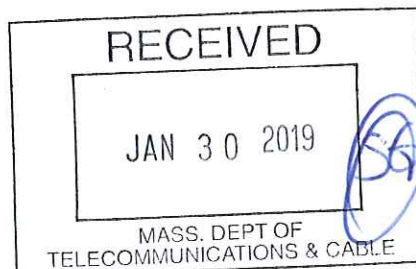




whip city fiber



Shonda D. Green  
Executive Administrative Coordinator  
Commonwealth of Massachusetts  
Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, MA 02118-6500

RE: Information Requests issued by the Department of Telecommunications and Cable in docket D.T.C. 19-1; Petition of City of Westfield Gas and Electric Light Department for Designation as an Eligible Telecommunications Carrier.

Dear Ms. Green,

Westfield Gas and Electric would like to offer the following responses to the Departments questions, along with attachments as noted.

If the Department has any questions or requires further information please let me know.

Regards,

John Leary  
Information Technology Supervisor  
Westfield Gas and Electric

- D.T.C. 1-1 a. Identify by name and title WG+E's executive officers and senior managers, and identify the areas of responsibility of senior managers with respect to the services WG+E intends to offer in the service area.

Tony Contrino, General Manager  
Michael Lee, Operations Manager  
Jay Kline, Business & Finance Manager  
John Leary, Information Technology Supervisor

- b. Provide a complete and detailed description of the ownership structure of WG+E. Also, provide a complete and detailed list of all of WG+E's affiliates, if any, and provide all of the names under which each does business.

Westfield Gas + Electric is a Department of the City of Westfield, organized and a Municipal Light Plant organized under MGL 164. WG+E has no affiliates. Westfield Gas + Electric uses the brand name Whip City Fiber for its Internet and data services.

- D.T.C. 1-2 Regarding "each locally owned municipal broadband network," as referenced throughout the Petition:

- a. Identify the owner of "each locally owned municipal broadband network."

The WG+R Consortium for CAF II is comprised of 20 individual Towns, each of which is funding the design, construction, and operation of Gigabit Passive Optical Network (GPON) to residences and businesses within its municipal border. Generally, each Town has bonded for the capitol to construct each network with the Commonwealth of Massachusetts contributing to each project. Each municipality retains ownership the network.

- b. Explain WG+E's relationship to "each locally owned municipal broadband network."

WG+E has been chosen by the Commonwealth of Massachusetts, Executive Office of Housing and Economic Development as the Owners Project Manager for each of the 20 individual Towns. Inter Government Agreements (IGA) have been executed. IGAs have also been completed for some of the Towns for WG+E to become the Network Operator and Internet Service Provider contractor.

D.T.C. 1-3 Describe WG+E's commercial relationship with Ooma Premier and TPx Communications for voice service, including any contracts related to resold voice service. In particular:

WG+E has contracted with Ooma for resale of residential phone services. Contract attached.

TPx is used to resell Business Voice Services, contracted with our Intelisys Master Agent Agreement, Contract Attached

c. Explain how WG+E will ensure service quality and emergency functionality for resold service.

WG+E directly supports all Ooma residential customers, quality and functionality problems are received and corrected by WG+E customer service and Tech Services. All support issues are tracked, any common or major support issues are remedied between WG+E Network Operations and Ooma engineering.

d. Explain how WG+E will ensure continued voice service in the event that WG+E's relationship with Ooma Premier or TPx Communications ends.

Voice Over Internet Protocol (VOIP) is available from many wholesale vendors. Our Master Agent agreement with Intelisys gives WG+E access to dozens of VOIP vendors. In the event of existing vendor relationship ending without contract extension, WG&E will engage and transition to a new vendor, assisting residents with any required support.

D.T.C. 1-4 Identify all states and any countries other than the United States where WG+E or any of its affiliates provides telecommunications services.

WG+E operates a utility owned fiber network and a GPON network in the City of Westfield, Massachusetts. Additionally, WG+E provides Telecommunication services in the Town of Otis, MA and Alford, MA as the owners contracted Network Operator and Internet Service Provider. WG+E does not provide telecommunication service outside of Massachusetts or in any other country.

D.T.C. 1-5 Identify any communities in Massachusetts where WG+E currently offers voice or broadband services.

Currently voice and broadband services are offered in Westfield, Otis and Alford, Massachusetts.



- D.T.C. 1-6 Certify whether WG+E or any affiliate has any outstanding tax liabilities or other late payments or liabilities due and owing to the Commonwealth of Massachusetts or any government and/or any quasi-public entity in any other jurisdictions. If so, provide complete and detailed documentation identifying the amount(s) owed and explaining the reasons for such arrears.

WG+E certifies that it has no outstanding tax liabilities to any government or entity in any jurisdiction.

- D.T.C. 1-7 Identify any and all ongoing litigation involving WG+E or any of its affiliates in any jurisdiction. Provide a docket number and summary of the litigation for each matter identified.

WG+E certifies that it has no outstanding litigation in any jurisdiction.

- D.T.C. 1-8 Certify whether the FCC, any state utilities commission, or any other government agency has rendered or entered a finding, criminal conviction (including plea agreements), or civil judgment against WG+E, its executive officers or senior managers, or any of its affiliates during the last ten years. Provide a copy of any such finding, conviction, plea agreement, or civil judgment entered against WG+E, its executive officers or senior managers, or its affiliates.

WG+E certifies that it has no findings of criminal convictions in the last 10 years.

- D.T.C. 1-9 Identify and describe the broadband and voice plans WG+E plans to offer in the service area, including information on bandwidth, pricing, contract terms and service limitations. Currently finalized pricing is available in the Town of Otis and Alford. Other Towns to be determined prior to service launch. Town of Otis pricing is one (1) Gbps Internet for \$69.95 and Ooma Premier residential service for \$14.95. In the Town of Alford pricing is one (1) Gbps Internet for \$110.00 and Ooma Premier residential service for \$14.95.

- D.T.C. 1-10 Describe how WG+E will certify and verify the eligibility of each of its Lifeline subscribers.

WG+E anticipates engaging a 3<sup>rd</sup> party contractor which specializes in in Lifeline program management. Currently in negotiations with Inteserra Consulting Group.

D.T.C. 1-11 Please file WG+E's FCC Form 183 (Short-Form Application) with the Department.

FCC Form 183 is cumulative in FCC Form 683. (Attached)

D.T.C. 1-12 Please file WG+E's FCC Form 683 (Long-Form Application) with the Department within five business days after filing with the FCC.

FCC Form 183 is cumulative in FCC Form 683. (attach)

D.T.C. 1-13 Provide an organization chart showing the employees or groups responsible for the following services:

a. WG+E's Internet Service Provider Services.\

See attached chart.

b. WG+E's Network Operator Services.

See attached chart.

D.T.C. 1-14 Explain what WG+E means by "some of the Towns" in Section II.A of the Petition.

All Towns have not contacted for Internet Service Provider and Network Operations for these services, it is expected that WG+E will be the Towns contractor.

D.T.C. 1-15 Describe WG+E's experience with constructing broadband networks and the qualifications that WG+E is requiring of its subcontractors if any.

WG&E has built and operated a fiber network in the City of Westfield since 1997, serving primarily WG+E utility facilities, City of Westfield municipal facilities, City of Westfield School Department facilities, and Large Enterprise customers. In 2014 WG+E created the Whip City Fiber brand and build over 80 miles of GPON offering 1 Gigabit symmetrical Internet Service and phone services passing over, 12,000 residences and businesses, currently with over 3500 subscribers. WG+E employees a team of engineers with Joseph Parda as primary Project Manager. WG+E has been selected as the only approved Owners Project Manager under the Last Mile Infrastructure Grant program awards by the Commonwealth of Massachusetts Executive Office of Housing and Economic Development.