plan Administrator.

6. If you are not offering or providing VoIP service to end-user customers in Florida, do you anticipate doing so? If yes, identify rollout month/year. [REDACTED]

7. Broadband Internet Access.

(a.) With this data, we are interested in reporting on an aggregate statewide rather than a per company basis.

Provide the total number of **residential** lines and wireless channels over which you or an affiliate are providing broadband service in Florida.  
[REDACTED]

Provide the total number of **small business** lines and wireless channels over which you or an affiliate are providing broadband service in Florida.  
[REDACTED]

Provide the total number of **residential and small business** lines and wireless channels over which you or an affiliate are providing broadband service in Florida.  
[REDACTED]

(b.) What types of broadband connection(s) do you provide?

- xDSL
- cable modem
- satellite
- fixed wireless
- mobile wireless
- Wi-Fi
- Broadband over power line
- Other (Specify)

(c.) How do you provision broadband services? Check all that apply.

- Over own facilities
- Over UNE loops
- Over resold facilities (ILEC)
- Over resold facilities (non-ILEC)
- Over loops or channels obtained from unaffiliated entities (non- ILEC)
- Through line splitting agreements

(d.) Please fill out the following table providing the downstream and upstream data transfer rates and the monthly price for each tier of broadband service you offer.

Broadband Service	Data Transfer Rate		\$ Price/month
	Downstream	Upstream	
Residential			
Business			

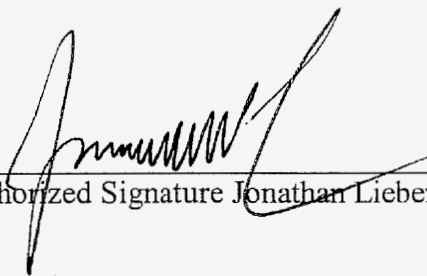
8. Have you experienced any significant barriers in entering Florida's local exchange believe markets? Please list and describe any major obstacles or barriers encountered that you maybe impeding the growth of local competition in the state, along with any suggestions as to how to remove such obstacles. [REDACTED]
9. Please provide any additional general comments or information you believe will assist in staff in evaluating and reporting on the development of local exchange competition in Florida. [REDACTED]
10. As of December 31, 2003, how much money (in thousands of dollars) have you invested in your network serving Florida customers? [REDACTED]
11. Are you currently operating under Chapter 7 or Chapter 11 protection? [REDACTED]

already on the books.

10. As of December 31, 2003, how much money (in thousands of dollars) have you invested in your network serving Florida customers? [REDACTED]
11. Are you currently operating under Chapter 7 or Chapter 11 protection? [REDACTED]

Page 5 of 6

12. If your company filed a Form 477 with the Federal Communications Commission in March , please enclose a copy of the completed form with your response to this data request. (NOTE: This form only applies to CLECs with a minimum of 10,000 access lines.)
13. Following the D.C. Circuit's decision, the FCC called for ILECs and CLECs to negotiate.
  - (a.) Are you currently in negotiations with any ILECs? [REDACTED]
  - (b.) If so, with which carriers?
  - (c.) Are the negotiations national or Florida-only? [REDACTED]
  - (d.) Have you reached agreement with one or more carriers? [REDACTED]
14. If so, please provide the name(s) of the carrier(s) and when you expect to file your agreement(s) with the Florida Commission. If you do not intend to file your agreement(s), explain why.

  
Authorized Signature Jonathan Lieberman President

Date

7/12/04

FLORIDA PUBLIC SERVICE COMMISSION

2004 CLEC Data Request TABLE-1

(Data as of May 31, 2004)

**REDACTED PUBLIC VERSION**

Company Name: Interactive Services Network, Inc.

Company Code\*: TX364

\* Your CLEC Company code is shown on the label affixed to the envelope in which this was mailed and on the cover letter.

CLEC TABLE-1: ACCESS LINES (VGE Basis)

DO NOT INCLUDE UNE-P, RESOLD LINES, OR PRIVATE LINES IN THIS TABLE

1	2	3	4	5	6	7
Exchange	Res or Bus	Method of Service	Type of Service (analog or digital)	Total VGE Lines	Owned or Leased Switch	If leased, name of company providing switching service
Grand Total						

NOTES/INSTRUCTIONS FOR COMPLETING TABLE-1:

- A. The purpose of this table is to obtain your end-user VGE access lines (other than UNE-P and resale) and to whose switches they are connected.
- B. An access line connects the end-user's customer premises equipment (CPE) to the serving switch and allows the end-user to originate and/or terminate local telephone calls on the public switched telephone network (PSTN). --Do NOT include UNE-P or Resold access lines; however you should include UNE-L and EELs obtained from ILECs. Also do not include lines or channels, such as private lines, that are not connected to a switch. --The access line counts in Table-1 above must be based on all of your different types of access lines such as copper, fiber, hybrid fiber/copper, coaxial cable, hybrid fiber/coaxial cable, fixed-wireless (free-space optics, microwave or satellite, etc.).
- C. Each field must be populated. Do not use quotation marks.
- D. Report VGE Access Lines based on how you bill the customer. If you bill a customer for 1 DS1, the access line count would be 24 even if the customer isn't utilizing all 24 channels. If you bill a customer for 10 channels in a DS1, then the line count would be 10.
- E. Residential and business VGE access line counts may be obtained by querying your billing database, provisioning database, etc. Exchange information is available at NANPA's website at <http://www.nanpa.com>. Click on "Reports", "Central Office Codes Reports", "Central Office Code Assignment Records", scroll down to "CO Code (Prefix) Status-Excel Spreadsheet Files," click on the link for the Eastern region and open file "EstCodes.zip", click on "FL" tab, then save it to a table in a database and run a query to capture all of your residential and business access line NPA-NXXs to identify their respective exchanges (shown in the "Rate Center" column of the NANPA's website).

TABLE COLUMN INSTRUCTIONS:

- Column 1. List exchanges in alphabetical order.
- Column 2. Enter the abbreviation Res for Residential lines or Bus for Business lines. **Each service type must be entered in separate rows.**
- Column 3. Enter Method of Service as either SP (Self-Provisioned lines), NIL (lines obtained from non-ILECs), UNE-L, EEL (include only Loop and not transport piece), or Other. **Each method must be entered in separate rows.**
- Column 4. Enter Type of Service as either Analog or Digital. **Each type must be entered in separate rows.**
- Column 5. For Analog lines, enter count of all analog loops for each method of service and service type (Res or Bus). **Each count must be entered in separate rows.** For digital services, enter line count as voice-grade equivalents (VGEs). Count lines based on how they are charged to the customer rather than how they are physically provisioned. EXAMPLE: Report 8 voice-grade equivalent lines if a customer buys 8 channels that happen to be provisioned over a DS1 circuit. If a customer buys a DS1 circuit that is provided as a channelized service, report 24 voice-grade equivalent lines, even if there is some indication that the customer is only using 8 of the derived lines. Report 2 VGEs for each ISDN-BRI and 23 VGEs for each ISDN-PRI. Lines must be entered without duplication, e.g., Enhanced Extended Link (EEL) loops must not be included in UNE-L counts and vice versa. Each line count must be entered in separate rows. The Grand Total must be equal to the total number of residential and business VGE access lines connected to the serving switches used by the CLEC.
- Column 6. Enter either Owned, if access lines are connected to your own switch, or Leased, if you are purchasing switching service from another company.
- Column 7. If you are purchasing switching service from another company, provide name of company.

FLORIDA PUBLIC SERVICE COMMISSION

2004 CLEC Data Request TABLE-2

(Data as of May 31, 2004)

REDACTED PUBLIC VERSION

Company Name: Interactive Services Network, Inc.

Company Code\*: TX364

\* Your CLEC Company code is shown on the label affixed to the envelope in which this was mailed and on the cover letter.

CLEC TABLE-2: DIGITAL ACCESS LINE COUNTS (not VGEs)

DO NOT INCLUDE UNE-P, RESOLD LINES, OR PRIVATE LINES IN THIS TABLE

1	2	3	4
Exchange	Res or Bus	Line Type	Total Lines

NOTES/INSTRUCTIONS FOR COMPLETING TABLE-2:

A. The purpose of this table is to obtain a breakdown of digital access lines (reported in Table-1) by line type and actual line counts, not VGEs. **Do not include lines or channels, such as private lines, that are not connected to a switch.**

B. Each field must be populated. All entries must be made without quotation marks.

TABLE COLUMN INSTRUCTIONS:

Column 1. List exchanges in alphabetical order.

Column 2. Enter the abbreviation Res for Residential lines or Bus for Business lines. **Each service type must be entered in separate rows.**

Column 3. Enter Line Type as ISDN-BRI, ISDN-PRI, DS1, DS3, OC1, OC3, OCn (Identify value of n), VOB (If you are providing voice over broadband service), etc. **Each type be entered in separate rows.**

Column 4. Enter actual line count total, not VGEs, in the Total Lines column without duplication. EXAMPLE: Enter 1 for 1 DS1, 2 for 2 DS3s, etc. **Each actual line count total must be entered in separate rows.**



FLORIDA PUBLIC SERVICE COMMISSION

2004 CLEC Data Request TABLE-3

(Data as of May 31, 2004)

REDACTED PUBLIC VERSION

Company Name: Interactive Services Network, Inc.

Company Code\*: TX364

\* Your CLEC Company code is shown on the label affixed to the envelope in which this was mailed and on the cover letter.

CLEC TABLE-3: CLEC SWITCH DEPLOYMENT DATA

1	2	3
Exchange where Switch is Located	Packet or Circuit	# of Switches in Exchange
Grand Total		

NOTES/INSTRUCTIONS FOR COMPLETING TABLE-3:

A. The basis for this table is to obtain information about the switches you have deployed that are serving end-user customers in Florida. Please provide the requested information even if serving switch is located outside of Florida.

TABLE COLUMN INSTRUCTIONS:

Column 1. List exchanges in alphabetical order.

Column 2. Enter Circuit or Packet to describe the type of switches located in the Exchange.

Column 3. Enter the number of Circuit or Packet switches located in the exchange. The Grand Total of switches must be equal to the total number of switches, which you own and have deployed, that are being used to provide local exchange telecommunications service in Florida.