

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

The Staff of the Missouri		
Public Service Commission,		
Complainant		Case No. LC-2009-0343
v.		
Norstan Network Services, Inc.,		
Respondent		

ANSWER AND RESPONSE TO ORDER TO SHOW CAUSE

Comes now Respondent NetWolves Network Services, Inc., doing business as Norstan Network Services, Inc., ("NNSI") and as and for its Answer to the Complaint filed by the Staff of the Missouri Public Service Commission ("Staff") and as and for its Response to the Order to Show Cause issued by the Missouri Public Service Commission ("the Commission") in the above-captioned proceeding, states as follows:

ANSWER TO STAFF'S COMPLAINT

1. NNSI admits the factual allegations of Paragraph 1 of the Staff's Complaint.
2. NNSI admits the factual allegations of Paragraph 2 of the Staff's Complaint.
3. NNSI admits the factual allegations of Paragraph 3 of the Staff's Complaint, and states further that it has timely filed its annual registration materials with the Missouri Secretary of State.
4. NNSI admits the factual allegations of Paragraph 4 of the Staff's Complaint.

5. NNSI admits the factual allegations of Paragraph 5 of the Staff's Complaint, but states further that such contact information is out of date and that the correct current contact information is:

Norstan Network Services, Inc.
4710 Eisenhower Blvd., Suite E8
Tampa, FL 33634.

6. Paragraph 6 of the Staff's Complaint states a legal conclusion to which no response is required, but NNSI does not dispute the Staff's legal conclusion.
7. Paragraph 7 of the Staff's Complaint states a legal conclusion to which no response is required, but NNSI does not dispute the Staff's legal conclusion.
8. NNSI lacks information sufficient to admit or deny the factual allegations of Paragraph 8 of the Staff's Complaint, but states that it has not been able to locate such a letter from the Executive Director of the Commission in any of NNSI's records.
9. NNSI admits the factual allegations of Paragraph 9 of the Staff's Complaint, but states that such failure to file was not willful not intentional on NNSI's part.
10. NNSI lacks information sufficient to admit or deny the factual allegations of Paragraph 10 of the Staff's Complaint, but states that it has not been able to locate such a letter from the Commission's General Counsel in any of NNSI's records.

11. NNSI lacks information sufficient to admit or deny the factual allegations of Paragraph 11 of the Staff's Complaint, but states that it has not been able to locate such a letter from the Commission's General Counsel in any of NNSI's records.
12. NNSI admits the factual allegations of Paragraph 12 of the Staff's Complaint.
13. Paragraph 13 of the Staff's Complaint states a legal conclusion to which no response is required.
14. Paragraph 14 of the Staff's Complaint states a legal conclusion to which no response is required.
15. Paragraph 15 of the Staff's Complaint states a legal conclusion to which no response is required.
16. Paragraph 16 of the Staff's Complaint states a legal conclusion to which no response is required.
17. Paragraph 17 of the Staff's Complaint states a legal conclusion to which no response is required.

ADDITIONAL FACTS RESPONSIVE TO STAFF'S COMPLAINT

18. The parent corporation of NNSI, NetWolves Corporation, entered the protection of the United States Bankruptcy Court on May 21, 2007, in the Middle District of Florida, under Case No. 8:07-bk-4186-PMG. That proceeding was initiated under Chapter 11 of the U. S. Bankruptcy Code, and NNSI was included as a named debtor (under Case No. 8:07-bk-4193-PMG.)
19. On October 27, 2007, NetWolves Corporation submitted, on behalf of itself and all its affiliates including NNSI, a Joint Plan of Reorganization.
20. The Bankruptcy Court's Final Decree and Certificate of Substantial Consummation did not become effective until March 5, 2009, per the Court's Order dated April 27, 2009.
21. During the 23 months of bankruptcy proceedings, NNSI management personnel were consumed with working through the reorganization process, and were distracted from regulatory issues in several states, including Missouri.
22. NNSI management were not aware of the need for an annual filing with the Commission separate and in addition to the annual corporate filing with the Missouri Secretary of State, and believed – mistakenly – that the Secretary of State filings were sufficient to remain in good standing for the company's operations in Missouri.

23. NNSI received a copy of the Complaint in April 2009, and for the first time became aware – after consultation with telecommunications counsel - of the need for a separate annual filing with the Commission.
24. NNSI has completed and filed with the Commission Annual Report-Competitive Telecommunications Carrier forms for calendar years 2007 and 2008. Copies of those completed Reports are attached hereto as Exhibits 1 and 2.
25. NNSI did not intend to fail to comply with the Commission's filing requirements or to obstruct the Commission's operations in any way. NNSI's failure to file a 2007 Annual Report was inadvertent and due to its distraction during bankruptcy.

RESPONSE TO ORDER TO SHOW CAUSE

26. On May 1, 2009 the Commission issued its Order to Show Cause in this proceeding, directing NNSI to show why it should not be found to have defaulted on a response to the Staff's Complaint.
27. When NNSI received the Staff's Complaint, NNSI consulted with counsel, and counsel for NNSI communicated with counsel for the Staff regarding an appropriate response.
28. NNSI believed that it had in fact filed a 2007 Annual Report with the Commission, and continued to search its records to recover a copy of that filing.

It was NNSI's intention to demonstrate that the Staff's assertion regarding a failure to file was in error by producing a copy of the 2007 filing.

29. When that search was completed, NNSI discovered that all it had filed was its 2007 Annual Report with the Missouri Secretary of State, not with the Commission.
30. As a result of that search, NNSI did not immediately respond to the Staff's Complaint.
31. NNSI has now answered Staff's Complaint, and explained the reason behind its failure to file its 2007 Annual Report.
32. NNSI believes it has now responded fully and fairly to the Staff's Complaint, and requests that the Commission accept and give full credit to its Answer (as stated above.)
33. NSI has also been engaged in discussions with Commission Staff regarding compliance with the Commission's requirements and possible settlement of the Complaint.

CONCLUSION

NNSI requests that the Commission:

1. find and determine that NNSI's failure to timely file its 2007 Annual Report was unintentional and inadvertent, and not an intended violation of the Commission's regulatory requirements;

2. find and determine that NNSI has now fully and fairly answered the Staff's Complaint, and accept NNSI's Answer as though timely filed; and,
3. toll the procedural schedule for this matter so as to permit NNSI to complete discussions with the Commission's Staff regarding a possible settlement.

Dated: May 15, 2009.



s/Christopher K. Sandberg

Christopher K. Sandberg, Esq.

LOCKRIDGE GRINDAL NAUEN PLLP

Suite 2200

100 Washington Avenue South

Minneapolis, MN 55401

Telephone: 612-339-6900

Facsimile: 612-339-0981

cksandberg@locklaw.com

Counsel for Norstan Network Services, Inc.

EXHIBIT 1

NORSTAN NETWORK SERVICES, INC. (NNSI)
Company Name

(Provide the full name of the company as certificated or registered with the Missouri Public Service Commission. Do not abbreviate; yet include any Commission approved d/b/a or fictitious name, if applicable.)

**COMPETITIVE TELECOMMUNICATIONS CARRIER
OR VOIP PROVIDER**

**ANNUAL REPORT
TO THE**

MISSOURI PUBLIC SERVICE COMMISSION

For the Calendar Year of
January 1 - December 31, 2007

Please select how the company is certificated or registered with the Commission under the Company Name as shown above (check all that apply):

- ☐ Competitively Classified Incumbent Local Exchange Telecommunications Carrier (ILEC)
- ☐ Competitive Local Exchange Telecommunications Carrier (CLEC)
- ☒ Competitive Interexchange Telecommunications Carrier (IXC)
- ☐ Interconnected Voice over Internet Protocol Service Provider (VoIP)*

Please choose one of the following filing options to indicate the security level of the filing:

- ☐ Public submission (NOT Proprietary or Highly Confidential)
- ☐ Non-Public submission (Highly Confidential or Proprietary filing)
(For this filing to be considered highly confidential or proprietary, additional submission of materials is required pursuant to Commission rule 4 CSR 240-3.540 and Section 392.210, RSMo, as found in the instructions inside this form.)

*VoIP Providers are required to submit a Proprietary and Public Version regarding customer line counts pursuant to H.B. 1779 and Section 392.550 RSMo. See Instructions Page 1 for details.

Annual Report of NORSTAN NETWORK SERVICES INC (NNSI)
for the calendar year of January 1 - December 31, 2007

1. State in full the company's information below:

4710 EISENHOWER BLVD SUITE EB
Company Street Address
4710 EISENHOWER BLVD SUITE EB
Company Mailing Address
TAMPA FL 33634
City State Zip

(813) 579 3224
Telephone Number
(813) 882 0209
Fax Number
rafael.vanegas@networks.com
E-Mail Address

2. Missouri Commission Authorization

(A.) Identify the most recent case number(s) and the effective date(s) of any Commission orders authorizing the company to provide telecommunications and/or VoIP services. Include cases in which the Missouri Public Service Commission approved a company name change. Explanation should explain Commission action (e.g., "Granted certificate to provide basic local telecommunications services" or "Approved name change from Company A to Company B").

Case Number	Effective Date	Explanation
<u>TA-92-190</u>	<u>06/12/1992</u>	

(B.) If the company is an incumbent local telecommunications company with status as a competitive company, identify the case number and effective date of the Commission Order granting competitive classification:

Case No.: _____ Date: _____

3. This company is currently a (check appropriate box):

☒ Corporation ☐ Sole Proprietorship ☐ LP
☐ Partnership ☐ LLC ☒ Other - Explain

4. Annual Report Contact Information: State in full the name, address, telephone number, and e-mail address of the company personnel or third-party preparer completing this Annual Report:

RAFAEL VANE GAS
Name
4710 EISENHOWER BLVD SUITE EB
Street Address
4710 EISENHOWER BLVD SUITE EB
Mailing Address
TAMPA FL 33634
City State Zip

(813) 579 3224
Telephone Number
(813) 882 0209
Fax Number
rafael.vanegas@networks.com
E-mail Address

5. Consumer Complaint Contact Information: Please provide company contact information in the event a complaint is received from a company subscriber.

Name: JULIE TRIERWEILER
Telephone Number: (888) 638 9600
E-mail Address: julie.trierweiler@networks.com

(See Instructions Pages 6 - 7 for more information to complete this page.)

Annual Report of NORSTAN NETWORK SERVICES, INC (NNSI)
for the calendar year of January 1 - December 31, 2007

6. Please provide the current name, address, telephone number and e-mail address for the regulatory contact person in the company. This information should be the same as shown in the Electronic Filing and Information System (EFIS), required by 4 CSR 240-3.545 (22) for telecommunications companies.

RAFAEL VANEGAS
Name
4710 EISENHOWER BLVD STE E8
Street Address
4710 EISENHOWER BLVD STE E8
Mailing Address
TAMPA
City
FL
State
33634
Zip

(813) 5793224
Telephone Number
(813) 8820209
Fax Number
rafael.vanegas@networks.com
E-mail Address

7. Identify the principal or general officers of the company at the end of the year. Please include an additional sheet, if enough space is not provided on this page, to completely provide the requested information.

Title of General Officer
<u>CEO / PRESIDENT</u>
<u>COO / TREASURER</u>

Name of Person Holding Office
<u>SCOTT FOOTE</u>
<u>PETER CASTLE</u>

8. Please provide a list of all mergers, consolidations, and reorganizations involving the registered or certificated company and completed during the last year.

CH. 11 BANKRUPTCY MAY 21, 2007

(See Instructions Page 7 for more information to complete this page.)

Annual Report of

NDJSTAN NETWORK SERVICES INC (NNSI)

for the calendar year of January 1 - December 31,

2007

9. Please provide the following information concerning the company's revenues for this calendar year:

Row	Revenues:	MO Jurisdictional	Total Company ¹
1.	Local Service Revenues includes revenues attributed to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for VoIP service.		
2.	Interexchange Revenues includes revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange VoIP services.		
3.	Non-Switched Telecommunications Service Revenues includes revenues attributed to retail local and interexchange private line services (but not special access or private line services provided to other telecommunications carriers).	19,700.-	16,738,157.-
4.	Bundled or Packaged Revenues includes any revenues whereby the company is providing voice services in combination with multiple services whereby revenue can not be easily attributed to local, interexchange or non-switched categories. If such bundles includes Internet, video or some non-regulated service then the company's revenue shall be based on the company's rate offer for solely voice services. The excess revenue associated with the bundled service which is over the amount related to revenue associated with voice only service shall be recorded in the Total Company column. If voice service is only offered as part of a bundled service, the company shall identify all revenue associated with the bundle of services in the Missouri Jurisdictional column.		
5.	Retail Uncollectible Revenues from telecommunications revenues. (This amount is generally a negative number.)		
6.	RETAIL SUBTOTAL (This amount should equal the total of Rows 1 - 5 above.)		
7.	Wholesale Revenues includes intrastate switched, private line, and special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.		
8.	Miscellaneous Revenues includes directory revenues, rent revenues, corporate operations revenues, special billing arrangements, customer operations, plant operations, other incidental regulated revenues, and other revenue settlements.		
9.	Other Uncollectible Revenues from other revenues. (This amount is generally a negative number.)		
10.	High-Cost Federal USF Revenues includes all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A	
11.	Other Federal USF Revenues includes all revenues received as support from the Universal Service Fund for the following programs: Low Income, Schools and Libraries, and Rural Health.	N/A	
12.	State USF Revenues includes all revenues received as support from the Universal Service Fund.		
13.	TOTAL (This amount should equal the total of Rows 6 - 12 above.)	19,700.-	16,738,157.-

Total MO Jurisdictional Revenues should match revenues reported for PSC assessment purposes as reported by the company in its Statement of Revenue form.

	MO Jurisdictional
14. Net Jurisdictional Revenues used for MoUSF assessment purposes. (This amount should equal the Retail Subtotal (Row 6) above.)	19,700.-

For additional definitions see:

"Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

"Interconnected voice over internet protocol service" as defined by Section 386.020(23) RSMo.

FCC Part 32-Uniform System of Accounts for Telecommunications Companies.

¹ List total regulated (including interconnected VoIP revenue) and, if applicable, non-regulated revenue for company name as listed at the top of this page. Do not include revenues for any company NOT listed at the top of the page.

(See Instructions Page 7 for more information to complete this page.)

Annual Report of JOHNSON NETWORK SERVICES, INC (JNSI)
for the calendar year of January 1 - December 31, 2007

10. Low Income and Disabled Universal Service Fund Subscriber Quantities

Do you offer basic local telecommunications service or VoIP service as listed under 386.020 RSMo.?

☐ Yes

☐ No

If yes, please quantify the number of low income and disabled subscribers as reported to USAC (federal support, Form 497) and to the Missouri Universal Service Fund administrator for the past calendar year. (Insert "0"s if you do not have such subscribers.)

Month	Number of Missouri Low Income Subscribers	Number of Missouri Disabled Subscribers
January	N/A	N/A
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
TOTAL:	0	0

(See Instructions Page 7 for more information to complete this page.)

for the calendar year of January 1 - December 31, 2007

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Completion of Page 5(a) required only for companies providing local voice services as listed under 392.245.5(3) RSMo. or VoIP service as listed under 386.020 RSMo.

Page 5(a)

for the calendar year of January 1 - December 31, 2007

Exchange Access Lines Provided to BUSINESS Customers

12.

Exchange	Section A: Local Voice Service & Interconnected VoIP Service			Section B: Other	Section C: ISP
	Full Facility	Partial Facility	Resale		

Completion of Page 5(b) required only for companies providing local voice services as listed under 392.245.5(3) RSMo. or VoIP service as listed under 386.020 RSMo. VoIP providers must submit this page as proprietary (P); see Instructions Page 1 for submission requirements.

(See Instructions Pages 7 - 9 for more information to complete this page.)

Annual Report of NORSTAN NETWORK SERVICES INC
for the calendar year of January 1 - December 31, 2007

Relay Missouri Annual Billing, Collections and Retention

13. Do you offer basic local telecommunications service or IVoIP service as listed under 386.020 RSMo.?

☐ Yes
☒ No

If yes, complete the following:

Month	Relay Missouri Revenue Collected	Relay Missouri Retention Amount	Relay Missouri Revenue Remitted to Commission
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Total	\$	\$	\$

14. Please indicate the per line value of the Relay Missouri Surcharge you charge your customers each month.

\$ _____

15. If your firm did not impose the Relay Missouri Surcharge, please explain:

(See Instructions Page 7 for more information to complete this page.)

Annual Report of NORSTAN NETWORK SERVICES INC (NNSI)
for the calendar year of January 1 - December 31, 2007

VERIFICATION

The foregoing report must be verified by the oath of the President, Treasurer, General Manager or Receiver of the company. The oath required may be taken before any person authorized to administer an oath (Notary Public) by the laws of the State in which the same is taken.

OATH

State Of FLORIDA }
County Of HILLSBOROUGH } ss:

Name of Affiant (Company Official/Representative)
s/he is TREASURER / COO
Official Title of the Affiant (Company Official/Representative)
of NORSTAN NETWORK SERVICES INC
Exact Legal Title or Name of the Respondent (Certificated Company Name)
and is located at 4710 EISENHOWER BLVD SUITE E8, TAMPA, FL 33634
Address and Telephone Number of the Affiant (Company Official/Representative)

that s/he has examined the foregoing report; that to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business and affairs of the above-named respondent.

from January 1, 2007, to and including December 31, 2007
Month/Day Year Month/Day Year

[Signature]
Signature of Affiant (Company Official/Representative)

Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,

this 11th day of May, 2009.

My Commission expires

5/10/13



[Signature]
Signature of Notary Public

Missouri Revised Statutes § 392.210 or §393.140

EXHIBIT 2

NOXSTAN NETWORK SERVICES, INC (NNSI)

Company Name

(Provide the full name of the company as certificated or registered with the Missouri Public Service Commission. Do not abbreviate; yet include any Commission approved d/b/a or fictitious name, if applicable.)

**COMPETITIVE TELECOMMUNICATIONS CARRIER
OR VOIP PROVIDER**

**ANNUAL REPORT
TO THE
MISSOURI PUBLIC SERVICE COMMISSION**

For the Calendar Year of
January 1 - December 31, 2008

Please select how the company is certificated or registered with the Commission under the Company Name as shown above (check all that apply):

- ☐ Competitively Classified Incumbent Local Exchange Telecommunications Carrier (ILEC)
- ☐ Competitive Local Exchange Telecommunications Carrier (CLEC)
- ☒ Competitive Interexchange Telecommunications Carrier (IXC)
- ☐ Interconnected Voice over Internet Protocol Service Provider (VoIP)*

Please choose one of the following filing options to indicate the security level of the filing:

- ☐ Public submission (NOT Proprietary or Highly Confidential)
- ☐ Non-Public submission (Highly Confidential or Proprietary filing)
(For this filing to be considered highly confidential or proprietary, additional submission of materials is required pursuant to Commission rule 4 CSR 240-3.540 and Section 392.210, RSMo, as found in the instructions inside this form.)

*VoIP Providers are required to submit a Proprietary and Public Version regarding customer line counts pursuant to H.B. 1779 and Section 392.550 RSMo. See Instructions Page 1 for details.

Annual Report of NORSTAR NETWORK SERVICES, INC. (NNSI)
for the calendar year of January 1 - December 31, _____

1. State in full the company's information below:

4710 EISENHOWER BLVD SUITE E8
Company Street Address
4710 EISENHOWER BLVD SUITE E8
Company Mailing Address
TAMPA FL 33634
City State Zip

(813) 579 3209
Telephone Number
(813) 882 0209
Fax Number
rafael.vanegas@networks.com
E-Mail Address

2. Missouri Commission Authorization

(A.) Identify the most recent case number(s) and the effective date(s) of any Commission orders authorizing the company to provide telecommunications and/or VoIP services. Include cases in which the Missouri Public Service Commission approved a company name change. Explanation should explain Commission action (e.g., "Granted certificate to provide basic local telecommunications services" or "Approved name change from Company A to Company B").

Case Number	Effective Date	Explanation
<u>TA-92-790</u>	<u>06/12/1992</u>	

(B.) If the company is an incumbent local telecommunications company with status as a competitive company, identify the case number and effective date of the Commission Order granting competitive classification:

Case No.: _____ Date: _____

3. This company is currently a (check appropriate box):

☒ Corporation ☐ Sole Proprietorship ☐ LP
☐ Partnership ☐ LLC ☒ Other - Explain

4. Annual Report Contact Information: State in full the name, address, telephone number, and e-mail address of the company personnel or third-party preparer completing this Annual Report:

RAFAEL VANEGAS
Name
4710 EISENHOWER BLVD STE E8
Street Address
4710 EISENHOWER BLVD STE E8
Mailing Address
TAMPA FL 33634
City State Zip

(813) 579 3224
Telephone Number
(813) 882 0209
Fax Number
rafael.vanegas@networks.com
E-mail Address

5. Consumer Complaint Contact Information: Please provide company contact information in the event a complaint is received from a company subscriber.

Name: JULIE TRIERWEILER
Telephone Number: (888) 638 9658
E-mail Address: julie.trierweilero@networks.com

(See Instructions Pages 6 - 7 for more information to complete this page.)

Annual Report of NORSTAN NETWORK SERVICES, INC (NNSI)
for the calendar year of January 1 - December 31, 2003

6. Please provide the current name, address, telephone number and e-mail address for the regulatory contact person in the company. This information should be the same as shown in the Electronic Filing and Information System (EFIS), required by 4 CSR 240-3.545 (22) for telecommunications companies.

RAFAEL VANEGAS
Name
4710 EISENHOWER BLVD STE EB
Street Address
4710 EISENHOWER BLVD STE EB
Mailing Address
MIAMI FL 33634
City State Zip

(813) 579 3224
Telephone Number
(813) 882 0209
Fax Number
rafael.vanegas@networks.com
E-mail Address

7. Identify the principal or general officers of the company at the end of the year. Please include an additional sheet, if enough space is not provided on this page, to completely provide the requested information.

Title of General Officer
<u>CEO / PRESIDENT</u>
<u>COO / TREASURER</u>

Name of Person Holding Office
<u>SCOTT FOOTE</u>
<u>PETER CASTLE</u>

8. Please provide a list of all mergers, consolidations, and reorganizations involving the registered or certificated company and completed during the last year.

(See Instructions Page 7 for more information to complete this page.)

Annual Report of

NOKSTAN NETWORK SERVICES INC (NNSI)

for the calendar year of January 1 - December 31,

2008

9. Please provide the following information concerning the company's revenues for this calendar year:

Row	Revenues:	MO Jurisdictional	Total Company ¹
1.	Local Service Revenues includes revenues attributed to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for VoIP service.		
2.	Interexchange Revenues includes revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange VoIP services.		
3.	Non-Switched Telecommunications Service Revenues includes revenues attributed to retail local and interexchange private line services (but not special access or private line services provided to other telecommunications carriers).	12,467.-	18,503,858.-
4.	Bundled or Packaged Revenues includes any revenues whereby the company is providing voice services in combination with multiple services whereby revenue can not be easily attributed to local, interexchange or non-switched categories. If such bundles includes Internet, video or some non-regulated service then the company's revenue shall be based on the company's rate offer for solely voice services. The excess revenue associated with the bundled service which is over the amount related to revenue associated with voice only service shall be recorded in the Total Company column. If voice service is only offered as part of a bundled service, the company shall identify all revenue associated with the bundle of services in the Missouri Jurisdictional column.		
5.	Retail Uncollectible Revenues from telecommunications revenues. (This amount is generally a negative number.)		
6.	RETAIL SUBTOTAL (This amount should equal the total of Rows 1 - 5 above.)		
7.	Wholesale Revenues includes intrastate switched, private line, and special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.		
8.	Miscellaneous Revenues includes directory revenues, rent revenues, corporate operations revenues, special billing arrangements, customer operations, plant operations, other incidental regulated revenues, and other revenue settlements.		
9.	Other Uncollectible Revenues from other revenues. (This amount is generally a negative number.)		
10.	High-Cost Federal USF Revenues includes all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A	
11.	Other Federal USF Revenues includes all revenues received as support from the Universal Service Fund for the following programs: Low Income, Schools and Libraries, and Rural Health.	N/A	
12.	State USF Revenues includes all revenues received as support from the Universal Service Fund.		
13.	TOTAL (This amount should equal the total of Rows 6 - 12 above.)	12,467.-	18,503,858.-

Total MO Jurisdictional Revenues should match revenues reported for PSC assessment purposes as reported by the company in its Statement of Revenue form.

	MO Jurisdictional
14. Net Jurisdictional Revenues used for MoUSF assessment purposes. (This amount should equal the Retail Subtotal (Row 6) above.)	12,467.-

For additional definitions see:

"Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

"Interconnected voice over internet protocol service" as defined by Section 386.020(23) RSMo.

FCC Part 32-Uniform System of Accounts for Telecommunications Companies.

¹ List total regulated (including interconnected VoIP revenue) and, if applicable, non-regulated revenue for company name as listed at the top of this page. Do not include revenues for any company NOT listed at the top of the page.

(See Instructions Page 7 for more information to complete this page.)

Annual Report of NORSTAN NETWORK SERVICES INC (NNSI)
for the calendar year of January 1 - December 31, 2008

10. Low Income and Disabled Universal Service Fund Subscriber Quantities

Do you offer basic local telecommunications service or IVoIP service as listed under 386.020 RSMo.?

☐ Yes

☐ No

If yes, please quantify the number of low income and disabled subscribers as reported to USAC (federal support, Form 497) and to the Missouri Universal Service Fund administrator for the past calendar year. (Insert "0"s if you do not have such subscribers.)

Month	Number of Missouri Low Income Subscribers	Number of Missouri Disabled Subscribers
January	N/A	N/A
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
TOTAL:	0	0

(See Instructions Page 7 for more information to complete this page.)

2023

11.

Completion of Page 5(a) required only for companies providing local voice services as listed under 392.245.5(3) RSMo. or VoIP service as listed under 386.020 RSMo.

Page 5(a)

NORSTAN NETWORK SERVICES INC (NNSI)

2003

12.

[illegible]

Completion of Page 5(b) required only for companies providing local voice services as listed under 392.245.5(3) RSMo. or VoIP service as listed under 386.020 RSMo. VoIP providers must submit this page as proprietary (P); see Instructions Page 1 for submission requirements.

(See Instructions Pages 7 - 9 for more information to complete this page.)

Annual Report of WORSTAN NETWORK SERVICES INC
for the calendar year of January 1 - December 31, 2008

Relay Missouri Annual Billing, Collections and Retention

13. Do you offer basic local telecommunications service or IVoIP service as listed under 386.020 RSMo.?

☐ Yes

☒ No

If yes, complete the following:

Month	Relay Missouri Revenue Collected	Relay Missouri Retention Amount	Relay Missouri Revenue Remitted to Commission
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Total	\$	\$	\$

14. Please indicate the per line value of the Relay Missouri Surcharge you charge your customers each month.

\$ _____

15. If your firm did not impose the Relay Missouri Surcharge, please explain:

(See Instructions Page 7 for more information to complete this page.)

Annual Report of NORSTAN NETWORK SERVICES INC (NNSI)
for the calendar year of January 1 - December 31, 2008

VERIFICATION

The foregoing report must be verified by the oath of the President, Treasurer, General Manager or Receiver of the company. The oath required may be taken before any person authorized to administer an oath (Notary Public) by the laws of the State in which the same is taken.

OATH

State Of FLORIDA }
County Of HILLSBOROUGH } ss:

Name of Affiant (Company Official/Representative)
s/he is PETER CASTLE makes oath and says that

Official Title of the Affiant (Company Official/Representative)
of NORSTAN NETWORK SERVICES INC

Exact Legal Title or Name of the Respondent (Certificated Company Name)
and is located at 4710 EISENHOWER BLVD SUITE 100, TAMPA FL 33634

Address and Telephone Number of the Affiant (Company Official/Representative)

that s/he has examined the foregoing report; that to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business and affairs of the above-named respondent.

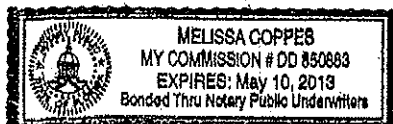
from January 1, 2008, to and including December 31, 2008
Month/Day Year Month/Day Year

Signature of Affiant (Company Official/Representative)

Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,

this 11th day of May, 2009.

My Commission expires



Signature of Notary Public