

Missouri Public NORSTAN NETWORK SERVICES INC d/b/a NETWOLVES NETWORK SERVICES INC d/b/a NETWOLVES NETWORK ORDINAL PROPERTY OF THE PROPERTY OF **SERVICES INC**

Company Name

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

TELECOMMUNICATIONS COMPANY OR IVOIP PROVIDER

ANNUAL REPORT TO THE MISSOURI PUBLIC SERVICE COMMISSION

For the Calendar Year of January 1 - December 31, 2009

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	elect how the company is certificated or registered with the Commission Name as shown above (check all that apply):	n under the
	Incumbent Local Telecommunications Company (not competitively classified ILEC)	
	Incumbent Local Exchange Telecommunications Company (competitively classified II	_EC)
\checkmark	Competitive Local Exchange Telecommunications Company (CLEC)	
	Interexchange Telecommunications Company (IXC)	-
	Local Non-switched Telecommunications Provider (classified in EFIS as IXC)	
	Interconnected Voice over Internet Protocol Service Provider (IVoIP)	
Please cl	noose <u>one</u> of the following filing options to indicate the security level o	f the filing:
\checkmark	Public submission (NOT Proprietary or Highly Confidential)	
	Non-Public submission (Highly Confidential or Proprietary filing) (See instructions for special requirements.)	
Please rev	iew the instructions document before proceeding by using the link below:	For use when filing
Adoba Interac	tive Rev. 02/05/2010	under seal

Annual Report of NORSTAN NETWORK SERVICES INC d/b/a NETWOLVES NETWORK SERVICES

for the calendar year of January 1 - December 31, 2009

State in full the comp	pany's information belo	ow:				
4710 EIS	SENHOWER BLVD SUIT	E E8	813-5793224			
C	ompany Street Address	Telephone Number				
4710 EIS	SENHOWER BLVD SUIT	E E8	813-8820209			
C	ompany Mailing Address		Fax Number			
TAMPA	FL	33634	rafael.vanegas@netwolves.com			
City	State	Zip	E-Mail Address			
This company is cur	rently a (check approp	riate box):				
Corporation	Sole Proprietorship	□ LP				
Partnership	□ rrc	Other - Explai	n			
Annual Report Conta List the contact informat differ from the address in	ion of the person completin	ng the form, whether	an employee or a third-party preparer. This m			
	RAFAEL VANEGAS		813-5793224			
	Name		Telephone Number			
4710 FIS	SENHOWER BLVD SUITI	F F8	813-8820209			
77 10 LIC	Street Address	L L0	Fax Number			
4710 FIS	SENHOWER BLVD SUITI	F F8	rafael.vanegas@netwolves.com			
	Mailing Address		E-mail Address			
TAMPA	FL	33634				
City	State	33634 Zip	_			
additional sheet, if enou	gh space is not provided or		he end of the year. Please include an eletely provide the requested information.			
Title of Gen	erai Onicer		Name of Person Holding Office			
CEO / PRESIDENT			SCOTT FOOTE			
COO / TREASURER			PETER CASTLE			
			rganizations involving the registered or or one include internal company reorganizations			
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Annual Report of NORSTAN NETWORK SERVICES INC d/b/a NETWOLVES NETWORK SERVICES INC

for the calendar year of January 1 - December 31, 2009

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

Row	Revenues:	MO Jurisdictional (Column A)		Total Company ¹ (Column B)
I. RE			** **	
	Local Service Revenues include tariffed revenues attr buted to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for IVoIP service.			
	Interexchange Revenues include revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange IVoIP services.			
	Non-Switched Telecommunications Service Revenues include revenues attributed to retail local and interexchange private line services (but not special access or private line services provided to other telecommunications carriers).	\$ 7,559.50		\$ 18,356,671.27
	Bundled or Packaged Revenues include 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.)			
	RETAIL TOTAL (This amount should equal the total of Rows 1 - 5 above and should also match your Missouri Universal Service Fund Net Jurisdictional Revenue Report amount)	\$ 7,559.50		\$ 18,356,671.27
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7.	Wholesale Revenues include intrastate switched, special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.			4 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
8.	Miscellaneous Revenues ² associated with non-retail services, such as, advertising revenues, rent revenues, corporate operations revenues, special billing arrangements, customer operations, plant operations, other incidental regulated revenues, and other revenue settlements. (NOTE FOR ILEC ONLY: refer to FCC account #s: 5230, 5240, 5250, 5261, 5262, 5263, 5264, 5269, and 5270.)			
9.	Other Uncollectible Revenues from other revenues. (This amount is generally a negative number.)			1 - M - M - M - M - M - M - M - M - M -
	High-Cost Federal USF Revenues include all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A		
	Other Federal USF Revenues include all revenues received as support from the Universal Service Fund for the following programs: Low Income, Schools and Libraries, and Rural Health.	N/A		
	State USF Revenues include all revenues received as support from the Universal Service Fund.			
13	TOTAL REVENUES (This amount should equal the total of Rows 6 - 12 above.) Total MO Jurisdictional Revenue (Column A) should match Total Gross Intrastate Operating Revenue on the Statement of Revenue .	\$ 7,559.50		\$ 18,356,671.27

2	If you have miscellaneous revenue related to re	ail telecommunications	s services, then enter it in F	₹ow 1.		
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[&]quot;Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

[&]quot;Interconnected Voice over Internet Protocol service" as defined by Section 386.020(23) RSMo.

¹ List total regulated revenue and IVoIP revenue provided by a registered company and, if applicable, non-regulated revenue for company name as listed at the top of this page. (This form may be submitted by an affiliate, but a separate form must be completed by each certificated or registered entity. Do not include revenues for any company NOT listed at the top of the page.

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for the calendar year of January 1 - December 31, 2009

7.	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.)

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

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NORSTAN NETWORK SERVICES INC d/b/a NETWOLVES NETWORK SERVICES INC

for the calendar year of January 1 - December 31, 2009

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8.

Line Quantities for Local Voice Service & IVoIP Service¹

				Re	ŧ	ail						Wholesale to Non-Registered	
	Residential				Business					Nomadic IVolP			
	**	Facility-based ³	÷	Resale/UNE ⁴ **	•	11/4	Facility-based ³	A A	** Resale/UN	E ⁴	**	** Providers ⁶	**
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Totals:				9.1	Τ								

¹ See instructions for additional clarification about filling out this page.

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² Exchange refers to areas as listed in ILEC tariffs. (Exchanges are not always the same as rate centers, wire centers and central offices.)

³ Facility-based refers to lines served whereby your company or an affiliate owns the switch and/or local loop.

⁴ Resale/UNE refers to lines served whereby your company leases all switch and loop facilities from a non-affiliated carrier either through an agreement or a discounted tariffed rate.

⁵ Wholesale to Non-registered Nomadic IVoIP Providers refers to arrangements where your company is providing wholesale services for a nomadic IVoIP provider who is not registered with the Missouri PSC. (Do not use this column for retail line quantities or if your company sets the end user's rates.)

Relay Missouri Revenue Collected (collected or received, according to your record-keeping methods) Month Relay Missouri Revenue Amount (of the amount collected) (of the amount collected) April May June July August Leptember October Rocember Total Relay Missouri Revenue Remitted to Commission (of the amount collected) Relay Missouri Revenue Remitted to Commission (of the amount collected) April May June July August Leptember October Rocember Total Relay Missouri Revenue Remitted to Commission (of the amount collected) April May June July August Leptember Total Relay Missouri Revenue Remitted to Commission (of the amount collected) April May June July August Leptember Total		.or a	- Jaiolidai youi oi e		uary 1 - December 31,	2009	
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Annual Customer Proprietary Network Information (CPNI) Compliance Certificate

(A	copy of a company's FCC CPNI filing will suffice for the required descriptions for all items except H.2.)
	Check this box if the company submitted its annual CPNI filing for this year in a separate filing to the MO Public Service Commission that is not attached to the company's annual report. If this box is not checked, please complete the requested items shown below:
13.	The company affirms having established operating procedures that are adequate to ensure compliance with the Missouri Public Service Commission's CPNI rules of 4 CSR 240-33.160(7).
	Indicate which of the following apply with Y (Yes) or N (No).
	A. The company has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI. Attached is a brief description of the company's system.
	B. The company has implemented personnel training as to when personnel are or are not authorized to use CPNI including an express disciplinary process. Attached is a brief description of the company's training and disciplinary process.
	C. The company maintains records for at least one year of sales and marketing campaigns of its own, its agents, affiliates, joint venture partners and any independent contractors, that use its customers' CPNI. Such records include a description of each campaign, the specific CPNI that was used in the campaign and what products and services were offered as a part of the campaign. Attached is a brief description of the company's record maintenance system.
	D. The company has a supervisory review process for outbound marketing situations. Attached is a brief description of the company's review process.
	E. The company has procedures in place whereby the company will provide the Missouri Commission written notice within five business days of any instance where the opt-out mechanisms do not work properly, to such a degree that customers' inability to opt-out is more than an anomaly. Attached is a brief description of the company's procedures.
	Indicate which of the following apply with a check mark in the appropriate box for each item (F - H). F. Actions Taken - Select one of the options below checking the box next to it.
	The company has not taken any actions against any individual or entity that unlawfully obtains, uses, discloses or sells CPNI.
	2. The company has taken actions against an individual or entity that unlawfully obtains, uses, discloses or sells CPNI, a description of which is attached.
	G. Complaints Received - Select one of the options below checking the box next to it.
	The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.
	2. The company has received customer complaints in the past year concerning the unauthorized release of CPNI, a summary of which is attached.
	H. Sharing CPNI Information - Select one of the options below checking the box next to it.
	The company does not share CPNI with joint venture partners or independent contractors (except for billing and collection services)
	2. The company obtains OPT-IN approval from customers before disclosing a customer's CPNI to its joint venture partners or independent contractors (except for billing and collection services). The company enters into confidentiality agreements that comply with 4 CSR 240-33.160(3)(A)3 if the company shares CPNI with agents, affiliates, joint venture partners, or independent contractors. Attached is a description of how the agreements comply with MoPSC rules for sharing information with such entities.

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for the calendar year of January 1 - December 31,2009

		VERIFICA	ATION		
The foregoing report company. The oath re of the State in which the	must be verified by t quired may be taken b he same is taken.	he oath of the Pre efore any person au	sident, Treasure athorized to admir	r, General Manager o nister an oath (Notary F	r Receiver of the Public) by the laws
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<u></u>		FER CASTLE company Official/Repo	resentative)	makes oath and	says that
s/he is TREASURER / COO					
<u></u>	al/Representative)				
of	NORSTAN NETWORK SERVICES INC Exact Legal Title or Name of the Respondent (Certificated Company Name)				
and is located at				TAMPA, FL 33634 pany Official/Representa	tive)
statements of fact cor affairs of the above-na EFIS; to the best of hi Certification, chosen to	ined the foregoing repintained in the said reponamed respondent, 2) exist or her knowledge, in the applicable alternating any's CPNI safeguar	ort are true and the sexamined (and update formation, and believes and attached all	said report is a co ed as applicable) of, all listed contact	the company's contacts are correct, and) re	business and it information in ead the CPNI
from	January 1	_ · ·	and including	December 31	2009
	Month/Day	YearSign	hature of Affiant (Co	Month/Day Ompany Official/Represe	Year ntative)
Subscribed	and sworp to before n	ne, a Notary Public,	in and for the Sta	^ ~	named,
this	15	dayof	Jach	, 2010	
My Commission expires _			V. MELISSA COPF MY COMMISSION & D EXPIRES: May 10 Ronded Thru Notary Public	2013	k.
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When filing this form electronically, electronic signatures are acceptable. See the instructions for details.