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2005 Competitive Local Exchange Carrier (CLEC) Data Request
(Due by July 15, 2005)

Legal Company Name: Hayes E-Government Resources, Inc.

D/B/A: Hayes Computer Systems & Hayes

FPSC Company Code (e.g., TX000) TA067

Contact name & title: Connie Williams

Telephone number: 850-297-0551

E-mail address: cwilliams@hcs.net

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

Services Provided in Florida

1. Do you provide local telephone service in Florida? Circle your response:

2. Please indicate which of the following services your company provides. Select all that apply.

<input type="checkbox"/> Local telephone service	<input type="checkbox"/> Paging service
<input type="checkbox"/> Private line/special access	<input type="checkbox"/> Prepaid service
<input type="checkbox"/> Wholesale loops	<input type="checkbox"/> VoIP
<input type="checkbox"/> Wholesale transport	<input type="checkbox"/> Cable television
<input type="checkbox"/> Interexchange service	<input type="checkbox"/> Satellite television
<input type="checkbox"/> Cellular/wireless service	<input type="checkbox"/> Broadband Internet access

3. If your company provides **prepaid** local telephone service, is this the only service you currently provide in Florida? Circle your response:

Bundled Services

4. Please complete the following table. For each residential and business package of bundled services you sell, list its name (e.g., Sprint Solutions), mark the included services, and enter the price and take rate. The take rate is calculated by dividing the number of customers that have subscribed to the corresponding package by the number of customers that can obtain that package from your company. Examples have been shaded.

Residential	Name of Package	Local	Long Distance	Broadband	Wireless	Video Service	Price	Take Rate
	Resphone	✓	✓			✓	\$69.99	35%

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- 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.

- f. 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.

Broadband Internet Access

6. Information provided in your response to this question will be reported on an aggregate, statewide basis, not on a company-specific basis.

- a. Please provide the percentage of residential households to which your broadband service is available in your service area.
- b. Provide the total number of **residential** lines and wireless channels over which you or an affiliate are providing broadband service in your service area.
- c. Provide the total number of **business** lines and wireless channels over which you or an affiliate are providing broadband service in your service area.
- d. What type(s) of broadband connection(s) do you provide?
 - xDSL
 - cable modem
 - satellite
 - fixed wireless
 - mobile wireless
 - Broadband over power line
 - Other (Specify)

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- e. 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.

Data Transfer Rate – Broadband Service

Residential	Downstream	Upstream	\$ Price/month
Business	Downstream	Upstream	\$ Price/month

FCC’s Triennial Review Remand Order

7. The following questions relate to the FCC’s Triennial Review Remand Order (TRRO), released on February 4, 2005.

- a. Has your business plan in Florida changed as a result of the TRRO? If so, how?
- b. If you are primarily a UNE-P provider do you expect to migrate to UNE-L, negotiate commercial agreements (to provide loop, switching, and transport), or change the focus of your business?
- c. Have you executed any commercially negotiated agreements with any carriers? If so, please identify the carriers.
- d. Is there any other information (or comments) that you wish to provide?

Mergers

8. Several mergers have been announced in the past year, e.g., Sprint-Nextel, SBC-AT&T, and Verizon-MCI.

- a. Do you anticipate more mergers? Why or why not?
- b.
- c. What effects do you believe these mergers (if approved) will have on local competition in Florida?
- d. Has your local competition strategy changed as a result of the merger announcements? If so, please explain how.
- e. How will these mergers (if approved) affect your local competition strategy in Florida?

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Miscellaneous

9. In 2004, how much money did you invest in your network directly serving Florida's local service customers?
10. Are you currently operating under Chapter 7 or Chapter 11 protection?
11. If you filed Form 477 with the FCC to include data as of December 31, 2004, please provide us with a copy. This form only applies to CLECs with a minimum of 10,000 access lines in Florida.

Comments

12. Have you experienced any significant barriers in entering Florida's local exchange markets? Please list and describe any major obstacles or barriers encountered that you believe may be impeding the growth of local competition in the state, along with any suggestions as to how to remove such obstacles.
13. Please provide any additional general comments or information you believe will assist staff in evaluating and reporting on the development of local exchange competition in Florida.