

Global Crossing Telemanagement, 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 (IVoIP)

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

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

<u>225 Kenneth Drive</u>			<u>800-414-1973</u>
Company Street Address			Telephone Number
<u>same as above</u>			<u>877-766-2492</u>
Company Mailing Address			Fax Number
<u>Rochester</u>	<u>New York</u>	<u>14623</u>	<u>www.globalcrossing.com</u>
City	State	Zip	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>Lori Blakely</u>			<u>585-255-1327</u>
Name			Telephone Number
<u>225 Kenneth Drive</u>			<u>877-766-2492</u>
Street Address			Fax Number
<u>same as above</u>			<u>lori.blakely@globalcrossing.com</u>
Mailing Address			E-mail Address
<u>Rochester,</u>	<u>New York</u>	<u>14623</u>	
City	State	Zip	

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>see attached.</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 VoIP service.	\$ -	\$ -
2.	Interexchange Revenues include revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange VoIP services.	\$ 53,024.10	\$ 1,868,257.40
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.	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)	\$ 53,024.10	\$ 1,868,257.40
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 #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.)	\$ -	\$ -
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 .	\$ 53,024.10	\$ 1,868,257.40

"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.

¹ List total regulated revenue and VoIP 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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for the calendar year of January 1 - December 31, 2009

7. Low Income and Disabled Universal Service Fund Subscriber Quantities

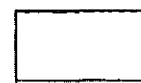
Do you offer basic local telecommunications service or IVolP service as listed under 386.020 RSMo.?

☒ 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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8.

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	**		
BELTON											2			
BLUE SPG											1			
CARL JCT											1			
EUREKA											1			
FENTON											10			
FLAT RIVER											1			
GREENWOOD											2			
HARVESTER											1			
IMPERIAL											1			
JOPLIN											1			
KANSASCITY											23			
LADUE											11			
LEESSUMMIT											4			
LIBERTY											1			
MANCHESTER											1			
MAXVILLE											3			
RICHMOND											1			
SAPPINGTON											1			
SPRINGFLD											10			
ST LOUIS											10			
Totals:		0			0			0			86		0	

¹ See instructions for additional clarification about filling out this page.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.)
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Relay Missouri Annual Billing, Collections and Retention

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

☒ Yes☐ No

If yes, complete the following:

Month	Relay Missouri Revenue Collected (collected or received, according to your record-keeping methods)		Relay Missouri Retention Amount (of the amount collected)		Relay Missouri Revenue Remitted to Commission (of the amount collected)	
	**	**	**	**	**	**
January	\$	16.12	\$	-	\$	16.12
February	\$	15.08	\$	-	\$	15.08
March	\$	14.69	\$	-	\$	14.69
April	\$	14.30	\$	-	\$	14.30
May	\$	13.91	\$	0.14	\$	13.77
June	\$	12.74	\$	0.13	\$	12.61
July	\$	12.35	\$	-	\$	0.13
August	\$	12.09	\$	-	\$	-
September	\$	11.70	\$	-	\$	-
October	\$	11.57	\$	-	\$	-
November	\$	11.70	\$	-	\$	-
December	\$	11.44	\$	-	\$	-
Total	\$	157.69	\$	0.27	\$	86.70

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

\$ 0.13

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):

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):

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)

Annual Report of Global Crossing Telemanagement, Inc.

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

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 New York }
County Of Monroe } ss:

Michael J. Shortley, III makes oath and says that
Name of Affiant (Company Official/Representative)

s/he is Vice President & Regional General Counsel, N America
Official Title of the Affiant (Company Official/Representative)

of Global Crossing Telemanagement, Inc.
Exact Legal Title or Name of the Respondent (Certificated Company Name)

and is located at 225 Kenneth Drive; Rochester, NY 14623 Tel: 585-255-1429
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

M. J. Shortley, III
Signature of Affiant (Company Official/Representative)

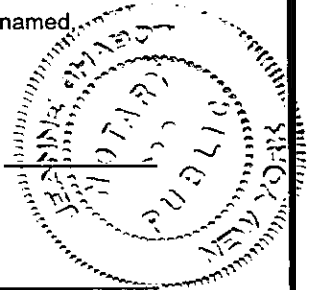
Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,

this 11th day of May, 2010

My Commission expires

JEANNE CHABOT
Notary Public, State of New York
No. 01CH6034835
Qualified in Ontario County
Commission Expires December 20, 2013

Jeanne Chabot
Signature of Notary Public



Global Crossing Telemanagement, Inc.
Board of Directors and Officers

Directors:

Name	Title	Location
John A. Kritzmacher	Director	200 Park Avenue, Suite 300; Florham Park, NJ 07932
Mitchell C. Sussis	Director	200 Park Avenue, Suite 300; Florham Park, NJ 07932

Officers:

Name	Title	Location
Omar Altaji	Vice President	701 Waterford Way, Suite 390; Miami, FL 33126
Neil Barua	Vice President	110 East 59 th Street, 18 th Floor; New York , NY 10022
David Carey	President	225 Kenneth Drive; Rochester, NY 14623
Steven Caves	Vice President	225 Kenneth Drive; Rochester, NY 14623
Daniel J. Enright	Vice President	200 Galleria Office Center, 4 th Floor - Suite 400; Southfield, MI 48034
John Kiernan	Sr. VP & Treasurer	200 Park Avenue, Suite 300; Florham Park, NJ 07932
John A. Kritzmacher	Chief Financial Officer	200 Park Avenue, Suite 300; Florham Park, NJ 07932
John R Mulhearn	Vice President	200 Park Avenue, Suite 300; Florham Park, NJ 07932
Michael J. Shortley III	Vice President	225 Kenneth Drive; Rochester, NY 14623
Mitchell C. Sussis	Secretary & Vice President	200 Park Avenue, Suite 300; Florham Park, NJ 07932
Mark Cain	Vice President - Tax	200 Park Avenue, Suite 300; Florham Park, NJ 07932
Edward J. Tucker	Assistant VP – Tax	225 Kenneth Drive; Rochester, NY 14623
Henry Volarich	Assistant Treasurer	200 Park Avenue, Suite 300; Florham Park, NJ 07932
Kevin K. Tang	Assistant Secretary	200 Park Avenue, Suite 300; Florham Park, NJ 07932
Justin T. Parkerton	Assistant Treasurer	200 Park Avenue, Suite 300; Florham Park, NJ 07932



Global Crossing

Michael J. Shortley, III
Vice President & Regional
General Counsel - North America
225 Kenneth Drive
Rochester, NY 14623

585.255.1429
877.769.9844 (fax)
michael.shortley@globalcrossing.com

March 1, 2010

BY ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, N.W.
Washington, D.C. 20554

**RE: EB Docket No. 06-36
Annual CPNI Certification
Global Crossing Telecommunications, Inc. and United States Affiliated
Telecommunications Carrier Entities
Filer ID Nos. 803667; 808347; 809586; 808107; 805772; 805938; 823088; 811776**

Dear Ms. Dortch:

Enclosed for filing please find Global Crossing's certification of compliance with the Commission's CPNI regulations.

Sincerely,

cc: Best Copy and Printing (1) (by email)

CPNI COMPLIANCE CERTIFICATION

Global Crossing Telecommunications, Inc. and United States Affiliated Telecommunications Carrier Entities

1. Date filed: March 1, 2010
2. Name of company(s) covered by this certification: Global Crossing Telecommunications, Inc. and U.S. affiliated telecommunications carrier entities¹ (collectively, "Global Crossing").
3. Form 499 Filer ID: 803667; 808347; 809586; 808107; 805772; 805938; 823088; 811776
4. Name of signatory: Paul Kouroupas
5. Title of signatory: Vice President, Regulatory Affairs and Security Officer
6. Certification:

I, Paul Kouroupas, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. §64.2001 et. seq.*


Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et. seq.* of the Commission's rules.

¹ The following are United States telecommunications carrier affiliates of Global Crossing: Global Crossing North American Networks, Inc., Global Crossing Bandwidth, Inc., Budget Call Long Distance, Inc., Global Crossing Local Services, Inc., Global Crossing Telemanagement, Inc. and Global Crossing Telemanagement Virginia, LLC, Equal Access Networks, LLC, Global Crossing Americas Solutions, Inc. f/k/a Impsat -USA, Inc. .

The company has not taken actions (i.e., proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

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

The company represents and warrants that the above certification is consistent with 47 C.F.R §1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed 

Attachments: Accompanying Statement explaining CPNI procedures

Dated: February 25, 2010

Accompanying Statement of Global Crossing Telecommunications, Inc. and its U.S.

Affiliated Telecommunications Carrier Entities

Section 64.2005 (Use of CPNI without customer approval)

1. Global Crossing does not offer commercial mobile radio services. Global Crossing does offer local and interexchange services. Where a customer subscribes to both categories of service (local and interexchange), Global Crossing is permitted to use that customer's CPNI to market additional services in those categories to such customer. Where a customer subscribes to only one category of service (typically, interexchange because Global Crossing does not offer local service as a stand-alone service offering although it does have an extremely limited number of local-only customers), Global Crossing does not utilize a customer's CPNI in one category to sell services in the other category absent customer consent.

2. Global Crossing does not utilize CPNI to identify or track calls made to competing service providers.

Section 2007 (Approval required for use of CPNI)

3. Global Crossing did not, during the current period, use or rely upon oral customer approval for the use of CPNI for which such approval is required.

4. Global Crossing does not have any joint venture partners.

5. Global Crossing utilizes sales agents to a limited extent. The agency agreements require that the agents utilize CPNI only for lawful purposes, disallow the contractor from using, allowing access to or disclosing CPNI to any other party and to ensure the confidentiality of such information.

Section 2008 (Notice required for use of CPNI)

6. During the current period, Global Crossing did not solicit customer approval for use of CPNI on an opt-out basis.

7. During the current period, Global Crossing did not utilize an opt-in method of obtaining approval for the use of CPNI for which customer authorization is permitted, because it did not utilize CPNI for purposes not permitted absent customer consent,

8. Global Crossing did not, during the current period, utilize oral notification to obtain any limited, one-time use of CPNI.

Section 64.2009 (Safeguard required for use of CPNI)

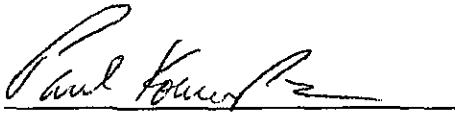
9. Global Crossing, through its ethics policy and training, trains its personnel as to when they may or may not use CPNI. All employees are required to take the ethics training and to certify that they understand and will comply with Global Crossing's ethics policy. Violations of the ethics policy are subject to disciplinary measures up to and including termination of employment.

10. During the current period, Global Crossing did not conduct any sales or marketing campaigns that utilized customers' CPNI.

Network Security Agreement

11. Global Crossing is a party to a Network Security Agreement with the Department of Homeland Security, the U.S. Department of Justice, the Federal Bureau of Investigation, and the U.S. Department of Defense. The Agreement was approved by this Commission on October 8, 2003 pursuant to an *Order and Authorization* for transfer of control (DA-03-3121). The Agreement requires Global Crossing to institute measures to, *inter alia*, "ensure that U.S. communications and related information are secure in order to protect the privacy of U.S.

persons and to enforce the laws of the United States.” The Agreement also requires Global Crossing to comply with the Commission’s CPNI rules. Through its implementation of the Agreement, Global Crossing has implemented various safeguards and measures, including enhanced background screening of personnel with access to CPNI as well as changes to our customer service processes and procedures, to ensure the integrity of CPNI and protect against “pretexting”.


Paul Kouroupas

Dated: February 25, 2010