

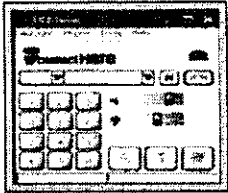
ATTACHMENT

DKP-11

How PC-to-Phone Works

PC-to-Phone, often referred to as internet calling, offers the lowest rates in the world for international and domestic calling. Make inexpensive calls to any phone number in the world from any country in the world.

All you need to make PC-to-Phone calls:



- a computer with a microphone and speaker
- Internet access (dialup or broadband)
- Sign up with an iConnectHere account
- Download iConnectHere FREE Software

Enhance your calling experience by purchasing extra accessories, such as a headset, handset, gateway or IP Phone for a regular telephone-like experience. iConnectHere PC-to-Phone service works with accessories from various companies.

iConnectHere does not sell accessories, however we offer recommendations and links to preferred partners. You may also buy accessories from any major retailer or computer store.

[Close This Window](#)

ATTACHMENT

DKP-12

CHANGE COUNTRY ENGLISH ESPAÑOL FRANÇAIS DEUTSCH PORTUGUES ITALIANO



MY ACCOUNT STORE SUPPORT SEARCH

Cable Telephony Solutions Partnerships Consumer Services

NET2PHONE COMMCENTER

Home > Consumer Services > Net2Phone CommCenter > Rates

Consumer Services

- Net2Phone CommCenter
- Features
- Rates**
- Directory
- Tools
- Support
- Download

Rates

Use our Rate Finder and see how much you can save by calling and faxing with Net2Phone CommCenter.

Do you want to view PC2Phone or PC2Fax rates:

PC2Phone Rates

Where are you calling or faxing FROM?

United States

Where are you calling or faxing TO?

United States

Calling From	To	Rate/Minute
United States	US	US\$ 0.02
United States	Us Toll Free	US\$ 0.029

Find Rates

Download Net2Phone CommCenter Now!

Low Long Distance Rates Save on calls to over 250 countries from United States!

Us	\$ 0.020
United Kingdom	\$ 0.049
Buenos Aires	\$ 0.069
Sydney	\$ 0.039
Canada	\$ 0.039
France	\$ 0.049
Hong Kong	\$ 0.050
India	\$ 0.390
Italy	\$ 0.059
Korea South	\$ 0.069
Malaysia	\$ 0.089
Mexico City	\$ 0.069
Philippines	\$ 0.190
Moscow	\$ 0.059
Spain	\$ 0.049
PC2PC-sm	\$ 0.000

Existing User

Login to view your account information. Forgot your Password or PIN? Click Here

Need a Net2Phone calling card?

Save on calls when you're away from your PC.

Click here for more information

All rates, promotional or otherwise, are subject to change at any time without notice. Call times are billed in one-minute increments.

Cable Telephony - Solutions - Partnerships - Consumer Services - My Account

About Net2Phone - Privacy Policy - Terms of Use

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NET2PHONE COMMCENTER

Home > Consumer Services > Net2Phone CommCenter > Support > Calling

- Consumer Services
- Net2Phone CommCenter
- Features
- Rates
- Directory
- Tolls
- Support
- Getting Started
- Payment Options
- Calling
- PC2Fax
- Active Contact List
- Instant Messaging
- Firewalls
- Preferences
- Troubleshooting
- Incompatible Accounts
- Download

Calling

Net2Phone CommCenterSM is software that allows you to place calls right from your computer. You can call your friends and family anywhere they are - even right at their computers!

You can make two types of calls with your Net2Phone CommCenter:

- PC2Phone[®]: Call to any regular phone right from your PC.
- PC2PCSM: Call from your PC to another PC

The following section will help you learn how to make calls with Net2Phone CommCenter. Please follow through the topics and FAQ's (frequently asked questions) and enjoy using your Net2Phone, Inc CommCenter!

If you are having problems placing calls, visit our troubleshooting section.

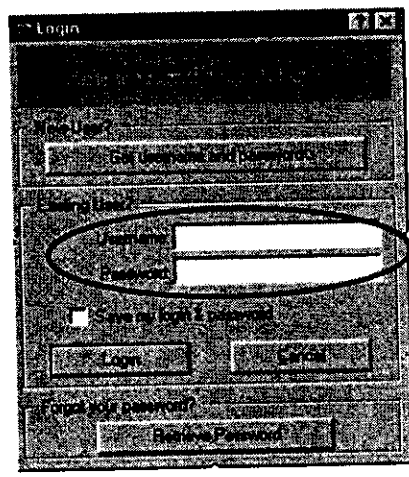
Top Topics & FAQs

- How Do I Make A Call?
- What Is A PC2PCSM Call?
- How Do I Place A PC2PCSM Call?
- How Do I Get My Friends & Family Using The CommCenter?
- How Do I Clear My List Of Most Recently Dialed Numbers?

How Do I Make A Call?

If you have ever made a telephone call, you will be able to make a call with Net2Phone CommCenter software. Just follow these easy steps:

1. Login with your Username and Password to bring up the main Net2Phone CommCenter window (shown below).



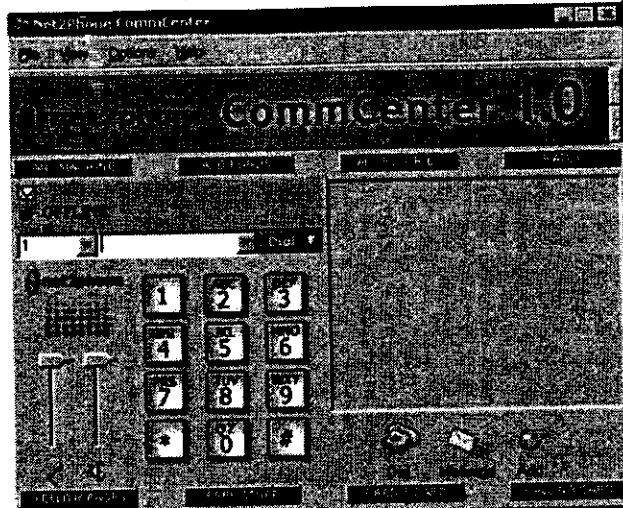
Troubleshooting/FAQ

- 1 How do I place a PC2PhoneSM call?
- 2 Why am I getting a "Username and/or Password is incorrect" error message?
- 3 Why am I getting an "Audio Device in use or busy" error message?
- 4 Why am I experiencing choppy sound or no sound during a call?
- 5 Why am I getting a "Can't make a call while offline" error message?

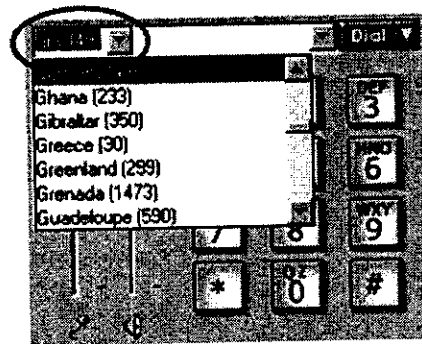
More troubleshooting tips

Request Login Info

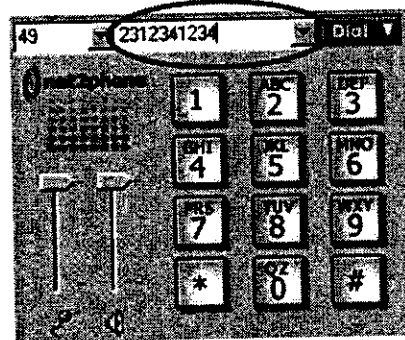
- 1 Request Username or Password
Forgot your Username or Password? Have your login information e-mailed to you.



2. Choose the country that you are calling. You can type the country code in the box or you can click the arrow and select your country from the menu.



3. Type the rest of the phone number in the box next to the country code.



Do not type spaces, dashes, plus signs, parentheses, or any special characters. Do not include "011" or the country code at the beginning of the number.

- DO NOT TYPE:
- 49 2312341234 (do not repeat the country code)
 - 011 2312341234 (do not type "011")
 - (231) 2341234 (do not use parentheses)
 - 231-234-1234 (do not use dashes)
 - +2312341234 (do not use a "+" sign)
 - 231 234 1234 (do not use spaces)

4. Click the green "Dial" button. Net2Phone CommCenter will dial the number and, after a brief pause, you should hear the phone ring through your speakers or headset. To complete your call, click the red "END" button.

If you have followed these instructions and receive a message saying "You have dialed an invalid or unauthorized number," please click here for help.

What Is A PC2PCSM Call?

A "PC2PCSM" call is where you place a voice call directly to the PC of another CommCenter user. You speak as you would normally during a regular phone conversation.

Making a PC2PCSM call is described in the next question below.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

How Do I Place A PC2PCSM Call?

Making a PC2PCSM call is simple. However, first you must add a friend's username to your active contact list (located on the right side of the main window). Once a user is in your contact list:

1. "Right Click" on the username you would like to speak with
2. Select "Call User" from the menu and release

CommCenter will notify the user immediately that you would like to speak with him/her. If the user accepts the message, you will be connected and can speak as if you were on a regular phone call!

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

How Do I Get My Friends & Family Using The CommCenter?

You can always let your friends and family know where to download and install Net2Phone, Inc CommCenter by giving them the URL to this site. However, we have made it easy for you to let your friends know about Net2Phone, Inc CommCenter. Through our "Tell-A-Friend" process, you can easily send out email invitations for friends to try calling on your PC.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

How Do I Clear My List Of Most Recently Dialed Numbers?

Open the Net2Phone, Inc CommCenter and choose Options/Clear Last 10 Dialed. This will clear the last 10 numbers dialed from your Net2Phone, Inc CommCenter.

- There is no way to clear only a portion of the list.
- If you install Net2Phone, Inc CommCenter on another computer and log in using your existing Net2Phone, Inc CommCenter username, your recently dialed numbers WILL NOT appear in the list because it is stored in each computer separately.
- If you upgrade your existing 10.6 Net2Phone, Inc account to Net2Phone, Inc CommCenter, your recently dialed numbers will not transfer.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)



NET2PHONE COMMCENTER

Home > Consumer Services > Net2Phone CommCenter > Support > Active Contact List

Consumer Services

Net2Phone CommCenter

Features

Rates

Directory

Tools

Support

Getting Started

Payment Options

Gaming

PC/Fax

Active Contact List

Instant Messaging

Firewalls

Preferences

Troubleshooting

Incompatible Accounts

Download

Active Contact List

See when your friends and family are online (at their computers) and ready for a call using your "Active Contact List." The Active Contact List displays your CommCenter-enabled friends and family and their online "status."

You can organize your list by category and call someone with a click of your mouse! From your active contact list you can also send instant messages, view message history and even view user information.

Here are some quick pointers to get you started. Please follow through the topics and FAQ's (frequently asked questions) and enjoy using your Net2Phone CommCenter!


Top Topics & FAQs

- How Do I Add Friends And Family To My Contact List?
- How Do I Know If A User Is Online And Ready To Talk?
- How Do I Organize My Contact List Into Categories?
- How Do I Remove Users From My Contact List?
- Can I Block Users From Contacting Me?
- Can I Control Who Adds Me To Their Contact Lists?
- How Do I Search For Friends, Family, Or Prospective Contacts?

How Do I Add Friends And Family To My Contact List?

The contact list is a visual display of your friends and family who are also running the CommCenter. The contact list will also show you your friends' status as "online", "off-line" or "away" from their computers.

To add a user to your contact list:



1. Open your CommCenter in "Full Mode"
2. Click the "Add User"  button
3. Enter the username you wish to add

The user should be added to your contact list immediately. If you do not know their username, click the "Search by real name or email address" button to search the CommCenter user directory for the right username.

Support Home · Back To Top · Ask Support?

How Do I Know If A User Is Online And Ready To Talk?

You will notice an icon next to the username of each user you add to your active contact list. This icon will change color and/or shape based on the user's "status." Status is an indication of a user's presence at their computer and availability to talk. Here is a chart of the three basic status indicators.

Icon	Status
	Online A user with this icon is at their computer and ready to call!
	Offline A user with this icon is not logged into the network, you can ask CommCenter to "Notify"


Troubleshooting/FAQ

- How do I place a PC2PhoneSM call?
- Why am I getting a "Username and/or Password Is Incorrect" error message?
- Why am I getting an "Audio Device in use or busy" error message?
- Why am I experiencing choppy sound or no sound during a call?
- Why am I getting a "Can't make a call while offline" error message?

More troubleshooting tips

Request Login Info

- Request Username or Password
Forgot your Username or Password? Have your login information e-mailed to you.

	you when they come back online.
	<p>Away</p> <p>A user with this icon is logged into the network but has temporarily stepped away from their computer.</p>

Helpful Hint! If a user is "offline", right click on their username and select Notify me when online. CommCenter will alert you when this user logs on!

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

How Do I Organize My Contact List Into Categories?

You can create "categories" within your contact list for better organization. The two ways to create a category within your contact list are:

1. From Your File Menu

- Select FILE menu
- Select Add Category item

2. From The Contact List

- With your cursor right click on your active contact list in the white area away from any usernames
- From the menu, select Add Category
- A new category with a blue arrow will be placed on your contact list
- In the space provided, type in the name of your new category (friends, family, work, etc.)

You can rename a category at anytime by right clicking on the category name and selecting "Rename".

You can "drag and drop" users into and between categories. To do this:

1. With your cursor, select a username and hold down your left mouse button
2. While holding the left mouse button down, drag the user onto the category name where you would like them (the category name should highlight in blue when you are there)
3. Release the mouse button

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

How Do I Remove Users From My Contact List?

You can remove users from your contact list easily.

- Open your CommCenter in "Full Mode"
- Right click on the user you would like to remove
- From the menu select Remove From Contact List
- When asked to confirm your decision, select Yes the user will be removed from your friend list immediately.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

Can I Block Users From Contacting Me?

Better than just screening your calls, you can prevent a specific user from being able to contact you in the first place. To do this, you "block" a user from contacting you. Once you have blocked a user they will not be able to contact you at all.

There are several ways to block users from contacting you.

1. From the CommCenter main window:

- From the Options menu, select Privacy Options
- Select the Privacy Tab
- Click the Block another user... button
- Type the username of the user you wish to block or select their username from the pull down list

2. When a user you wish to block sends you an instant message:

- From the message window, select File
- And then select Block User

The user will now be blocked from contacting you until you decide to remove them from your block list.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

Can I Control Who Adds Me To Their Contact Lists?

Yes. It is possible for you to set your preferences to have Net2Phone CommCenter ask your permission before other users may add you to their contact lists. To setup contact list authorization, open your CommCenter and follow these instructions.

- From the Options menu, select Privacy Options
- Select the Privacy Tab
- At the bottom of the window make sure the box with Require my authorization before other users can add me to their contact lists is checked

When a user attempts to add you to their contact list, CommCenter will ask for your permission before adding you to their contact list.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

How Do I Search For Friends, Family, Or Other Contacts?

You can search for your friend and family via the CommCenter Directory. You will be able to search by name, email address and geographic location. If your friend does not have Net2Phone CommCenter, you can use the Tell-A-Friend wizard located on our site.

The Build Contact and Tell-A-Friend wizards will require you to log into the site.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)



NET2PHONE COMMCENTER

Home > Consumer Services > Net2Phone CommCenter > Support > Troubleshooting

Consumer Services

Net2Phone CommCenter

Features

Rates

Directory

Tools

Support

Getting Started

Payment Options

Calling

PC2Fax

Active Contact List

Instant Messaging

Firewalls

Preferences

Troubleshooting

Incompatible Accounts

Download

Troubleshooting

Are you having trouble? Use this section to help you troubleshoot the most common difficulties. If you still require assistance, a link to email Technical Support is located at the end of each question.

Top Topics & FAQs

- Have You Run The Audio Setup Wizard Yet?
- I Can't Hear The Person On The Other End - They Can't Hear Me
- I Received An "Invalid Number" Or "Unauthorized Number" Error Message
- I Get The "You Cannot Make A Call While You Are Offline" Error
- Username And/Or Password Is Incorrect Error Message
- Can I use my Net2Phone Account Number and PIN to login to Net2Phone CommCenter?
- Audio Device In Use Or Busy Error Message
- Audio Setup Wizard Not Working
- Choppy Sound Or No Sound
- Computer Stops Responding (hangs) When Call Is Received
- I Keep Getting A Message - Can't Make A Call When Offline

Have You Run The Audio Setup Wizard Yet?

If you're having difficulty with poor sound quality or volume, you should try the "Audio Setup Wizard." This is an interactive help tool that will optimize your computer for best sound quality. To launch the wizard:

1. Open the Net2Phone CommCenter main window
2. From the "Options" menu select "Audio Setup Wizard"

This will launch the setup application. Follow the instructions on your screen and your PC should be set for optimum sound! However, we recommend a good headset for the best call experience.

Support Home · Back To Top · Ask Support?

I Can't Hear The Person On The Other End - They Can't Hear Me

There are several reasons why you may be experiencing this difficulty. Read through this troubleshooting checklist to find the answer to your problem. If you still have a questions after reviewing this list, there is a link to email support for further assistance.

1. Make sure that both your microphone and speakers are connected to your computer in the proper inputs. Even if you are using a headset, there is often a separate plug for both your headset speakers and the affixed microphone.
2. Make sure you have run the "audio setup wizard" as described in the previous question.
3. Check to see if your speakers & microphone have their own volume levels and increase the level.
4. Make sure the speaker volume is turned up on your Net2Phone CommCenter. The volume control is located to the left of the dialing pad located on the main window of your Net2Phone CommCenter.
5. Make sure your Windows audio volume is not set to "mute". Double-click on the speaker icon in your system tray (lower-right corner of the screen next to your PC clock) and check to see that none of the "mute" options are checked.

Troubleshooting/FAQ

- How do I place a PC2PhoneSM call?
- Why am I getting a "Username and/or Password is incorrect" error message?
- Why am I getting an "Audio Device in use or busy" error message?
- Why am I experiencing choppy sound or no sound during a call?
- Why am I getting a "Can't make a call while offline" error message?

More troubleshooting tips

Request Login Info

- Request Username or Password
Forgot your Username or Password? Have your login information e-mailed to you.

6. If the speaker icon is not in your system tray, from your Window "Start" menu:
 - Select SETTINGS - > CONTROL PANEL
 - Click the "Multimedia" icon
 - Make sure the "Show the volume control icon in the system tray" option is checked
 - Click "OK" and follow the previous step

7. Make sure nothing else is running on your computer (CD player, MP3 player, answering machine, etc.) that may be using your sound card. Close out of all programs and try placing the call again.

If you are connected to the Internet and logged into the Net2Phone network, you should be able to place both PC-to-Phone and PC-to-PC calls. If you are still experiencing difficulties, you can send support an email from the link provided below.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

I Received An "Invalid Number" Or "Unauthorized Number" Error Message

You have tried to place a Net2Phone call and received the following messages: "You have dialed an unauthorized number" or "You have dialed an invalid number."

There are several reasons why you can get the "unauthorized" or "invalid" number message. The following checklist of items may help to solve your problem.

1. Make sure that you are connected to the Internet and logged into the Net2Phone network. The blue display window on your Net2Phone CommCenter software displays your status. If you are logged-in, your screen will say "ONLINE" under your username.
2. Make sure you have dialed a valid phone number including area code. Certain numbers, such as local information (555 - 1212), are not allowed for billing reasons.
3. If calling a regular phone number within the U.S., make sure the number "1" is in the international pull down box (to the immediate left of the dialing box on your software). This should be set to 1 as the default.
4. If you are calling a regular phone outside of the U.S., make sure you have used the international pull down menu to select the country you are calling. The pull down will automatically select the correct "country code" for you. You may also want to check to see if you have funds in your account.
5. If the city code of the phone number begins with a zero, try dialing the number without the zero.

If you continue to receive this error message, please contact Net2Phone Support by sending an e-mail to accountsupport@net2phone.com.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

I Get The "You Cannot Make A Call While You Are Offline" Error

You are trying to make a call while you are not connected to the network or not connected to the internet.

1. Make sure you are connected to the internet and then choose File/Connect.
2. If you have already created a username, enter your username and password when prompted.
3. If you have not created a username, choose "Get Username and Password" and complete the registration process.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

I Get A "The Username And/Or Password Is Incorrect" Error

No, you cannot login with an Account Number and PIN. You must upgrade your existing account and create a Username and Password. [Click here to upgrade.](#)

The funds in your account will still available when you upgrade. this account. Note that while usernames are case insensitive, passwords are not.

1. If you have not created a username and password, while in the login window, choose "Get Username and Password" and complete the registration process.
2. If you have a username and password but cannot remember either or both, request your account information by clicking [here](#). Your software will automatically send your username and password to the email address on file for that account.
3. Make sure you type in the correct username and password making sure to match upper or lower case on all alpha characters.
4. If you have carefully followed the recommendations above and are still receiving this error please click [here](#) and send us the information listed below, plus any other comments you feel might be helpful in quickly resolving this problem:
 1. Your account number and or username
 2. Your preferred e-mail address
 3. Your phone number
 4. Have you been able to launch and call using prior versions of Net2Phone software (for instance, Net2Phone 10.6)
 5. Have you been able to launch Net2Phone CommCenter? If so, have you been able to make a phone call w/ Net2Phone CommCenter?
 6. The Net2Phone CommCenter build number

Note: To find out the build number, click on your software's Help menu and choose About. The build number is the 4-digit number directly below the version number.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

Can I use my Net2Phone Account Number and PIN to login to Net2Phone CommCenter?

No, you cannot login with an Account Number and PIN. You must upgrade your existing account and create a Username and Password. [Click here to upgrade.](#)

The funds in your account will still available when you upgrade.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

I Get An "Audio Device Is In Use Or Busy" Error Message"

In order to fix the audio device problem, you will need to match the Net2Phone CommCenter audio device with the computer's default device. See [Find the computer's default/preferred audio device](#) and [Find the audio device used by Net2Phone CommCenter](#) . Adjust them to match each other.

If you have carefully followed the recommendations above and are still receiving this error please click [here](#) and send us the information listed below, plus any other comments you feel might be helpful in quickly resolving this problem:

1. Your account number
2. Your preferred e-mail address
3. Your operating system (Win 98, 2000, ME, etc)*
4. The make and model of your computer*
5. The browser and the version you use*
6. The type of internet connection you have (Cable Modem, phone modem (include speed), DSL).
7. Your Internet provider (AOL, MSN, Road Runner, your workplace network, etc)

8. Your sound card (see Find the default/preferred audio device)
9. Have you been able to launch and call using prior versions Net2Phone software (for instance, Net2Phone 10.6)
10. Have you been able to launch Net2Phone CommCenter? If so, have you been able to make a phone call w/ Net2Phone CommCenter?
11. The build of your Net2Phone CommCenter (find this in the /Help menu under /About. It will be a 4-digit number directly below the version number.

Notes: * You can find the information for these questions by right clicking on the My Computer icon on your desktop and choosing Properties from the menu and then clicking the General tab.

*** To find out the build number, click on Net2Phone CommCenter's Help menu and choose About Net2Phone CommCenter. The build number is the 4-digit number directly below the version number.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

Find The Audio Device Used By Net2Phone CommCenter

To find the audio device used by Net2Phone CommCenter, take the following steps:

1. In Net2Phone CommCenter's main window, click on Options and choose Preferences from the drop-down menu
2. Click on the "Phone" tab
3. The Audio Device section lists both the speaker and microphone devices used by Net2Phone CommCenter.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

Find The Default/Preferred Audio Device

To find the computer's default audio device, take the following steps:

1. From your Window "Start" menu, Select **SETTINGS - > CONTROL PANEL** (on Win 2000 and ME it's called Sound and Multimedia) and select the audio tab.
2. Your default/preferred audio device should be listed in the playback and record sections.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

The Net2Phone CommCenter Audio Setup Wizard Is Not Working

Your computer's default/preferred audio device must match the audio device listed in Net2Phone CommCenter (see "I get an Audio Device In Use Or Busy Error Message" FAQ). If you have carefully followed the recommendations above and are still receiving this error please click here and send us the information listed below, plus any other comments you feel might be helpful in quickly resolving this problem:

1. Your account number
2. Your preferred e-mail address
3. Your phone number
4. Your operating system (Win 98, 2000, ME, etc)*
5. The make and model of your computer*
6. The browser and the version you use*
7. The type of Internet connection you have (Cable Modem, phone modem (include speed), DSL).
8. Your Internet provider (AOL, MSN, Road Runner, your workplace network, etc)
9. Your sound card (see Find the default/preferred audio device)
10. Have you been able to launch and call using prior versions Net2Phone software (for instance, Net2Phone 10.6)
11. Have you been able to launch Net2Phone CommCenter? If so, have you been able to make a phone call w/ Net2Phone CommCenter?
12. The build of your Net2Phone CommCenter (find this in the /Help menu under /About. It will be a 4-digit number directly below the

version number.

Notes: * You can find the information for these questions by right clicking on the My Computer icon on your desktop and choosing Properties from the menu and then clicking the General tab.

*** To find out the build number, click on Net2Phone CommCenter's Help menu and choose About Net2Phone CommCenter. The build number is the 4-digit number directly below the version number.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

Have You Run The Audio Setup Wizard Yet?

If you are having difficulty with poor sound quality or volume, you should try the "Audio Setup Wizard." This is an interactive help tool that will optimize your computer for best sound quality. To launch the wizard:

1. Open the Net2Phone CommCenter main window
 2. From the "Options" menu select "Audio Setup Wizard"
- This will launch the setup application. Follow the instructions on your screen and your PC should be set for optimum sound! However, we recommend a good headset for the best call experience.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

I Do Not Have Any Sound Or The Sound Is Choppy

If you have no sound or your sound is choppy and you have recently upgraded to windows 98/ME, you may have a resource conflict or incorrect sound card driver. See Microsoft Product Support Services FAQ Choppy Sound or No Sound Using WDM Drivers (Q192046).

If you have carefully followed the recommendations above and are still receiving this error please click here and send us the information listed below, plus any other comments you feel might be helpful in quickly resolving this problem:

1. Your account number and or username
2. Your preferred e-mail address
3. Your phone number
4. Your operating system (Win 98, 2000, ME, etc)*
5. The make and model of your computer *
6. The browser and the version you use*
7. The type of Internet connection you have (Cable Modem, phone modem (include speed), DSL).
8. Your Internet provider (AOL, MSN, Road Runner, your workplace network, etc)
9. Your sound card (see Find the default/preferred audio device)
10. Have you been able to launch and call using prior versions of Net2Phone software (for instance, Net2Phone 10.6)
11. Have you been able to launch Net2Phone CommCenter? If so, have you been able to make a phone call w/Net2Phone CommCenter?
12. The Net2Phone CommCenter build number ***

Notes: * You can find the information for these questions by right clicking on the My Computer icon on your desktop and choosing Properties from the menu and then clicking the General tab.

*** To find out the build number, click on Net2Phone CommCenter's Help menu and choose About Net2Phone CommCenter. The build number is the 4-digit number directly below the version number.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

My Computer Stops Responding (hangs) When I Get A Call

If your computer stops responding when you get a Net2Phone call and you have a clean install of Windows ME on a computer with a BIOS date earlier than 12/1/99, you may need to reinstall your old sound card driver or download current driver from your vendor. See Microsoft Product Support Services FAQ Windows Me May Stop Responding When Playing Audio Through the Maestro 2E Sound Card (Q264759).

If you have carefully followed the recommendations above and are still receiving this error please click here and send the information listed below, plus any other comments you feel might be helpful in quickly resolving this problem:

1. Your account number and or username
2. Your preferred e-mail address
3. Your operating system (Win 98, 2000, ME, etc) *
4. The make and model of your computer *
5. The browser and the version you use *
6. The type of Internet connection you have (Cable Modem, phone modem (include speed), DSL).
7. Your Internet provider (AOL, MSN, Road Runner, your workplace network, etc)
8. Your sound card (see Find the default/preferred audio device)
9. Have you been able to launch and call using prior versions of Net2Phone software (for instance, Net2Phone 10.6)
10. Have you been able to launch Net2Phone CommCenter? If so, have you been able to make a phone call w/Net2Phone CommCenter?
11. The Net2Phone CommCenter build number ***

Notes: * You can find the information for these questions by right clicking on the My Computer icon on your desktop and choosing Properties from the menu and then clicking the General tab.

*** To find out the build number, click on Net2Phone CommCenter's Help menu and choose About Net2Phone CommCenter. The build number is the 4-digit number directly below the version number.

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

When I Try To Make A Call, I Keep Getting A Message Telling Me I Can't Make A Call When I'm Offline

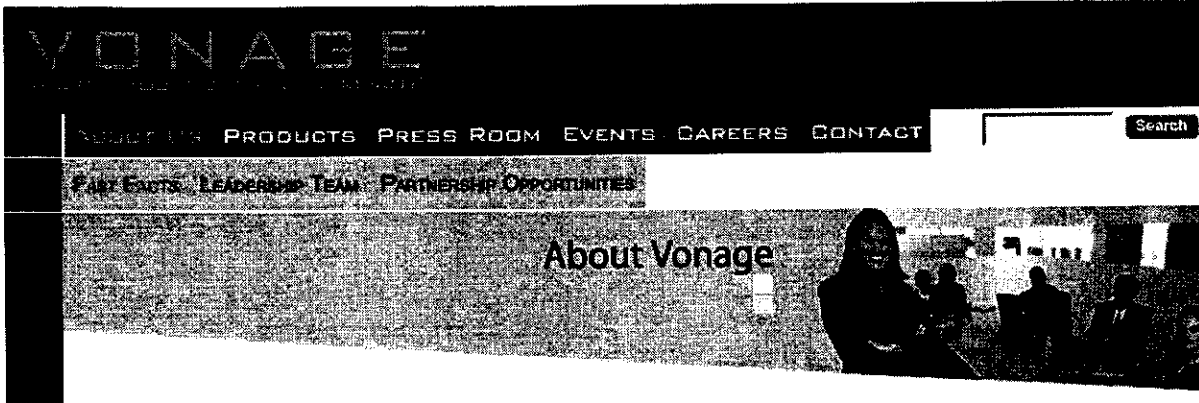
You should first check to see if you have lost your connection to the internet. If you are connected to the internet, exit Net2Phone CommCenter by right clicking on the Net2Phone CommCenter System Tray icon and choosing exit. After Net2Phone CommCenter has completely closed, restart it by double clicking on the desktop icon.

If Net2Phone CommCenter still doesn't connect, either you are behind a firewall or the Internet connection to our servers is temporarily not working. If you are connected to the Internet and our servers are not temporarily unreachable, then it is likely that you are connected to the Internet through a firewall. While we cannot guarantee that Net2Phone will work on systems that are behind a firewall, many systems do with a small adjustment to the registry entry for UDP and/or getting your systems manager to open specific ports. For a discussion about these changes please see the FAQ entitled, "Connecting from behind a firewall".

[Support Home](#) · [Back To Top](#) · [Ask Support?](#)

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DKP-13



Fast Facts

Products	
Residential	

Premium Unlimited Plan	
Local Unlimited Plan	
Small Business	

Unlimited Plan	
Basic Plan	

Date Founded	January 2001
Offices	Vonage is based in Edison, NJ.
Financing	Vonage is a privately held company.
Number of Employees	200+
Calls Completed	100 million+
Calls Completed Per Week	4 million+
Number of Active Lines	85,000+

Executive Management Team

- Jeffrey Citron, Chairman and CEO (Co-Founder)
- John S. Rego, Chief Financial Officer
- Louis Holder, EVP, Product Development
- Michael Tribolet, EVP, Vonage Operations
- Dean Harris, Chief Marketing Officer

Regional Data Center Locations

- | | | |
|-----------------|--------------------|--------------------|
| * San Jose, CA | * Los Angeles, CA | * Indianapolis, IN |
| * Dallas, TX | * Houston, TX | * Milwaukee, WI |
| * Cambridge, MA | * Atlanta, GA | |
| * Chicago, IL | * Philadelphia, PA | |
| * Denver, CO | * Nashville, TN | |
| * Newark, NJ | * Burbank, CA | |
| * New York, NY | * Greensboro, NC | |

Coverage Area

Vonage's service area encompasses over 1900 active rate centers in more than 100 US markets:

- | | | |
|-----------|------------|-------------|
| Akron, OH | Ithaca, NY | Raleigh, NC |
|-----------|------------|-------------|

Albany, NY	Jackson, MS	Richmond, VA
Allentown, PA	Jacksonville, FL	Rockford, IL
Altoona, PA	Kalamazoo, MI	Riverside-San Bernardino, CA
Ann Arbor, MI	Killeen, TX	Rochester, NY
Atlanta, GA	Las Vegas, NV	Sacramento, CA
Austin, TX	League City, TX	Salt Lake City, UT
Baltimore, MD	Lexington, KY	San Antonio, TX
Baton Rouge, LA	Little Rock, AR	San Diego, CA
Bentonville, AR	Louisville, KY	San Francisco, CA
Beaumont, TX	Los Angeles, CA	San Jose, CA
Bloomington, IN	Lubbock, TX	Seattle-Tacoma, WA
Boston, MA	Madison, WI	San Francisco, CA
Bridgeport, CT	Melbourne-Cocoa Beach, FL	San Jose, CA
Buffalo-Niagara Falls, NY	Memphis, TN	Seattle-Tacoma, WA
Burlington, VT	Melbourne-Cocoa Beach, FL	Spokane, WA
Chicago, IL	Miami-Ft. Lauderdale, FL	Springfield, MA
Charleston, SC	Middlesex-Somerset-Union, NJ	St. Louis, MO
Charlotte, NC	Milwaukee, WI	Stamford-Norwalk, CT
Columbia, SC	Minneapolis-St. Paul, MN	State College, PA
Cleveland, OH	Mobile, AL	Stockton, CA
Columbus, OH	Monmouth-Ocean, NJ	Syracuse, NY
Dallas-Ft. Worth, TX	Monterey-Santa Cruz, CA	Tampa, FL
Danbury, CT	Morristown, NJ	Tulsa, OK
Daytona Beach, FL	Nashville, TN	Trenton, NJ
Denver-Boulder, CO	Nassau-Suffolk (Long Island), NY	Tyler, TX
Detroit, MI	New Bedford-Fall River, MA	Utica-Rome, NY
Dover, MA	New Haven, CT	Villa Rica, GA
Erie, PA	New London, CT	Washington, DC
Fayetteville, AR	New Orleans, LA	Wakefield, MA
Flint, MI	New York, NY	West Palm Beach-Boca Raton, FL
Ft. Pierce-Vero Beach, FL	Norfolk, VA	Westchester, NY
Ft. Wayne, IN	Oklahoma City, OK	Wichita, KS
Greensboro, NC	Orlando, FL	Wilmington, DE
Greenville-Spartanburg, SC	Oxnard-Ventura, CA	Winston-Salem, NC
Green Bay, WI	Philadelphia, PA	Worcester, MA
Grand Rapids, MI	Phoenix, AZ	Youngstown, OH
Harrisburg, PA	Pittsburgh, PA	
Hartford, CT	Portland, OR	
Houston-Galveston, TX	Poughkeepsie, NY	
Indianapolis, IN	Providence, RI	

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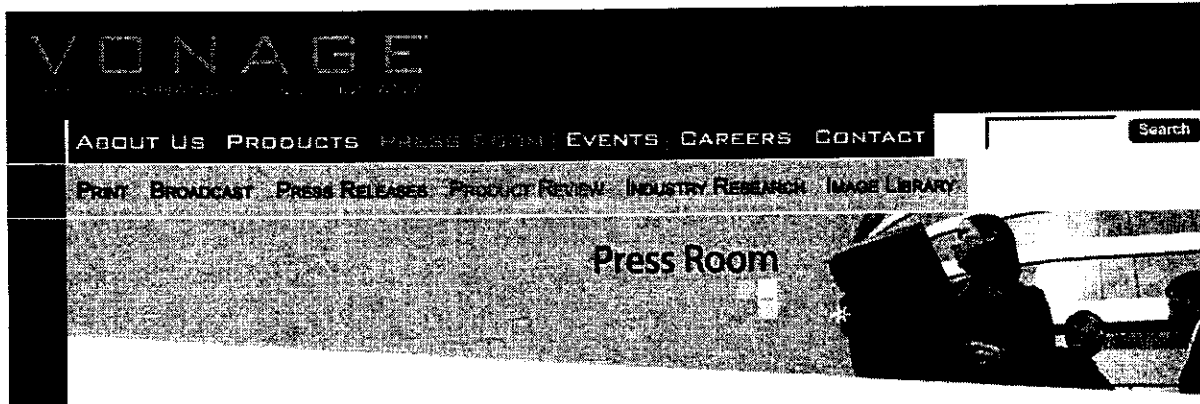
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DKP-14



Product Review

INTERNETWEEK

TECHNOLOGY THAT CONNECTS THE ENTERPRISE

Vonage Provides A Great Alternative To Regular Phones

December 04, 2003

By David Strom

I have seen the future of my telephone service and after two months of usage I want to recommend it to you. The biggest problem is that you might have to change your home phone number, but when you see the list of features, I think you'll agree that it is worth the hassle.

The service is from Vonage, a startup company that boasts a CEO who started Datek and The Island ECN online trading networks. It can be called a bypass carrier, as it bypasses everything you need with your local phone company, using a broadband Internet connection. Here is how it works: When you sign up for the service, you get a Cisco router that connects to the Ethernet port on your home network and has an RJ11 phone jack for your phone. If your home router isn't located near where your phone lines terminate, you may have to do some wiring to connect them—in my case that took about 20 minutes to pull the wires through my basement.

If you don't have a home network, this might be a motivation to obtain broadband service. The amazing thing is that there is nothing else to really do, short of setting up your various calling features. You just plug the stuff in and within a few seconds, you can pick up the phone, hear a dial tone and start making calls.

What is appealing about Vonage is the price and the control of service over my phone line characteristics. When I was a Verizon subscriber, when I wanted to make changes to my service I had two choices: call the local business office and wait while someone tried to help me, or forget about the service.

What makes Vonage attractive is that I can do it all via a series of Web pages, allowing me to set up call forwarding, call waiting, voice mail, and just about anything else that I would need. I don't have to talk to a phone company representative, and I have everything that I need via the Web configuration. I can also get my bills via the Web and track call usage, as well as listen to my voice mail via a series of e-mail attached sound files. This is handy for someone who isn't ordinarily home during the workday, because I get an e-mail notice when someone leaves me a message on my virtual answering machine.

The answering machine works just as the telco-operated voice mail did that I used to have when I was a Verizon subscriber. You get a stutter tone when you pick up your phone if you have any messages, and you can dial the voice mail service and listen to your messages over the phone if you still like getting them that way. Or you can click on the sound files and hear the message played over your computer's speakers.

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Vonage adds another feature to this list, which is having a phone number that you can transport with you around the world. All you need is a broadband IP connection and your Cisco router (your home phone number is tied to its MAC address). You go for a business trip someplace, and you can be making and receiving calls from your phone as if you were home. This comes in handy if you travel overseas and don't want to pay the usurious rates that hotels charge for international calls. (John Dvorak wrote about this in PC Magazine earlier this summer, and I agree that this is a big plus.)

When you combine Vonage with eFax, a virtual fax service, you can work from anywhere and communicate without people having to track you down in a physical location. That has its appeal, particularly as I spend so much on planes as it is.

Let's talk price. Vonage offers a fixed monthly bill of \$35, which includes all calls made to numbers in North America. There are other plans that are cheaper if you make fewer long distance calls. I was spending more than that on my single home line with Verizon, when you added all the "custom calling" features such as voice mail, caller ID, call waiting, etc. All of these features are included in the price. To be fair, I should point out that where I live Cablevision, our local cable company, also offers IP telephone service. But they only have a single plan for the same price for unlimited North American calls; Vonage has cheaper monthly plans if you don't make many calls.

My experience so far has been mostly positive. Some of my callers say the line quality isn't always perfect and they can hear echoes on the calls. At one hotel that had broadband to the room I wasn't able to get the Cisco router to connect. And sometimes the phone rings for a while before popping into voice mail—I am still fooling around with the right setting here. There is a bit of work to do to get everything set up, including having Vonage register your actual physical location with the local 911 emergency service computers. And you have to dial all 10 digits even when making even local calls—something many people have to do anyway in metropolitan areas with lots of new area codes. None of these are deal breakers.

The biggest problem is that my phone service is now only as reliable as my cable service: when the cable modem goes out, or the cable company network is experiencing problems, or if I lose electrical power, then I can't use my phone. But on the whole I have come to like the service, and think if you can make the break from your local phone company, now is the time.

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DKP-15

70026



March 24, 2003

RECEIVED

MAR 25 2003

**Public Service Commission
Wyoming**

Wyoming Public Service Commission
Ms Gail Sherman
Administrative Specialist
Hansen Building, Suite 300
Cheyenne, WY 82001

RE: Annual Report Filing for Year 2002 Operations – Contact Communications 70026

Dear Ms. Sherman:

Contact Communications provides wholesale Internet Call Diversion services to ISP's. We do not currently offer any services that are regulated by the Wyoming Public Service Commission. None of the company's revenues or expenses fall under the account numbers required for this annual report.

I have enclosed the report including the signed oath and verification; the file has also been submitted electronically.

Should you have any questions regarding the report please contact me at the numbers listed below.

Yours truly,

Judy Johnson
Administrative Assistant

enclosure

Phone (307) 856-0980
FAX (307) 856-1499

937 West Main Street
Riverton, WY 82501

judy@contactcom.net
www.contactcom.net



Contact Communications is a Competitive Local Exchange Carrier (CLEC) that grew out of Wyoming's largest privately held Internet Service Provider (ISP). Intent on providing next-generation data telecom services to ISPs. Contact received Certification to serve the US West (now Qwest) territory in April 1997, as a wholesale data exchange carrier. The Company is expanding into additional services for Internet Providers and a variety of traditional telecommunications services using state-of-the-art protocols and expandable hardware designs. Presently operating in Wyoming, Contact is certified in 8 other states including Montana, Idaho, Utah, North Dakota, South Dakota, Nebraska, Colorado and Hawaii.

Our mission is to enable ISPs to rapidly and economically design and deploy next-generation communications services to their customers by providing an alternative to excessive rates and poor quality of local telecom services currently available to ISPs. Contact frees ISPs from the hassles of building and maintaining their Internet network. Contact's focus is to deliver customer-driven communications solutions uniquely tailored to individual business requirements. Our ability to translate business communications obstacles into business communications opportunities, combined with our commitment to be proactive and responsive service to our customers is what sets us apart from the crowd. Contact places the business back in the hands of the ISP.

Although several companies are working with Internet Service Providers to offer them wholesale modem ports and wholesale DSL, virtually all of these firms are taking the path of greatest volume at least cost. This has led them to the larger cities and the larger providers. Even those that are targeting the smaller cities are looking to simplify their marketing by associating with the larger Internet providers. Contact, however, focuses on delivering reasonable costs for broadband without crippling volume commitments, allowing ISPs serving rural markets similar efficiencies as ISPs serving metro markets. Our intent is to compete with the incumbent telephone companies so that ISPs serving rural markets are able to offer advanced services with reasonable margins.

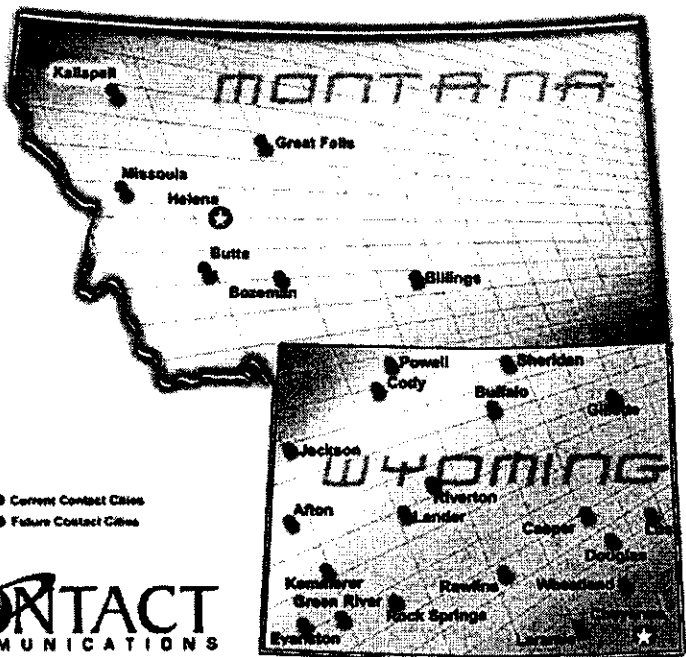
Diversity is a necessity in this changing market and is one of our greatest assets. At Contact we are on the cutting edge in developing new services for the ISP market. Today, the entire telephone industry faces challenges and opportunities virtually unimaginable just a decade ago. Contact Communications has positioned itself as the preeminent wholesaler of service to Internet Providers in the Mountain State Region. Contact gives ISPs the freedom to build their business.

Acceptable Use Policy

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DKP-16

**UNIVERSAL SERVICE
MONITORING REPORT**

CC DOCKET NO. 98-202

2003

(Data Received Through May 2003)

Prepared by Federal and State Staff for the
Federal-State Joint Board on Universal Service in

CC Docket No. 96-45

This report is available for reference in the FCC's Reference Information Center, Courtyard Level, 445 12th Street SW, Washington, DC 20554. Call Qualex International at (202) 863-2893 to purchase a copy. The report can also be downloaded from the **FCC-State Link** Internet site at <www.fcc.gov/wcb/iatd/stats.html>. It is available in print image (pdf) files and compressed (zip) files in word processor (MS Word) and spreadsheet (MS Excel or Lotus 123 .wk4) formats.

8. Network Usage and Growth

To monitor use of the public switched telephone network, the National Exchange Carrier Association (NECA) provides quarterly reports to the Commission on the volume of interstate access minutes of use (MOU) passing through the local switches. To supplement this information, local telephone companies that settle on a cost basis also provide to NECA, on an annual basis, their dial equipment minutes (DEM) and factors. Much of this information is not otherwise collected by any single entity.

The data reported in this section include new annual data for 2001 and revisions of the data that were contained in our previous reports.¹ Also included are the latest quarterly estimates of industry total access minutes, through the first quarter of 2003. The minutes reported here are those minutes that pass through the incumbent local exchange carriers' switches.

Beginning with data for 1999, local switching access minutes are now reported instead of carrier common line (CCL) access minutes for non-participants in the NECA common line tariff. Also, only total minutes are being reported, and we no longer receive monthly data. NECA now reports total local switching minutes quarterly instead of the monthly CCL access minutes, which were previously reported in monitoring reports through June 1999.²

Table 8.1 presents NECA's latest available information on local switching access minutes for interstate traffic that pass through the ILECs' switches. Quarterly data are shown for totals of the tier 1 carriers, the non-tier 1 carriers, and the industry. These figures do not include the minutes from the closed end of WATS or toll-free (800/888/877/866) calls. Table 8.2 provides quarterly industry total access minutes back to mid-1984.

Table 8.3 summarizes annual data for the total industry for 1980 through 2001 on local, state, interstate, and total DEM minutes. It also shows annual percentage growth rates and the

1 Data for 2002 are scheduled to be submitted by NECA on March 1, 2004.

2 There are three reasons for this. First, access reform changes that were implemented on January 1, 1998, have already caused the CCL rates for some price-cap incumbent local exchange carriers (ILECs) to go to zero, and will eventually cause the CCL rates for all price-cap ILECs to go to zero. Since ILECs derive their reported CCL minutes by dividing the CCL revenue by the CCL rate, this presents a reporting problem where a price-cap ILEC's CCL rates are zero. (Because the revenues are also zero, this calculation becomes zero divided by zero, which is undefined.) Second, the amount of non-premium minutes in the quarterly reports has declined to a level where it is no longer significant. Non-premium minutes for 1984, which was the first period for which data are available, represented 13% of the total access minutes. For 1998, non-premium minutes represented only 0.07% of the total minutes. Third, quarterly data, rather than monthly data, are sufficient and less burdensome for the carriers to maintain.

distribution between categories of usage. Table 8.4 summarizes industry total lines.³ Table 8.5 shows the average daily line usage. It is calculated from the values in Tables 8.3 and 8.4.

In 2001, based on a *Recommended Decision* of the Federal-State Joint Board on Separations, the Commission imposed an interim five-year freeze of the Part 36 jurisdictional separations categories and jurisdictional allocation factors. The freeze is in effect from July 1, 2001, to June 30, 2006, or until comprehensive separations reform is completed, whichever comes first. Under the interim freeze, price cap carriers were required to freeze their Part 36 categories and jurisdictional allocation factors. Rate-of-return carriers, however, were given the option to not freeze the Part 36 category relationships.⁴ In the order adopting the freeze, the Commission also concluded that carriers no longer would be required to perform separations studies, including traffic studies. Consequently, beginning with the data for 2001, the filing of DEM data is now voluntary. The total industry estimates for DEM for 2001 were calculated by calculating the rate of change between 2000 and 2001 for those carriers that did file, and assuming that the same rate of change applied to those carriers that did not file 2001 data.

The NECA compilation of data provided at the study area level appears in Tables 8.6 through 8.12. These tables provide annual data for the years 1998 through 2001.⁵ The study areas are sorted by state, and state totals or averages (where applicable) are provided. Within each state's listing, the study areas are arranged in numerical order by their NECA study area code.⁶ The second column identifies whether a study area is part of a Tier 1 cost company, a Tier 2 cost company, or an average schedule company (designated by a 1, 2, or AS, respectively). The data in these tables are revised and supersede the usage data in previous reports.⁷ Table 8.6 provides data on interstate access minutes of use.⁸ This table includes data for the study areas of average schedule

-
- 3 These lines are loops reported for universal service high cost loop support. These are from Table 3.20 of this report and equivalent tables in previous reports.
- 4 See *Jurisdictional Separations Reform and Referral to the Federal-State Joint Board*, CC Docket No. 80-286, Report and Order, 16 FCC Rcd 11382 (2001) (*Separations Freeze Order*).
- 5 Similar data (for cost companies) going back to 1992 appear in the June 1999 *Monitoring Report*, data going back to 1984 appear in the May 1993 *Monitoring Report*, and data going back to 1980 appear in the January 1992 *Monitoring Report*.
- 6 A study area is usually an operating company's operations in one state. The first two digits of the NECA study area code identify the state, and the remaining four digits identify the study area. The numerical code for each state is shown in Table 8.13.
- 7 In cases where study areas have merged, the historical data have been restated to reflect the merger.
- 8 Differences between the totals in Tables 8.6 and 8.1 are due to the differences in the

companies. Tables 8.7 through 8.10 provide data on dial equipment minutes for only those cost companies that voluntarily filed DEM data.⁹ Table 8.7 has local minutes; Table 8.8 has state toll minutes; Table 8.9 has interstate minutes; and Table 8.10 has total minutes.

Tables 8.11 and 8.12 present data on interstate separations factors. Table 8.11 presents DEM factors for the years 1998 through 2001. These are the ratios of interstate DEM to total DEM. Table 8.12 presents weighted (or transitional) DEM factors.

Table 8.13 provides a cross-reference table of the NECA state codes that are part of their study area codes.

The following descriptions of minutes of use measures are based on information provided by NECA:

Access MOU are "earned MOU" which are derived by dividing the earned revenues by the corresponding rate. This definition of access minutes is in agreement with the tariff review plan and ARMIS reports. Access minutes of use generating revenues have been discounted, which can produce distortions in revenue amounts. Further, revenues are normalized to include changes in terminating/originating and percent interstate use factors, billing adjustments, and the imputations of access charges (where applicable). Revenues are also calendarized, which will change derived minutes.

Access MOU include only the domestic portion of international calls. Similarly, WATS and toll-free (800/888/877/866) calls are counted only on one end of the call.¹⁰ Finally, minutes include time for incomplete calls and setup time.

reporting dates of the quarterly and annual usage filings. Table 8.1 includes the latest revisions in the data.

- 9 DEM data through 2000 are available for all cost companies in the October 2002 *Monitoring Report*. None of the companies that volunteered DEM data for 2001 revised their data for previous years. The line "total not reporting in 2001" in Tables 8.7 through 8.10 reflects the totals previously reported for 1998 to 2000 for those companies that did not report data for 2001, along with an estimate for the 2001 total, which assumes that the rate of change for the total of those companies was the same as for the total of the companies that did report 2001 data.
- 10 WATS calls generate access minutes only at the terminating end of the call and toll-free (800/888/877/866) calls generate access minutes only at the originating end of the call; both types of minutes are counted in the terminating minutes.

Table 8.6
Total Interstate Access Minutes by Study Area
(In Thousands)

Study Area ID Code	Type	Study Area Name	1998	1999	2000	2001
WISCONSIN (CONT.)						
330918	AS	NELSON TEL COOP	9,024	9,921	10,464	11,115
330920	2	NIAGARA TEL CO	13,236	13,872	13,844	13,590
330922	2	CENTURYTEL-MW-WI/NW	189,695	199,874	210,839	211,762
330924	2	CENTURYTEL-MW-KENDAL	18,430	206,709	228,392	230,128
330925	AS	BAYLAND TEL CO	3,586	3,785	4,189	4,787
330930	AS	GRANTLAND TELECOM	10,196	9,457	7,843	6,849
330931	2	CENTURYTEL-SO WI	14,827	14,838	15,048	15,845
330934	2	CENTURYTEL-MW-WI(PLATTEVILLE)	22,603	23,059	26,099	27,439
330936	2	INDIANHEAD TEL CO	5,079	8,335	6,756	6,218
330937	2	PRICE COUNTY TEL CO	11,051	12,812	12,813	13,402
330938	AS	NORTHEAST TEL CO	13,129	16,345	18,745	19,933
330942	AS	RICHLAND-GRANT COOP	5,867	6,374	4,697	6,766
330943	AS	RIVERSIDE TELECOM	10,403	15,241	9,433	7,530
330944	AS	FRONTIER-ST. CROIX	31,200	33,066	35,251	35,644
330945	AS	SCANDINAVIA TEL CO	4,620	7,028	9,452	10,291
330946	AS	SHARON TEL CO	4,032	4,322	4,625	4,834
330949	AS	SIREN TEL CO, INC	5,620	6,473	7,208	7,801
330950	2	CENTURYTEL-NW WI	56,447	59,681	70,380	73,401
330951	AS	SOMERSET TEL CO	9,246	10,112	10,799	11,130
330952	2	SE TEL OF WISCONSIN	21,475	22,058	22,874	21,906
330953	2	SPRING VALLEY TEL CO	2,735	3,037	3,435	3,740
330954	2	STOCKBRIDGE & SHERWD	6,431	4,637	5,073	5,343
330955	AS	STATE LONG DISTANCE	26,076	28,520	29,862	28,822
330956	2	CENTURYTEL-NORTH WI	29,507	32,648	36,089	37,340
330958	2	TENNEY TEL CO	2,706	3,034	3,282	3,342
330959	2	CENTURYTEL-MW-WI(THORP)	4,672	5,267	4,784	4,919
330960	AS	TRI-COUNTY TEL COOP	7,309	7,876	8,119	8,900
330962	AS	UNION TEL CO	9,292	10,366	10,653	10,614
330963	2	UTELCO, INC	37,394	42,504	42,596	44,003
330964	2	FRONTIER-WISCONSIN	44,208	46,177	47,611	46,822
330966	AS	VERNON TEL COOP	13,663	15,476	17,502	17,758
330967	AS	FRONTIER OF VIROQUA	8,035	8,953	8,593	8,671
330968	AS	WAUNAKEE TEL CO	19,182	15,728	16,499	16,624
330970	AS	CENTURYTEL-MW-WI	14,683	15,929	17,583	17,515
330971	AS	W. WISCONSIN TELCOM	16,253	17,394	18,447	20,250
330973	2	WITTENBERG TEL CO	4,311	4,815	5,074	5,160
330974	2	WOOD COUNTY TEL CO	61,044	68,475	72,443	77,039
331155	2	TELEPHONE USA OF WI	0	0	50,753	168,585
331159	2	CENTURYTEL-CENTRL WI	0	0	43,275	143,776
335220	1	WISCONSIN BELL	5,476,797	5,559,188	5,635,547	5,524,138
WYOMING Total			1,289,761	1,360,073	1,381,488	1,320,180
515108	1	QWEST CORP-WY	1,083,071	1,134,595	1,167,454	1,105,553
511595	2	UTC OF THE WEST-WY	28,307	30,299	32,810	33,022
512251	2	RANGE TEL COOP - WY	78,465	78,749	75,184	75,921
512289	2	CHUGWATER TEL CO	1,216	1,468	1,499	1,732
512290	2	ALL WEST COMM.-WY	1,686	1,969	2,482	2,220
512291	2	DUBOIS TEL EXCHANGE	8,774	10,432	10,198	10,173
512295	2	SILVER STAR TEL-WY	10,146	11,176	10,762	12,419
512296	2	TRI COUNTY TEL ASSN	27,121	34,175	30,422	29,987
512297	2	UNION TELEPHONE CO	34,243	37,658	30,120	27,483
512299	2	CENTURYTEL OF WY.	16,731	19,551	20,557	21,669
1	TOTAL TIER 1 COST COMPANIES		482,903,917	513,063,247	524,796,740	495,491,321
2	TOTAL TIER 2 COST COMPANIES		30,252,852	33,592,310	35,262,403	37,443,835
	TOTAL COST COMPANIES		513,156,770	546,655,557	560,059,142	532,935,156
AS	TOTAL AVERAGE SCHEDULE COMPANIES		5,696,596	6,310,860	6,547,542	6,655,013
TOTAL REPORTED			518,853,366	552,966,417	566,608,684	539,590,169

Table 8.7
Local Dial Eqjmt Minutes by Study Area
(In Thousands)

State	Study Area ID	Type	Study Area Name	1998	1999	2000	2001
TEXAS	442093	2	INDUSTRY TEL CO	7,366	7,069	7,746	4,666
TEXAS	442097	2	KERRVILLE TEL CO	256,782	483,070	514,019	518,725
TEXAS	442104	2	LAKE LIVINGSTON TEL	5,342	4,968	5,015	5,015
TEXAS	442105	2	LIPAN TEL CO	6,509	6,741	7,128	7,128
TEXAS	442116	2	MUENSTER DBA NORTEX	29,195	29,478	30,654	30,654
TEXAS	442135	2	SOUTHWEST TEXAS TEL	22,463	23,496	28,775	29,057
TEXAS	442150	2	TATUM TEL CO	24,410	28,267	29,169	29,169
TEXAS	442151	2	TAYLOR TEL CO-OP INC	77,009	80,789	83,255	83,255
TEXAS	442166	2	WEST TEXAS RURAL TEL	12,522	12,820	12,360	11,823
TEXAS	442168	2	WES-TEX TEL CO-OP	34,576	35,765	34,910	34,910
TEXAS	445216	1	SOUTHWESTERN BELL-TX	194,810,712	217,289,741	234,067,057	227,202,877
UTAH	505107	1	QWEST CORP-UT	20,199,091	21,974,457	25,045,214	24,976,784
VERMONT	143331	2	NORTHLAND TEL. CO.-VT	50,242	53,874	60,461	60,461
WASHINGTON	522451	2	WESTERN WAHAKIUM	7,435	7,006	6,966	7,102
WASHINGTON	525161	1	QWEST CORP-WA	49,481,173	57,970,626	64,022,607	63,847,682
WISCONSIN	330855	2	BRUCE TEL CO, INC	15,895	10,790	12,569	18,445
WISCONSIN	330860	2	CHEQUAMEGON COM COOP	46,681	56,867	48,274	82,505
WISCONSIN	330908	2	MARQUETTE-ADAMS COOP	26,047	34,050	34,788	34,788
WISCONSIN	330910	2	MILLTOWN MUTUAL TEL	23,970	36,952	37,489	18,445
WISCONSIN	330920	2	NIAGARA TEL CO	20,987	26,846	28,138	26,138
WISCONSIN	330936	2	INDIANHEAD TEL CO	18,030	18,451	24,320	24,320
WISCONSIN	330953	2	SPRING VALLEY TEL CO	4,322	9,090	9,518	4,878
WISCONSIN	330973	2	WITTENBERG TEL CO	30,493	32,437	33,382	50,326
WISCONSIN	335220	1	WISCONSIN BELL	34,692,311	37,286,833	40,131,561	35,587,322
WYOMING	512251	2	RANGE TEL COOP - WY	173,410	205,732	220,082	217,326
WYOMING	512289	2	CHUGWATER TEL CO	1,316	1,589	1,752	5,465
WYOMING	512291	2	DUBOIS TEL EXCHANGE	15,188	19,614	17,466	17,625
WYOMING	512297	2	UNION TELEPHONE CO	56,269	73,226	75,323	73,024
WYOMING	515108	1	QWEST CORP-WY	3,319,603	3,959,314	5,004,778	4,991,104
		1	TOTAL TIER 1 COST COMPANIES REPORTING IN 2001	1,799,141,296	2,049,586,387	2,254,368,588	2,182,949,231
		2	TOTAL TIER 2 COST COMPANIES REPORTING IN 2001	8,576,685	9,953,454	10,704,913	10,786,503
			TOTAL COST COMPANIES REPORTING IN 2001	1,807,717,981	2,059,539,841	2,265,073,501	2,193,735,734
			TOTAL AVERAGE SCHEDULE COMPANIES ESTIMATE	38,845,424	32,154,864	39,219,829	36,384,640
			TOTAL REPORTING IN 2001	1,846,563,405	2,091,694,705	2,304,293,330	2,230,120,374
			TOTAL NOT REPORTING IN 2001*	1,145,157,353	1,286,717,828	1,605,152,885	1,553,484,579
			TOTAL INDUSTRY ESTIMATE	2,991,720,758	3,378,412,533	3,909,446,215	3,783,604,954

* The 2001 figure for the total of these companies is estimated by assuming they have the same average rate of change from 2000 as those companies that did report.

Table 8.8
Total Dial Equipment Minutes by Study Area
(In Thousands)

State	Study Area ID Code	Type	Study Area Name	1998	1999	2000	2001
TEXAS	442093	2	INDUSTRY TEL CO	18,654	20,438	22,530	22,530
TEXAS	442097	2	KERRVILLE TEL CO	391,669	628,963	663,803	668,331
TEXAS	442104	2	LAKE LIVINGSTON TEL	11,627	11,846	11,987	11,987
TEXAS	442105	2	LIPAN TEL CO	14,943	15,264	15,958	15,958
TEXAS	442116	2	MUENSTER DBA NORTEX	49,476	51,977	55,903	55,903
TEXAS	442135	2	SOUTHWEST TEXAS TEL	46,300	45,165	48,262	49,140
TEXAS	442150	2	TATUM TEL CO	29,594	33,897	34,866	34,866
TEXAS	442151	2	TAYLOR TEL CO-OP INC	105,688	109,209	112,247	112,247
TEXAS	442166	2	WEST TEXAS RURAL TEL	26,625	26,451	26,700	26,591
TEXAS	442168	2	WES-TEX TEL CO-OP	50,562	51,365	48,741	48,741
TEXAS	445216	1	SOUTHWESTERN BELL-TX	237,777,878	260,845,112	277,868,403	269,005,930
UTAH	505107	1	QWEST CORP-UT	26,144,936	28,140,419	31,086,900	31,001,962
VERMONT	143331	2	NORTHLAND TEL. CO-VT	79,548	85,101	92,403	92,403
WASHINGTON	522451	2	WESTERN WAHAKIUM	15,719	15,691	15,695	15,362
WASHINGTON	525161	1	QWEST CORP-WA	63,420,216	72,488,058	78,226,559	78,012,826
WISCONSIN	330855	2	BRUCE TEL CO. INC	26,798	21,117	22,212	32,696
WISCONSIN	330860	2	CHEQUAMEGON COM COOP	90,529	109,714	103,521	173,344
WISCONSIN	330908	2	MARQUETTE-ADAMS COOP	46,115	56,395	53,618	53,618
WISCONSIN	330910	2	MILLTOWN MUTUAL TEL	32,924	48,868	50,123	32,696
WISCONSIN	330920	2	NIAGARA TEL CO	50,475	53,465	54,348	54,348
WISCONSIN	330936	2	INDIANHEAD TEL CO	27,734	33,271	35,943	35,943
WISCONSIN	330953	2	SPRING VALLEY TEL CO	6,832	14,864	15,828	8,321
WISCONSIN	330973	2	WITTENBERG TEL CO	43,367	46,881	45,382	68,275
WISCONSIN	335220	1	WISCONSIN BELL	45,547,900	48,515,934	52,509,627	46,451,706
WYOMING	512251	2	RANGE TEL COOP - WY	286,321	327,429	350,677	351,288
WYOMING	512289	2	CHUGWATER TEL CO	3,341	3,770	4,065	7,936
WYOMING	512291	2	DUBOIS TEL EXCHANGE	29,254	34,184	33,003	32,942
WYOMING	512297	2	UNION TELEPHONE CO	109,450	137,638	134,732	130,634
WYOMING	515108	1	QWEST CORP-WY	5,129,831	6,050,316	7,272,568	7,252,697
	1		TOTAL TIER 1 COST COMPANIES REPORTING IN 2001	2,318,748,280	2,598,217,163	2,829,251,220	2,729,773,024
	2		TOTAL TIER 2 COST COMPANIES REPORTING IN 2001	14,484,211	16,394,300	17,521,500	17,566,361
			TOTAL COST COMPANIES REPORTING IN 2001	2,333,232,491	2,614,611,463	2,846,772,720	2,747,339,385
			TOTAL AVERAGE SCHEDULE COMPANIES ESTIMATE	59,373,701	48,373,095	58,425,378	54,201,826
			TOTAL REPORTING IN 2001	2,392,606,192	2,662,984,558	2,905,198,098	2,801,541,211
			TOTAL NOT REPORTING IN 2001*	1,577,926,178	1,751,413,082	2,092,937,408	2,017,092,271
			TOTAL INDUSTRY ESTIMATE	3,970,532,370	4,414,397,640	4,998,135,506	4,818,633,482

* The 2001 figure for the total of these companies is estimated by assuming they have the same average rate of change from 2000 as those companies that did report.