

June 14, 2010

Missouri Public Service Commission
Manager of Data Center
200 Madison Street, suite 100
PO Box 360
Jefferson City, MO
65102-0360

Convergia, Inc.

After receiving a notice of non filing of our 2009 annual report, please note that said report has been mailed back on March 18, 2010 as per copy attached as well as copy of the statement of revenue report.

If you require additional information, please do not hesitate to contact the undersigned.

Regards,


Joyce Tessier
U.S Tax Analyst
Joyce.tessier@future.ca
Tel: (514) 694-7710 #5535
Fax: (514) 428-8473

FILED

JUN 21 2010

Missouri Public
Service Commission

Convergia, 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

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

- Incumbent Local Telecommunications Company (not competitively classified ILEC)
- Incumbent Local Exchange Telecommunications Company (competitively classified ILEC)
- 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 (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)
(See instructions for special requirements.)

Please review the instructions document before proceeding by using the link below:
(link placeholder)



For use
when filing
under seal

Annual Report of Convergia, Inc.

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

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

<u>237 Hymus Blvd.</u> Company Street Address	<u>(514) 694-7710</u> Telephone Number	
<u>C/O Joyce Tessier</u> Company Mailing Address	<u>(514) 428-8473</u> Fax Number	
<u>Pointe-Claire, Quebec, Canada</u> City	<u>H9R 5C7</u> State	<u>joyce.tessier@future.ca</u> E-Mail Address

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

- Corporation Sole Proprietorship LP
 Partnership LLC Other - Explain

3. Annual Report Contact Information:

List the contact information of the person completing the form, whether an employee or a third-party preparer. This may differ from the address in Item No. 1.

<u>Joyce Tessier</u> Name	<u>(514) 694-7710</u> Telephone Number	
<u>Same as in 1</u> Street Address	<u>(514) 428-8473</u> Fax Number	
<u>Mailing Address</u>	<u>joyce.tessier@future.ca</u> E-mail Address	
<u>City</u>	<u>State</u>	<u>Zip</u>

4. 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.

<u>Title of General Officer</u>	<u>Name of Person Holding Office</u>
<u>CEO, Chairman & Director</u>	<u>Frederick H. Miller</u>
<u>President & Director</u>	<u>Alejandro Bitar</u>
<u>Director</u>	<u>Lorenzo Bitar</u>
<u>US Tax Analyst</u>	<u>Joyce Tessier</u>

5. Please provide a list of all mergers, consolidations, and reorganizations involving the registered or certificated company and completed during the last year. Do not include internal company reorganizations or personnel issues.

None

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. RETAIL			
1.	Local Service Revenues include tariffed 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 IVoIP service.		
2.	Interexchange Revenues include revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange IVoIP services.	\$ 1,071.39	\$ 8,780,273.06
3.	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).		\$ 4,267,508.94
4.	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.)		
6.	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)	\$ 1,071.39	\$ 13,047,782.00
II. OTHER			
7.	Wholesale Revenues include intrastate switched, special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.		
8.	Miscellaneous Revenues² 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 #: 5230, 5240, 5250, 5261, 5262, 5263, 5264, 5269, and 5270.)		
9.	Other Uncollectible Revenues from other revenues. (This amount is generally a negative number.)		
10.	High-Cost Federal USF Revenues include all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A	
11.	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	
12.	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 .	\$ 1,071.39	\$ 13,047,782.00

¹ "Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

² "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.

² If you have miscellaneous revenue related to retail telecommunications services, then enter it in Row 1.

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Annual Report of Convergia, Inc.

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		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
TOTAL:	0	0



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Line Quantities for Local Voice Service & IVoIP Service¹

Exchange ²	Retail										Wholesale to Non-Registered Nomadic IVoIP Providers ⁵			
	Residential					Business								
	**	Facility-based ³	**	**	Resale/UNE ⁴	**	**	Facility-based ³	**	**		Resale/UNE ⁴	**	**
Totals:		0			0			0			0			0

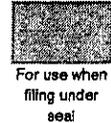
See instructions for additional clarification about filling out this page.

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

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

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.

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.)



Annual Report of Convergia, Inc.

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

Relay Missouri Annual Billing, Collections and Retention

9. 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 <small>(collected or received, according to your record-keeping methods)</small>		Relay Missouri Retention Amount <small>(of the amount collected)</small>		Relay Missouri Revenue Remitted to Commission <small>(of the amount collected)</small>	
	***	***	***	***	***	***
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
Total						

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

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

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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

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.

F. **Actions Taken** - Select one of the options from the drop-down box below (by clicking the cell below and then clicking on the arrow to the right of the box directly below):

1. The company has not taken any actions against any individual or entity that unlawfully obtains, uses, discloses or sells CPNI.

G. **Complaints Received** - Select one of the options from the drop-down box below (by clicking the cell below and then clicking on the arrow to the right of the box directly below):

1. The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

H. **Sharing CPNI Information** - Select one of the options from the drop-down box below (by clicking the cell below and then clicking on the arrow to the right of the box directly below):

1. The company does not share CPNI with joint venture partners or independent contractors (except for billing and collection services)

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 Quebec }
County Of Pointe-Claire } ss:
Frederick H. Miller makes oath and says that
Name of Affiant (Company Official/Representative)
s/he is CEO
Official Title of the Affiant (Company Official/Representative)
of Convergia, Inc.
Exact Legal Title or Name of the Respondent (Certificated Company Name)
and is located at 237 Hymus Blvd., Pointe-Claire, Quebec, Canada H9R 5C7
Address and Telephone Number of the Affiant (Company Official/Representative)

that s/he has 1) examined the foregoing report; 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, 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct, and 3) read the CPNI Certification, chosen the applicable alternatives and attached all required documentation, which is a true and correct description of the company's CPNI safeguards.

from January 1, 2009, to and including December 31, 2009
Month/Day Year Month/Day Year

Frederick H. Miller
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 8th day of March, 2010.



February 6, 2012
Elizabeth Manzoni
Signature of Notary Public



Commissioners

ROBERT M. CLAYTON III
Chairman

JEFF DAVIS

TERRY M. JARRETT

KEVIN GUNN

ROBERT S. KENNEY

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

WESS A. HENDERSON
Executive Director

DANA K. JOYCE
Director, Administration and
Regulatory Policy

ROBERT SCHALLENBERG
Director, Utility Services

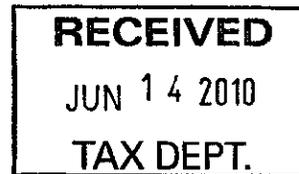
NATELLE DIETRICH
Director, Utility Operations

STEVEN C. REED
Secretary/General Counsel

KEVIN A. THOMPSON
Chief Staff Counsel

June 7, 2010

Joyce Tessier
Convergia, Inc.
Pointe Claire, Quebec
H9R 5C7 Canada



Pursuant to Section 392.210.1, RSMo, Section 393.140(6), RSMo, and the Rules at 4 CSR 240-3.165 (Electric Utilities), 4 CSR 240-3.245 (Gas Utilities), 4 CSR 240-3.335 (Sewer Utilities), 4 CSR 240-3.435 (Steam Heating Utilities), 4 CSR 240-3.540 (Telecommunications Companies), and 4 CSR 240-3.640 (Water Utilities), public utilities are required to submit an annual report to the Missouri Public Service Commission on or before April 15th.

This letter is a notification and warning that the Missouri Public Service Commission has not received from your company its required 2009 Annual Report as of the date of this letter.

If your company does not file its report by **June 21, 2010**, it will be subject to legal action under state law for failure to submit an annual report on time. A utility that does not timely file its annual report is subject to a penalty of one hundred dollars (\$100) and an additional penalty of one hundred dollars (\$100) for each day that it is late in filing its annual report.

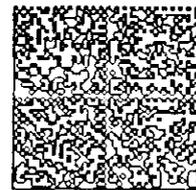
Questions about the annual report form or its content may be submitted to: **Joan Wandel (573) 751-4785** or by email at Joan.Wandel@psc.mo.gov. The completed document should be submitted under EFIS (accessible from the Commission's Web page <http://www.psc.mo.gov>) or mailed to:

Manager of the Data Center
Missouri Public Service Commission
200 Madison Street, Suite 100
P.O. Box 360
Jefferson City, MO 65102-0360

Sincerely,

Kevin Thompson
Chief Staff Counsel

Convergia, Inc.
C/O Joyce Tessier
237 Hymus Blvd.
Pointe-Claire, Quebec
Canada H9R 5C7



PB031 1923640
005618 km242
0614 141643



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65102-0360