



FILED

05-10-11
04:59 PM

EXHIBIT C

Requesting Party: CPUC
Request No. Ordering Para No. 6
Date of Request: December 21, 2010
Date of Response: February 04, 2011

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

**RESPONSES TO INFORMATION REQUESTED
IN ORDERING PARAGRAPH 6 OF THE
ORDER INSTITUTING INVESTIGATION
INTO THE OPERATIONS, PRACTICES, AND CONDUCT OF
TELSEVEN, LLC, CALLING 10 LLC DBA CALIFORNIA CALLING 10, (U-7015-C),
AND PATRICK HINES, AN INDIVIDUAL,
TO DETERMINE WHETHER TELSEVEN, CALLING 10, AND PATRICK HINES
HAVE VIOLATED THE LAWS, RULES AND REGULATIONS OF THIS
STATE IN THE PROVISION OF DIRECTORY ASSISTANCE SERVICES
TO CALIFORNIA CONSUMERS**

PROPRIETARY VERSION

Verizon California Inc. ("Verizon") (U-1002-C) hereby provides data responsive to Ordering Paragraph 6 of the Order Instituting Investigation 10-12-010.

Verizon is providing information to the extent documents or information is maintained in the normal course of business and is otherwise not protected by attorney-client, work product or other limiting privilege.

For purposes of this response, "Respondents" are of Telseven, LLC (Telseven), its affiliate Calling 10, LLC (Calling 10), and their owner Patrick Hines (Hines), an individual.

CONFIDENTIAL INFORMATION

Any confidential or proprietary information or documents Verizon produces is submitted under seal pending a Commission resolution of any claim of confidentiality. Verizon asserts confidentiality out of an abundance of caution, as respondents' counsel has preliminarily claimed that the data Verizon will produce is respondents' confidential data.

RESPONSES TO SPECIFIC INFORMATION REQUESTS

Ordering Paragraph 6 Requests:

A full accounting of Verizon's transactions with or on behalf of Respondents. Such accountings should include, without limitation, a statement on an annual basis of all

- a) amounts billed on behalf of Respondents,
- b) amounts collected on behalf of Respondents,
- c) amounts refunded or credited back to customer accounts,
- d) amounts retained by the billing agents and billing telephone companies for their services,
- e) amounts paid to public purpose funds (universal service and the like), and
- f) any other amounts paid out of Respondents' revenue stream, i.e., out of amounts collected on behalf of Respondents for the Directory Assistance (DA) services.

The OII requests, to the extent possible, that Verizon specify the amounts in each of these categories attributable to DA service, administrative fee, and universal service fees or the like.

“DA Service” Estimate					
-----------------------	--	--	--	--	--

- ii. for the sub-CICs associated with Calling 10 LLC dba California Calling 10 (sub-CIC 96 and sub-CIC 1425) via the billing agent ILD Telecommunications (CIC 782), Verizon identified the following:

Calling 10 LLC 782-96					
Number of Bills					
“Carrier Administrative Fee”					
“DA Service” Est.					

Calling 10 15 15 800 782-1425					
Number of Bills					
“Carrier Administrative Fee”					
“DA Service” Est.					

**** END CONFIDENTIAL INFORMATION ****

- b) For amounts collected on behalf of Respondents, Verizon responds that because credits are recorded in different periods from the original billing date and not normalized to the period that the billing for the service occurred, a statement on an annual basis of all amounts collected on behalf of Respondents cannot be provided. However, for the entire period for which Verizon collected amounts for Respondents, the total is:

**** BEGIN CONFIDENTIAL INFORMATION ****

Sub-CIC	<i>Estimate</i> of amount collected
625-245	

625-323	[REDACTED]
782-96	[REDACTED]
782-1425	[REDACTED]

**** END CONFIDENTIAL INFORMATION ****

c) For amounts refunded or credited back to customer accounts, Verizon provides the following:

**** BEGIN CONFIDENTIAL INFORMATION ****

Bills	2006	2007	2008	2009	2010
10-10-275					
625-245					
Number of Credits	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Credit Amount	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Calling 10 15 15 800					
625-323					
Number of Credits	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Credit Amount	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

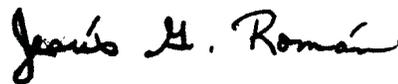
Calling 10 15 15 800					
782-96					
Number of Credits	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Credit Amount	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Calling 10 LLC					
782-1425					
Number of Credits	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Credit Amount	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**** END CONFIDENTIAL INFORMATION ****

- d) For amounts retained by the billing agents and billing telephone companies for their services Verizon responds that with respect to the amount retained by the billing agents, Verizon has no knowledge. With respect to the amounts retained by the billing telephone company, the premise of the question, that Verizon retains a portion of the billings is incorrect. Verizon charges a flat fee for services related to the rendering of end-user bills on behalf of the billing service client, in this case, the billing agent. The fee varies by billing agent depending on the level of services chosen (e.g., message ready billing or invoice billing, the bill rendering charge and whether the billing agent purchases inquiry service from Verizon), and also varies by the cramming complaints processed by Verizon (i.e, Recourse Adjustment Charge).
- e) For amounts paid to public purpose funds (universal service and the like), Verizon responds that it does not pay USF and the like on behalf of our billing services clients.
- f) For any other amounts paid out of Respondents' revenue stream, i.e., out of amounts collected on behalf of Respondents for the DA services, Verizon has no additional credits or deductions to report.

February 4, 2011

Respectfully submitted,



JESÚS G. ROMÁN
2535 West Hillcrest Drive, CAM21LB
Newbury Park, CA 91320
Tel: (805) 499-6832
Fax: (805) 498-5617
jesus.g.roman@verizon.com

Attorney for Verizon California Inc.

CERTIFICATE OF SERVICE

I hereby certify that: I am over the age of eighteen years and not a party to the within entitled action; my business address is 2535 W. Hillcrest Drive, Newbury Park, CA 91320; I have this day served a copy of the foregoing, **RESPONSES TO INFORMATION REQUEST PURSUANT TO ORDERING PARAGRAPH 6 OF THE ORDER INSTITUTING INVESTIGATION INTO THE OPERATIONS, PRACTICES, AND CONDUCT OF TELSEVEN, LLC, CALLING 10 LLC DBA CALIFORNIA CALLING 10, (U-7015-C), AND PATRICK HINES, AN INDIVIDUAL, TO DETERMINE WHETHER TELSEVEN, CALLING 10, AND PATRICK HINES HAVE VIOLATED THE LAWS, RULES AND REGULATIONS OF THIS STATE IN THE PROVISION OF DIRECTORY ASSISTANCE SERVICES TO CALIFORNIA CONSUMERS (PROPRIETARY VERSION)** by electronic mail to those who have provided an e-mail address and by U.S. Mail to those who have not, on the service list.

I declare under penalty of perjury that the foregoing is true and correct.
Executed this 4th day of February, 2011 at Newbury Park, California.



JACQUE LOPEZ

Service List: I.10-12-010



California Public
Utilities Commission

CPUC Home

CALIFORNIA PUBLIC UTILITIES COMMISSION

Service Lists

**PROCEEDING: I1012010 - CPUC - OII INTO THE
FILER: CPUC
LIST NAME: LIST
LAST CHANGED: FEBRUARY 1, 2011**

[DOWNLOAD THE COMMA-DELIMITED FILE
ABOUT COMMA-DELIMITED FILES](#)

[Back to Service Lists Index](#)

Parties

PATRICK HINES
CALIFORNIA CALLING 10, LLC
200 EXECUTIVE WAY
PONTE VEDRA BEACH, FL 32082
FOR: CALIFORNIA CALLING 10, LLC /
TELSEVEN LLC

CHRIS BARTON
PRESIDENT
WHOLESALE CARRIER SERVICES, INC.
5471 N. UNIVERSITY DRIVE
CORAL SPRINGS, FL 33067
FOR: WHOLESALE CARRIER SERVICES, INC.

LORRAINE MCCLIN-OLRIEDGE
DIR - CLIENT COMPLIANCE & REGULATORY
ILD, CORP.
3230 W. COMMERCIAL BLVD., STE 360
OAKLAND PARK, FL 33309
FOR: ILD, CORP.

ADOLF RODRIGUEZ
REGULATORY MGR
ACI BILLING SRVCS, INC./BSG CLEARING SOL
7411 JOHN SMITH DRIVE, SUITE 1500
SAN ANTONIO, TX 78229
FOR: ACI BILLING SERVICES, INC. AND BSG
CLEARING SOLUTIONS

JESUS G. ROMAN, ESQ
VERIZON CALIFORNIA, INC.
2535 W. HILLCREST DR., MC CAM21LB
NEWBURY PARK, CA 91320
FOR: VERIZON CALIFORNIA, INC.

ERIC BATONGBACAL
EXEC DIR - REGULATORY
PACIFIC BELL TELEPHONE COMPANY
525 MARKET STREET, RM 1927
SAN FRANCISCO, CA 94105
FOR: PACIFIC BELL TELEPHONE COMPANY
DBA: AT&T CALIFORNIA

JOHN L. CLARK
ATTORNEY AT LAW
GOODIN MACBRIDE SQUERI DAY & LAMPREY LLP
505 SANSOME STREET, SUITE 900

JAMES M. TOBIN
ATTORNEY
TOBIN LAW GROUP
1628 TIBURON BLVD.

SAN FRANCISCO, CA 94111
FOR: ILD TELECOMMUNICATIONS, INC.

TIBURON, CA 94920
FOR: TELSEVEN, LLC, CALLING 10, LLC DBA
CALIFORNIA CALLING 10 AND PATRICK HINES

CORPORATION SERVICE COMPANY
2730 GATEWAY OAKS DRIVE, SUITE 100
SACRAMENTO, CA 95833
FOR: CORPORATION SERVICE COMPANY, DBA:
CSD - LAWYERS INCORPORATING SERVICE

Information Only

READ MORTON
BURR & FORMAN LLP
171 SEVENTEENTH STREET, NW, SUITE 1100
ATLANTA, GA 30363
FOR: ILD TELECOMMUNICATIONS, INC.

JACQUE LOPEZ
VERIZON
2535 W. HILLCREST DR., CAM21LB
NEWBURY PARK, CA 91320

MARGO ORMISTON
SPECIALIST - STATE GOV'T RELATIONS
VERIZON CALIFORNIA INC.
711 VAN NESS AVE., STE 300
SAN FRANCISCO, CA 94102
FOR: VERIZON CALIFORNIA, INC.

THOMAS J. MACBRIDE, JR.
GOODIN, MACBRIDE, SEQUERI, RITCHIE & DAY, LLP
505 SANSOME STREET, 9TH FLOOR
SAN FRANCISCO, CA 94111
FOR: WHOLESALE CARRIER SERVICES

MARTIN A. MATTES
COUNSEL
NOSSAMAN, LLP
50 CALIFORNIA STREET, 34TH FLOOR
SAN FRANCISCO, CA 94111-4799

CHANNING CLARKSON
TOBIN LAW GROUP
1628 TIBURON BLVD.
TIBURON, CA 94920

State Service

CHRIS WITTEMAN
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 5129
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

HIEN VO
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 5135
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

JAMES W. HOWARD
CALIF PUBLIC UTILITIES COMMISSION
UTILITY & PAYPHONE ENFORCEMENT
AREA 2-E
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

MARIBETH A. BUSHEY
CALIF PUBLIC UTILITIES COMMISSION
DIVISION OF ADMINISTRATIVE LAW JUDGES
ROOM 5018
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

ROBERT MASON
CALIF PUBLIC UTILITIES COMMISSION
LEGAL DIVISION
ROOM 5031

RUDY SASTRA
CALIF PUBLIC UTILITIES COMMISSION
UTILITY & PAYPHONE ENFORCEMENT
AREA 2-D

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3214

[TOP OF PAGE](#)
[BACK TO INDEX OF SERVICE LISTS](#)