

**IOWA UTILITIES BOARD**FILED WITH  
Executive Secretary

TELEPHONE UTILITY ANNUAL REPORT of

May 21, 2009

TNetix Telecommunications Services, Inc.

IOWA UTILITIES BOARD

Company Name

For the Year Ended December 31, 2008

Pursuant to 199 IAC 23.1(2), an annual report is required to be filed with the Board each year. The information contained in the annual report is needed to meet the Board's statutory obligations. Please provide the following information for your **telecommunications utility** to aid in the compilation of this information.

**COMPANY CONTACT INFORMATION**

Company Contact Person	Jenni O'Halloran
(The person whose name is shown will be placed on the Iowa Utilities Board's official mailing list.)	
Title	Tax Accountant
Company Name	TNetix Telecommunications Services, Inc.
- DBA (Doing Business As)	Same as above
Address	14651 Dallas Parkway, Suite 600
City/State/Zip Code	Dallas, TX 75254
Phone Number	972-277-0620
Fax Number	972-277-0301
E-Mail Address	johalloran@securustech.net
<b>Emergency Contact Information:*</b>	
Name	_____
Title	_____
Phone Number	_____

\*This should be an operations position staffed 24 hrs/day, such as a control center or an operations dispatcher. For smaller utilities this should be a 24X7 cell phone or pager, or the home address and home phone number where the responsible person may be reached, or alternatively a municipal police-fire dispatcher. Please do not use a 24 hour customer service number unless you also provide an alternate number that is accessible during an outage or emergency.

**2008 ASSESSABLE REVENUES INFORMATION**

	<u>Amount</u>
Iowa Local Exchange gross operating revenues	\$ 0
Iowa Intrastate Revenues	\$ 0
Total Access Lines as of 12/31/2008	0

"Iowa Local Exchange gross operating revenues" means all revenues from services that are subject to the Board's jurisdiction for rate regulation or service quality regulation during the calendar year. The company's portion of the industry-specific and remainder assessments will be figured on the basis of this revenue. See Iowa Code § 476.10.

"Iowa intrastate revenues" means all revenues from intrastate telephone services that are not included in the preceding item, regardless of whether the services are regulated, deregulated, or exempt. These revenues include Iowa Local Exchange Intrastate Deregulated revenues and Iowa Interexchange Intrastate Regulated and Deregulated revenues. This amount will be added to the preceding amount to determine the company's portion of the assessment for the dual party relay service. See Iowa Code § 477C.7(2).

"Total Access Lines" includes all lines in service assigned NXX and individual number assignments, both residential and business; test lines; and employee discounted or free lines.

**IOWA UTILITIES BOARD**

**NOTIFICATION OF THE COMPLAINT PROCESS**

Provide the date(s) in **2008** on which you provided the notification of complaints resolution process as required by 199 IAC 22.4(1)"b." All local exchange utilities shall notify their customers, by bill insert or notice on the bill form, of the address and telephone number where a utility representative qualified to assist in resolving the complaint can be reached. The bill insert or notice shall also include the following statement: "If (utility name) does not resolve your complaint, the service may be subject to state regulation. You may request assistance from the Iowa Utilities Board, 350 Maple Street, Des Moines, Iowa 50319-0069, (515) 281-3839 or toll-free (877) 565-4450 or E-mail [iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us)." A telephone utility which provides local exchange service and issues an annual directory shall publish the information in its directory in addition to a mailing.

Bill Insert Date

\_\_\_\_\_

or

Notice on Bill Form Date

\_\_\_\_\_

Published complaint resolution information in last telephone directory

YES \_\_\_\_\_ NO \_\_\_\_\_

Date last directory published

\_\_\_\_\_

**LINK-UP and LIFELINE**

Provide low-income connection assistance program (Link-Up) pursuant to 199 IAC 39.3(476)

YES \_\_\_\_\_ NO \_\_\_\_\_

If Yes:

Provide the number of customers assisted in 2008

\_\_\_\_\_

Provide Low-Income Lifeline Assistance pursuant to 199 IAC 39.3(476)

YES \_\_\_\_\_ NO \_\_\_\_\_

If Yes:

Provide the number of customers registered for Lifeline as of 12/31/2008

\_\_\_\_\_

Subscriber verification as required by 199 IAC 39.3(5)

YES \_\_\_\_\_ NO \_\_\_\_\_

Company Name

## IOWA UTILITIES BOARD

## ATTESTATION

I, Jenni O'Halloran certify that I am the Company Representative  
 (Type or print the name of the individual)

responsible for the Annual Report of TNetix Telecommunications Services, Inc.  
 (Name of Company)

that I have examined the foregoing report, that to the best of my knowledge, information, and belief, all statements of fact contained in said report are true and said report is a correct statement of the business and affairs of the above-named respondent with respect to each and every matter set forth therein during the periods from January 1, 2008, and December 31, 2008, inclusive.

Date May 21, 2009

\_\_\_\_\_  
 (Signature)

\_\_\_\_\_  
 Tax Accountant

\_\_\_\_\_  
 (Title)

\_\_\_\_\_  
 14651 Dallas Parkway, Suite 600

\_\_\_\_\_  
 (Street and Address)

\_\_\_\_\_  
 Dallas, TX 75254

\_\_\_\_\_  
 (City, State, and Zip Code)

\_\_\_\_\_  
 972-277-0620

\_\_\_\_\_  
 (Telephone Number)

On October 31, 2008, the Iowa Utilities Board (IUB) adopted rules regarding electronic filing. Beginning with the 2008 annual reports, the entire report is to be filed electronically with the Iowa Utilities Board. Reports are to be filed with the Iowa Utilities Board on or before **April 1** as directed in the 199 IAC 23.1(2). The blank Telephone Annual Report is posted on our Web site at:  
<http://www.state.ia.us/iub/>.

**Questions** – Contact Leighann LaRocca at 515/281-4443 or [Leighann.LaRocca@iub.state.ia.us](mailto:Leighann.LaRocca@iub.state.ia.us).