

ORIGINAL

LAW OFFICES
Messer, Caparello & Self
A Professional Association

Post Office Box 1876
Tallahassee, Florida 32302-1876
Internet: www.lawfla.com

Reply to: P.O. Box 1876
Tallahassee, FL 32302-1876

April 22, 2003

BY HAND DELIVERY

Ms. Blanca Bayó, Director
Division of Records and Reporting
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

RECEIVED FPSC
03 APR 22 PM 4: 57
COMMISSION
CLERK

030387-77

Dear Ms. Bayó:

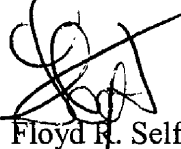
Enclosed for filing on behalf of Volo Communications of Florida, Inc. are an original and six copies of Volo Communications of Florida, Inc.'s Application for Authority to Provide Interexchange Telecommunications Service Between Point Within the State of Florida. Also enclosed is a check in the amount of \$250.00 for the application fee.


Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

RECEIVED & FILED

Sincerely yours,


Floyd R. Self


FPSC-BUREAU OF RECORDS

FRS/amb
Enclosures
cc: Mr. Shawn Lewis

DOCUMENT NUMBER DATE
03715 APR 22 03
FPSC-COMMISSION CLERK

1. This is an application for \checkmark (check one):
 - (\checkmark) Original certificate (new company).
 - () Approval of transfer of existing certificate:
Example, a certificated company purchases an existing certificated company and desires to retain the authority of both certificates.
 - () Approval of assignment of existing certificate:
Example, a non-certificated company purchases an existing company and desires to retain the certificate of authority rather than apply for a new certificate.
 - () Approval of transfer of control:
Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.
2. Name of Company: **Volo Communications of Florida, Inc.**
3. Name under which applicant will do business (fictitious name, etc.):
Volo Communications Group of Florida, Inc.
4. Official mailing address (including street name & number, post office box, city, state, zip code):**151 South Wymore Road, Suite 3000, Altamonte Springs, Florida 32714**
5. Florida address (including street name & number, post office box, city, state, zip code):
6. Select type of business your company will be conducting \checkmark (check all that apply):
 - (\checkmark) Facilities-based carrier - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
 - () Operator Service Provider - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
 - (\checkmark) Reseller - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
 - () Switchless Reseller - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.

13. If a partnership, provide name, title and address of all partners and a copy of the partnership agreement.

Name:

Title:

Address:

City/State/Zip:

Telephone No.:

Fax No.:

Internet E-Mail Address:

Internet Website Address:

14. If a foreign limited partnership, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

A. The Florida registration number:

15. Provide F.E.I. Number (if applicable): **57-1155005**

16. Provide the following (if applicable):

A. Will the name of your company appear on the bill for your services?
() Yes () No

B. If not, who will bill for your services?

Name:

Title:

Address:

City/State/Zip:

Telephone No.:

Fax No.:

Internet E-Mail Address:

Internet Website Address:

C. How is this information provided?

17. Who will receive the bills for your service?

() Residential Customers

() Business Customers

() PATs Providers

() PATs station end-users

() Hotels & motels

() Hotel & motel guests

() Universities

() Universities dormitory residents

() Other: (specify) _____

18. Who will serve as liaison to the Commission with regard to the following?

A. The application:

Name: **David O. Klein**

Title: **Representative of Volo Communications of Florida, Inc.**

Address: **c/o Telecom Certification & Filing, Inc., 485 Madison Avenue, 15th Floor**

City/State/Zip: **New York, NY 10022-5803**

Telephone No.: **(212) 546-9090** Fax No.: **(212) 753-8101**

Internet E-Mail Address: **dklein@telfile.com**

Internet Website Address: **www.telfile.com**

B. Official point of contact for the ongoing operations of the company:

Name: **Shawn M. Lewis**

Title: **President & CEO**

Address: **151 South Wymore Road, Suite 3000**

City/State/Zip: **Altamonte Springs, Florida 32714**

Telephone No.: **(407) 389-3232** Fax No.: **(407) 389-3233**

Internet E-Mail Address: **slewis@caerus.net**

Internet Website Address:

C. Complaint/Inquiries from customers:

Name: **Kara Yberg**

Title: **Provisioning & Ordering Specialist**

Address: **151 South Wymore Road, Suite 3000**

City/State/Zip: **Altamonte Springs, FL 32714**

Telephone No.: **(866) 711-2663** Fax No.: **(407) 389-3233**

Internet E-Mail Address:

Internet Website Address:

19. List the states in which the applicant:

A. has operated as an interexchange telecommunications company.

None

B. has applications pending to be certificated as an interexchange telecommunications company.

None

C. is certificated to operate as an interexchange telecommunications company.

None

D. has been denied authority to operate as an interexchange telecommunications company and the circumstances involved.

None

E. has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.

None

F. has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.

None

20. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

A. Adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, please explain.

No.

B. an officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

No.

21. The applicant will provide the following interexchange carrier services \checkmark (check all that apply):

a. _____ MTS with distance sensitive per minute rates
_____ Method of access is FGA
_____ Method of access is FGB
_____ Method of access is FGD
_____ Method of access is 800

b. _____ MTS with route specific rates per minute
_____ Method of access is FGA
_____ Method of access is FGB
_____ Method of access is FGD
_____ Method of access is 800

c. MTS with statewide flat rates per minute (i.e. not distance sensitive)
 Method of access is FGA
 Method of access is FGB
 Method of access is FGD
 Method of access is 800

d. MTS for pay telephone service providers
e. Block-of-time calling plan (Reach Out Florida, Ring America, etc.)

f. 800 service (toll free)
g. WATS type service (bulk or volume discount)
 Method of access is via dedicated facilities
 Method of access is via switched facilities

h. Private line services (Channel Services)
(For ex. 1.544 mbs., DS-3, etc.)

I. Travel service
 Method of access is 950
 Method of access is 800

j. 900 service
k. Operator services
 Available to presubscribed customers
 Available to non presubscribed customers (for example, to patrons of hotels, students in universities, patients in hospitals)
 Available to inmates

l. Services included are:
 Station assistance
 Person-to-person assistance
 Directory assistance
 Operator verify and interrupt
 Conference calling

22. Submit the proposed tariff under which the company plans to begin in operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

Attached as Exhibit 2.

23. Submit the following:

A. Financial capability.

The application should contain the applicant's audited financial statements for the most recent 3 years. If the applicant does not have audited financial statements, it shall so be stated.

The unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer affirming that the financial statements are true and correct and should include:

1. The balance sheet;
2. Income statement; and
3. Statement of retained earnings.

Attached as Exhibit 3.

NOTE: This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.

Further, the following (which includes supporting documentation) should be provided:

1. A written explanation that the applicant has sufficient financial capability to maintain the requested service.

Attached as Exhibit 4.

2. A written explanation that the applicant has sufficient financial capability to maintain the requested service.

Attached as Exhibit 4.

3. A written explanation that the applicant has sufficient financial capability to meet its lease or ownership obligations.

Attached as Exhibit 4.

B. Managerial capability; give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

Attached as Exhibit 5.


- C. Technical capability; give resumes of employees/officers of the company that would indicate sufficient technical experience or indicate what company has been contracted to conduct technical maintenance.

Attached as Exhibit 5.

APPLICANT ACKNOWLEDGMENT STATEMENT

1. REGULATORY ASSESSMENT FEE: I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of its gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. GROSS RECEIPTS TAX: I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. SALES TAX: I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. APPLICATION FEE: I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

UTILITY OFFICIAL:



Signature

4/18, 2003
Date

Title **President/CEO**

Telephone No. **(407) 389-3232**

Address: **c/o Volo Communications of Florida, Inc.**
151 South Wymore Road, Suite 3000
Altamonte Springs, Florida 32714

Fax No. **(407) 389-3233**

CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT

I, Shawn M. Lewis, President and Chief Executive Officer of Volo Communications of Florida, Inc., and current holder of Florida Public Service Commission Certificate Number # F02000005789, have reviewed this application and join in the petitioner's request for a:

() transfer

() assignment

of the above-mentioned certificate.

UTILITY OFFICIAL:

Signature	<u>Shawn Lewis</u>	Date	<u>4/18/03</u>
Title	<u>President</u>	Telephone No.	<u>407-389-3232</u>
Address:	<u>c/o Volo Communications of Florida, Inc.</u>	Fax No.	<u>407-389-3233</u>
	<u>151 South Wymore Road, Suite 300D</u>		
	<u>Altamonte Springs, Florida 32714</u>		

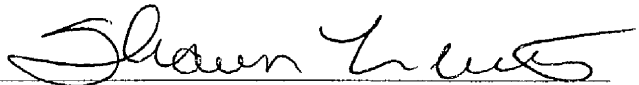
CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be provided in one of the following ways (applicant, please check one):

- (✓) The applicant will **not** collect deposits nor will it collect payments for service more than one month in advance.

- () The applicant intends to collect deposits and/or advance payments for more than one month's service and will file and maintain a surety bond with the Commission in an amount equal to the current balance of deposits and advance payments in excess of one month. (The bond must accompany the application.)

UTILITY OFFICIAL:

 _____, 2003
Signature Date

Title **President/CEO**

Telephone No. **(407) 389-3232**

Address: **c/o Volo Communications of Florida, Inc.**
151 South Wymore Road, Suite 3000
Altamonte Springs, Florida 32714

Fax No. **(407) 389-3233**

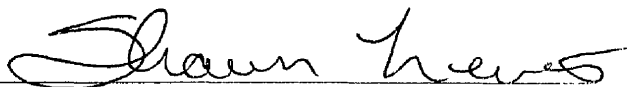
CURRENT FLORIDA INTRASTATE SERVICES

Applicant **has** () or **has not** (✓) previously provided intrastate telecommunications in Florida.

If the answer is has fully describe the following:

- a) What services have been provided and when did these services begin?
- b) If the services are not currently offered, when were they discontinued?

UTILITY OFFICIAL:

 _____, 2003
Signature Date 4/18

Title **President/CEO**

Telephone No. **(407) 389-3232**

Address: **c/o Volo Communications of Florida, Inc.**
151 South Wymore Road, Suite 3000
Altamonte Springs, Florida 32714

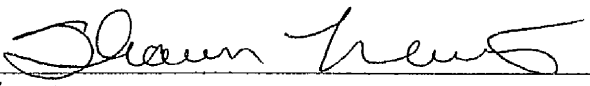
Fax No. **(407) 389-3233**

AFFIDAVIT

By my signature below, I the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide alternative local exchange company service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083."

UTILITY OFFICIAL:

 _____, 2003
Signature Date

Title **President/CEO**

Telephone No. (407) 389-3232

Address: c/o Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, Florida 32714

Fax No. (407) 389-3233

EXHIBIT

1

VOLO COMMUNICATIONS OF
FLORIDA, INC.

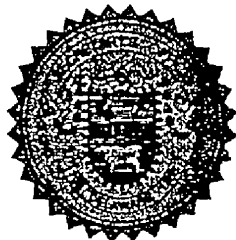
Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF INCORPORATION OF "VOLO COMMUNICATIONS OF FLORIDA, INC.", FILED IN THIS OFFICE ON THE THIRTIETH DAY OF OCTOBER, A.D. 2002, AT 9 O'CLOCK A.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE KENT COUNTY RECORDER OF DEEDS.



Harriet Smith Windsor

Harriet Smith Windsor, Secretary of State

3585656 8100

AUTHENTICATION: 2063303

020670856

DATE: 10-30-02

STATE OF DELAWARE
SECRETARY OF STATE
DIVISION OF CORPORATIONS
FILED 09:00 AM 10/30/2002
020670856 - 3585656

CERTIFICATE OF INCORPORATION
of
Volo Communications of Florida, Inc.

FIRST. The name of the Corporation is **Volo Communications of Florida, Inc.**

SECOND. Its registered office in the State of Delaware is to be located at 30 Old Rudnick Lane in the City of Dover, County of Kent. The Registered Agent in charge thereof is LexisNexis Document Solutions Inc., 30 Old Rudnick Lane, Dover, Delaware 19901.

THIRD. The purpose of the corporation is to engage in any lawful act or activity for which corporations may be organized under the General Corporation Law of Delaware.

FOURTH. The total number of shares of stock, which this corporation is authorized to issue is fifteen hundred (1,500) Shares at No Par Value.

FIFTH. The name and mailing address of the Incorporator is as follows:

LexisNexis Document Solutions Inc.
30 Old Rudnick Lane
Dover, Delaware 19901

SIXTH. The Board of Directors shall have the power to adopt, amend or repeal the by-laws.

SEVENTH. No director shall be personally liable to the Corporation or its stockholders for monetary damages for any breach of fiduciary duty by such director as a director. Notwithstanding the foregoing sentence, a director shall be liable to the extent provided by applicable law, (i) for breach of the director's duty of loyalty to the Corporation or its stockholders, (ii) for acts or omissions not in good faith of law, (iii) pursuant to Section 174 of the Delaware General Corporation Law or (iv) for any transaction from which the director derived an improper personal benefit. No amendment to or repeal of this Article Seventh shall apply to or have any effect on the liability or alleged liability of any director of the Corporation for or with respect to any acts or omissions of such director occurring prior to such amendment.

EIGHTH. The name of the person who is to serve as director until the first annual meeting of the stockholders, or until successors are elected and qualified, is as follows:

Shawn M. Lewis
151 South Wymore Road
Altamore Springs, Florida 32714

I, THE UNDERSIGNED, for the purpose of forming a corporation under the laws of the State of Delaware, do make, file and record this Certificate, and do certify that the facts herein stated are true, and I have accordingly hereunto set my hand this 30th day of October, 2002.

LexisNexis Document Solutions Inc., Incorporator

By:


Joanne Carrico, Assistant Secretary

Delaware

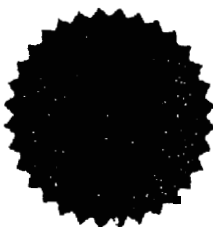
PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "VOLO COMMUNICATIONS OF FLORIDA, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE FIFTEENTH DAY OF NOVEMBER, A.D. 2002.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "VOLO COMMUNICATIONS OF FLORIDA, INC." WAS INCORPORATED ON THE THIRTIETH DAY OF OCTOBER, A.D. 2002.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE NOT BEEN ASSESSED TO DATE.



Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

3585656 8300

AUTHENTICATION: 2092134

020705163

DATE: 11-15-02



FLORIDA DEPARTMENT OF STATE

Jim Smith
Secretary of State

November 20, 2002

LEXIS

Qualification documents for VOLO COMMUNICATIONS OF FLORIDA, INC. doing business in Florida as VOLO COMMUNICATIONS GROUP OF FLORIDA, INC. were filed on November 19, 2002 and assigned document number F02000005789. Please refer to this number whenever corresponding with this office.

Your corporation is now qualified and authorized to transact business in Florida as of the file date.

A corporation annual report/uniform business report will be due this office between January 1 and May 1 of the year following the calendar year of the file date. A Federal Employer Identification (FEI) number will be required before this report can be filed. If you do not already have an FEI number, please apply NOW with the Internal Revenue by calling 1-800-829-3676 and requesting form SS-4.

Please be aware if the corporate address changes, it is the responsibility of the corporation to notify this office.

Should you have any questions regarding this matter, please telephone (850) 245-6051, the Foreign Qualification/Tax Lien Section.

Tammi Cline
Document Specialist
Division of Corporations

Letter Number: 102A00062797

Account number: FCA000000005

Amount charged: 70.00

EXHIBIT

2

TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations and rates applicable to the furnishing of service and facilities for telecommunications services provided by Volo Communications of Florida, Inc., 151 South Wymore Road, Suite 3000, Altamonte Springs, Florida 32714. This tariff applies to services furnished within the State of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

Issued by April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

CHECK SHEET

Sheet 1 through 19 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

TABLE OF CONTENTS

Title Page.....1
Check Sheet2
Table of Contents3
Symbols4
Tariff Format.....5
Section 1 -- Technical Terms and Abbreviations6
Section 2 -- Rules and Regulations.....8
Section 3 -- Description of Service.....13
Section 4 -- Rates.....17

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- D - Delete or Discontinue
- I - Change Resulting in an Increase to a Customer's Bill
- M - Moved from Another Tariff Location
- N - New
- R - Change Resulting in a Reduction to a Customer's Bill
- T - Change in Text or Regulation but no Change in Rate or Charge

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

TARIFF FORMAT

- A. **Sheet Numbering** - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the FLA PSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the FLA PSC follows in their tariff approval process, the most current sheet number on file with the FLA PSC is not always the tariff sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Number Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a) 1.
 - 2.1.1.A.1.(a).1.(i).
 - 2.1.1.A.1.(a).1.(i).(1).
- D. **Check Sheets** - When a tariff filing is made with the FLA PSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FLA PSC.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to a network switching center.

Authorization Code - A numerical code, one or more of which are available to a customer to enable the customer to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Calling Card - A card issued by the Company, the customer's Local Exchange Company, authorized vendor, or other common carrier which allows the customer to make telephone calls and bill calls to the Calling Card by entering a PIN.

Card Number - A multi-digit identifying number which may be printed on each Prepaid Calling Card or Calling Card, which may also be referred to in this tariff as a PIN.

Company or Carrier - Volo Communications of Florida, Inc.

Credit Card Charges - Prepaid Calling Card purchases, renewals, and other charges that may be billed to Major Credit Cards.

Customer - The person, firm, corporation or other entity which orders service and is responsible for both payment of charges due and compliance with the Company's tariff regulations.

Day - From 8:00 a.m. up to, but not including, 5:00 p.m. local time Monday through Friday.

Evening - From 5:00 p.m. up to, but not including 11:00 p.m. local time Sunday through Friday.

FLA PSC - Florida Public Service Commission.

Holidays - The Company's recognized holidays are New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Veterans' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.

Local Exchange Company - A company which furnishes local exchange telephone service.

Major Credit Card - A universally accepted charge card. MasterCard, VISA, Diner's Club International, American Express and Carte Blanche are examples of major credit cards which the Company may accept.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (contd.)

Night/Weekend - From 11:00 p.m. up to, but not including, 8:00 a.m. Sunday through Friday, and 8:00 a.m. Saturday up to, but not including 5:00 p.m. Sunday.

PIN(s) - One or more multi-digit (usually 8 or more) personal identification numbers which have been assigned to a customer to use with a designated 800 number, or other access number, to access the Company's network

Underlying Carriers - Those certificated telecommunications service providers.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's facilities are furnished for communications originating at specified points within the State of Florida under terms of this tariff.

The Company operates, and maintains the communication services provided hereunder in accordance with the terms and conditions set forth under this tariff. When authorized by the customer, the Company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities to allow connection of a customer's location to the Company network. The customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless ordered on a longer time basis, and are available 24 hours per day, seven days per week.

2.2 Limitations

2.2.1 Service is offered subject to the availability of facilities and the provisions of this tariff.

2.2.2 The Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control, or when the customer is using service in violation of the law or the provisions of this tariff

2.2.3 All services provided under this tariff are directly controlled by the Company and the customer may not transfer or assign the use of service, except with the express consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.2.5 Company's resellers and rebillers must be certified.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 2 - RULES AND REGULATIONS (contd.)

2.3 Liabilities of the Company

2.3.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring due to the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur, unless ordered by the Commission.

2.3.2 The Company shall be indemnified and held harmless by the customer against:

- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- (B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by the Company.

2.4 Interruption of Service

2.4.1 Credit allowances for the interruption of service, which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired.

Before giving such notice, the customer shall ascertain that the trouble is not being caused by an action or omission by the customer within the customer's control, or is not due to the wiring or equipment, if any, furnished by the customer and connected to the Company's facilities.

2.4.2 For the purposes of credit computation, every month shall be considered to have 720 hours.

SECTION 2 - RULES AND REGULATIONS (contd.)

2.4 Interruption of Service (cont'd)

2.4.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.

2.4.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the fixed monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" -- outage times in hours

"B" -- total fixed monthly charge for affected facility

2.5 Suspension-of-Service Guidelines

Service will be suspended without notice in the following situations:

The customer obtained service fraudulently; or

A safety hazard is found on the customer's premises.

2.6 Restoration of Service

Restoration of service shall be done as quickly as practicable by patching, rerouting, substitution of component parts or pathways, and other means, as determined necessary by the Company.

2.7 Billing Periods

To the extent that the customer is not a Prepaid Calling Card customer, the customer will receive a bill after the 30-day cycle.

SECTION 2 - RULES AND REGULATIONS (contd.)

2.8 Understanding Your Statement of Account

To the extent that the customer is not a Prepaid Calling Card customer, the customer's bill will outline specific charges or adjustments for the Company's services.

2.9 Questions About Your Statement of Account

If the customer has questions about the Company's charges that may appear on its statement of account, the customer may call the Company's service representative toll free at (866) 711-2663.

2.10 Special Promotions

The Company offers no special promotions at this time and anticipates no such promotions in the future.

2.11 Billing Dispute

In the event the customer is not satisfied with the Company's resolution of a billing dispute, the customer may make application to the FLA PSC for review and disposition of the matter.

2.12 Forms of Payment

At the customer's request, the Company permits the use of approved credit cards to apply for and receive Prepaid Calling Cards used to access and pay for the Company's telecommunications services. Telephone charges will be debited by the Company against this card at the rates set forth in Section 4 herein.

2.13 Advanced Payments

The Company requires advance payments from its Prepaid Calling Card Customers. The Company is allowed to collect an amount not to exceed one month's estimated charges as an advance payment for service. This amount must be credited back to the end user in the next month's bill, but not recollected.

2.14 Responsibility of the Company

The Company endeavors to provide the best long distance service possible at a fair and competitive price.

SECTION 2 - RULES AND REGULATIONS (contd.)

2.15 Frequency Restrictions

There are no frequency restrictions.

2.16 Credit for Incomplete Calls

When a Customer calls in and identifies that specific calls were incomplete, the Company's Customer Service department has the capability to credit the Customer's Prepaid Calling Card. In the event that the call was incomplete, the Company will automatically credit the Customer's Prepaid Calling Card.

2.17 Minimum Call Completion Rate

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 90% during peak use periods for all Company services.

2.18 Deposits

The Company does not require a deposit from the customer.

2.19 Taxes

All State and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 3 - DESCRIPTION OF SERVICES**3.1 Usage Based Services - Timing of Calls**

The Company's charges are based on the actual usage of the Company's services, in addition to any special features and/or service options, utilized by the customer. Charges begin when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the Local Exchange Company sends a signal to the switch. Charges cease when either party (called or calling) hangs up. There is no charge for an incomplete call.

3.2 Long Distance Network Service

The Company's Long Distance Telecommunications Network Service provides for the facilities-based and switchless resale of Florida interexchange carriers' tariffed Software Defined Network (SDN) Service. This service is a custom designed private telecommunication network that combines the efficiencies and benefits of both switched and private line service to meet the specific requirements of Customers that need to communicate on an interlata basis within the State.

Each service Customer is billed individually for each call, on a conversation minute basis, placed through the Company since the previous month's billing. Each call is measured and billed at the applicable rate for the initial sixty (60) second period or fraction thereof, and then at the applicable rate for each additional sixty (60) second period or fraction thereof. The minimum length of a call is sixty (60) seconds. See Section A, Rates and Charges, for the applicable rate schedule.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 3 - DESCRIPTION OF SERVICES (contd.)**3.2 Long Distance Network Service (contd.)**

Dedicated access circuits may be provided and billed by the local exchange company (LEC). Dedicated access channels may be purchased from carriers other than the LEC only in accordance with FLA PSC rules or if the special access channel is jurisdictionally interstate. Charges for the dedicated access channel are determined by the access provider.

3.3 Prepaid Calling Card Service

3.3.1. This service permits use of Volo Communications of Florida, Inc. Prepaid Calling Cards for placing long distance service calls. Calling card customers may purchase Volo Communications of Florida, Inc. Prepaid Calling Cards at a variety of retail outlets or through other distribution channels. Volo Communications of Florida, Inc. Prepaid Calling Cards are available at a variety of face values. Volo Communications of Florida, Inc. Prepaid Calling Card service is accessed using the Volo Communications of Florida, Inc. toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. Volo Communications of Florida, Inc.'s processor tracks the call duration on a real time basis to determine the amount of calling time consumed. The total consumed calling time for each call, which includes applicable taxes, is deducted from the remaining calling minute balance on the Customer's Volo Communications of Florida, Inc Prepaid Calling Card.

3.3.2. All calls must be charged against a Volo Communications of Florida, Inc. Prepaid Calling Card that has a sufficient calling minute balance. A calling card Customer's call will be interrupted with an announcement when the balance is about to be depleted. Such announcement will occur when five (5) minutes and when one (1) minute remain before the balance will be depleted, based upon the terminating location of the call.

3.3.3. The Company offers origination from anywhere in the United States, and termination, intrastate, interstate and internationally.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 3 - DESCRIPTION OF SERVICES - (Contd.)

3.3 Prepaid Calling Card Service (cont'd)

- 3.3.4 All calls must be charged against a Volo Communications of Florida, Inc. Prepaid Calling Card that has a sufficient calling minute balance. A calling card Customer's call will be interrupted with an announcement when the balance is about to be depleted. Such announcement will occur when five (5) minutes and when one (1) minute remain before the balance will be depleted, based upon the terminating location of the call.
- 3.3.5 A card will expire thirty (30) days after activation and automatically reactivates after credit card is charged.
- 3.3.6 A credit allowance for Volo Communications of Florida, Inc. Prepaid Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. A Prepaid Calling Card Customer may also be granted credit for reaching a wrong number. To receive the proper credit, the Prepaid Calling Card Customer must notify the Company at the designated toll-free Customer service number printed on the Volo Communications of Florida, Inc. Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, reached wrong number, etc.), and the approximate time that the call was placed.
- 3.3.7 When a call charged to an Volo Communications of Florida, Inc. Prepaid Calling Card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the calling card Customer will receive a credit equivalent to one calling minute.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 3 - DESCRIPTION OF SERVICES (contd.)

3.4 Directory Assistance Service

Directory Assistance Service is provided to assist subscribers in obtaining telephone numbers.

3.5 Accessing Service

The service provided by the Company is one way dial in - dial out, multi-point telecommunications services, allowing the customer to originate calls through the network facilities of the Underlying Carriers. Access to the Company may differ dependent upon the type of exchange access service provided by the local exchange telephone company to the Underlying Carriers.

3.6 Availability of Service

The services provided through the Company, are available where equal access and the Billing Systems of its Underlying Carriers are provided.

3.7 Locations of Service

The services offered by the Company are to be available statewide, where the long distance services of its Underlying Carriers are available. The services offered by the Company are not intended to be limited geographically.

SECTION 4 - RATES

4.1 Long Distance Network and Prepaid Calling Card Usage Rates

- 4.1.1 Day, Evening and Night rate periods apply to Long Distance Network usage. The rates apply for all days of the week including holidays. The Day rate period is 8:00 a.m. to, but not including, 5:00 p.m., Monday through Friday and 5:00 p.m. to, but not including, 11:00 p.m. Sunday. The Night/Weekend Rate period is 11:00 p.m. to, but not including, 8:00 a.m. Monday through Sunday, all day Saturday, and from 8:00 a.m. to, but not including, 5:00 p.m. Sunday. For New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day and Christmas Day (December 25), the Evening Rate applies

Issued by. April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

SECTION 4 - RATES (contd.)

4.1 Long Distance Network and Prepaid Calling Card Usage Rates (Cont'd)

4.1.2 Florida Intrastate Interlata Rates

Limited Plan: \$39.95/ month for 1,041 minutes
 \$ 0.07 per minute over 1,041 minutes

Unlimited Plan: \$49.95/month

4.1.3 Florida Intrastate Intralata Rates

Limited Plan: \$39.95/ month for 1,041 minutes
 \$ 0.07 per minute over 1,041 minutes

Unlimited Plan. \$49.95/month

4.2 Prepaid Calling Card Per Minute Rate

4.2.1 Customers will be debited the following per minute fee for Prepaid Calling Card Service.

Per Minute Fee	\$ 0.15
----------------	---------

4.3 Payphone Surcharge

Volo Communications of Florida, Inc.'s Prepaid Calling Card customers will have their cards debited in the amount of \$0.30 per month as a payphone surcharge.

4.4 Monthly Maintenance Charge

Volo Communications of Florida, Inc.'s Prepaid Calling Card customers will have their cards debited in the amount of \$3.95 per month as a monthly maintenance charge.

SECTION 4 - RATES (contd.)

4.5 Exemptions and Special Rates

4.5.1 Directory Assistance for Handicapped Persons:

There shall be no charge for up to fifty calls per billing cycle from lines or trunks serving handicapped individuals. The Company shall charge the prevailing tariff rates for every call in excess of fifty within a billing cycle.

4.5.2 Hearing and Speech Impaired Persons:

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

4.5.3 Telecommunications Relay Service:

For intrastate toll calls received from the relay service, the Company will when billing relay calls discount relay service calls by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is either both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

Issued by: April 21, 2003

Effective Date: April 24, 2003

Nicholas Iannuzzi, Esq., General Counsel
Volo Communications of Florida, Inc.
151 South Wymore Road, Suite 3000
Altamonte Springs, FL 32714

EXHIBIT

3

VOLO COMMUNICATIONS, INC.

www.volocommunications.com

151 S. Wymore Road, Suite 3000
Altamonte Springs, FL 32714

phone: 407.389.3232
fax: 407.389.3233

March 20, 2003

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

To Whom It May Concern:

Caerus, Inc. is the parent corporation of Volo Communications, Inc. Caerus, Inc. will provide financial guarantee for Volo Communications of Florida within the state of Florida. Caerus, Inc. currently has three (3) wholly owned subsidiaries, and acts as the parent operating company.

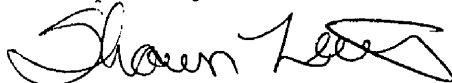
1. Volo Communications, Inc.
2. Caerus Networks, Inc.
3. Caerus Billing, Inc.

Volo Communications, Inc. has been established as the corporate entity in which will provide telecommunications services.

Caerus Networks, Inc. is a technology (software and hardware) development company.

Caerus Billing, Inc. a 3rd party mediation and billing company providing said services.

Respectfully,



Shawn Lewis
President/CEO

CONFIDENTIAL FINANCIAL DOCUMENTS
HAVE BEEN FILED PURSUANT TO
SECTION 364.183(1), FLORIDA STATUTES AND
RULE 25-22.006(5), FLORIDA ADMINISTRATIVE CODE

EXHIBIT

4

1. **A written explanation** that the Applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.

In support of its financial qualifications, Volo Communications of Florida, Inc., submits pro forma financial statements for its first three (3) years of operations, together with the Balance Sheet and Income Statements of Caerus, Inc. ("Caerus")(Parent company of Volo Communications of Florida, Inc.) for the Calendar year ending December 31, 2002, as attached hereto as Exhibit 3. These statements demonstrate that Volo Communications of Florida, Inc. has the financing and working capital necessary to fulfill any obligations it may undertake with respect to its operations in the State of Florida.

Accordingly, Volo Communications of Florida, Inc. asserts that it has the financial resources necessary to operate as a facilities-based and resold interexchange telecommunications services provider in the State of Florida.

2. **A written explanation** that the Applicant has sufficient financial capability to maintain the requested service.

In addition to Exhibit 3 to the Application, attached herewith please find one copy of Caerus, Inc's bank statement covering the period of February 1, 2003 through February 28, 2003, evidencing an available balance of [REDACTED] Volo Communications of Florida, Inc. believes that these funds are sufficient to finance the services it intends to offer to the public in the State of Florida.

3. **A written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.

Volo Communications of Florida, Inc. will lease and/or own equipment for the provision of services detailed in its Application. Volo Communications of Florida, Inc. presently owns a Lucent Excel Class 4 Switch and a Caerus Network, Inc. Con-X Softswitch (with Class 4 and Class 5 functionality) that it intends to employ for the provision of interexchange services in the State. In addition, Volo Communications of Florida, Inc has a renewable contract with a facilities-based carrier, which provides Volo Communications of Florida, Inc with domestic interexchange and international termination.

EXHIBIT

5

Shawn M. Lewis

1788 Redwood Grove Terrace
Lake Mary, Florida 32746

Telephone: (407) 389-3232
Facsimile: (407) 389-3233
slewis@caerus.net

Qualifications: Senior executive whose management skills, technical abilities, and hands on experience allow the continued success of my business endeavors. From the ability to take a project from concept to completion, as well as manage a company from startup to sale or manager. The defined tasks fall within capabilities. Proven ability to adapt to changing markets and demands, applying new technology with old, achieving the highest valuation within the shortest time, while producing reliable results.

Experience:

Caerus, Inc.
President/CEO

Altamonte Springs, Florida
March, 2002 - Present

Founder of telecommunications services and technology company. Providing leadership, vision, and strategic advancement for the development of the next generation of telecommunication services and technology infrastructure. Responsible for research, creation, development and implementation of business plan. Oversee sales and marketing areas. Direct involvement with technology enhancement and deployment. Negotiate contracts and agreements with public utility companies, clients, investors and vendors.

Lewis Capital, Inc.
President/CEO

Miami, Florida
January, 1999 to December, 2001

Founded investment and business management company involved in small business corporations, start-up technology companies and real estate . Served as operating company for the purpose of providing access to investments, mergers, and acquisitions. During this period successfully operated a number of local business' within southern Florida, as well as providing capital investments within the technology community.

Level 3 Communications, Inc.
Executive Vice President

Denver, Colorado
May, 1998 - September, 1998

As part of the merger of Level Communications, Inc. and XCOM Technologies, Inc. named as Executive Vice President. Shortly after the merger, Level 3 Communications, Inc. moved operations to Denver, Colorado. Tendered resignation due to business and family commitments in the Northeast.

XCOM Technologies, Inc.
COO/CTO, Vice President

Boston, Massachusetts
June, 1997 - May, 1998

Co-founder, Chief Operating Officer and Chief Technology Officer of XCOM Technologies, Inc. a competitive local exchange carrier founded in 1997 to provide local and voice data services, Patent Number 6,442,169.

Solely responsible for the conception, creation, design and implementation of the first "soft switch", as well as holding the associated intellectual property rights. XCOM Technologies, Inc.'s network configuration centered around the Digital Switch 4500 (EDS 4500) an open architecture data switching platform connected to a Nortel DMS-500. The EDS 4500 was also linked connected to modified Ascend MAX TNT wide area network remote access switches and other data networking equipment.

Responsibilities included all aspects of interconnection between regional carriers; all aspects related to public switched network design, implementation and installation of Nortel DMS 500 switching components, management of 100+ network operations individuals; and customer service care. Managed cross-cultural relationships, with interface to all levels of company. Planned and staged marketing/technical road development road shows tailored to individual markets. Negotiated contracts and agreements with public utility companies, clients, investors and vendors.

The soft switch market has been estimated to be approximately Five Billion (\$5,000,000,000.00) Dollars in sales. XCOM Technologies, Inc. produced Five Million (5,000,000.00) Dollars in net profit to the bottom line within six months of operation. XCOM Technologies, Inc. was merged with Level 3 Communications, Inc. within eight months of operation. Initial value of transaction with Level 3 Communications, Inc was One Hundred Sixty Million (\$160,000,000.00) Dollars.

Complete Internet Access, Inc.
Vice President

Cambridge, Massachusetts
January, 1996 to June, 1997

Founder and Vice President of one of the original New England Internet Service Providers. Duties included network design and implementation of a statewide dial up architecture, as

well as network hosting, and various internet services. "Thecia.net" was later sold to Galaxy Internet Service.

Boston Survey, Inc.
Consultant

Charlestown, Massachusetts
January, 1994 to January, 1996

Conceived, created, designed and implemented "first of a kind" engineering and surveying "point and click" software package. Utilizing Windows GUI interface allowing 75% reduction in drafting and engineering time.

Media/Press Information:

Boston Globe	<i>"Lines are Drano For Local Phone Wars"</i>	October 1, 1997
Network World	<i>"XCOM Marks The Spot In The Market For Competitive Data And Voice Services"</i>	November 3, 1997
Internet Week	<i>CLEC Seeks ISP Alliances To Expand Coverage"</i>	November 17, 1997
Telepath	<i>"XCOM Urges CLEC's and ISPs To Become Allies"</i>	December 1, 1997
Internet Week	<i>"Drano For Clogged Coverage"</i>	December 15, 1997
Tele.Com	<i>"A Price Break For ISP's"</i>	January, 1998
X-Change	<i>"Generation XCOM"</i>	March, 1998
Boston Globe	<i>"Level 3 To Buy XCOM In \$160M Stock Deal"</i>	April 7, 1998
Boston Globe	<i>"Golden Start-Ups"</i>	May 10, 1998
Boston Globe	<i>"Competition Puts Strain On Area"</i>	June 1, 1998
Network World	<i>"The SS7-ization Of The Internet"</i>	
Infra@Structure	<i>"XCOM Brings New Options To ISP's"</i>	

Robert L. Hernandez

471 Spanish Trace Dr.
Altamonte Springs, FL 32714
h: 321.231.0523

MS, Systems Engineering, Boston University
BSEE, Electrical Engineering, University of Dayton

QUALIFICATIONS Senior executive whose experience includes a proven track record identifying and introducing products to market within aggressive budget and time constraints. Direct market experience includes deployment of the Level(3) Communications' softswitch-based managed-modem infrastructure, certification of the world's first softswitch, and scaling the managed-modem product to generate over \$1Billion in annual revenue. Founder of several high-technology companies.

EXPERIENCE

05/02 to Present

CAERUS, INC.

ORLANDO, FLORIDA

Corporate Vice-President

As corporate vice-president, Mr. Hernandez is responsible for the implementation of Caerus' corporate technology strategy focused on providing telecommunications services and developing the leading platform for intelligent voice applications.

01/02 to 05/02

303CONFERENCEING, INC.

LONGMONT, COLORADO

President/CEO

Founder of conferencing company. Led company to successfully negotiate with leading conferencing vendor to obtain carrier-grade conferencing equipment at low cost; successfully deployed network architecture and launched service within aggressive time frames. Company merged with Caerus, Inc.

11/00 to 12/01

SandCherry Networks, Inc.

BOULDER, COLORADO

VP-Networking Technology / Founder. Provided strategic technology direction for company during its first year of operations. Provided technology definition and network architecture for leading voice-services platform, patent filed. Created strategic partnerships, and was instrumental building the engineering team for software development of the services platform.

5/98 to 11/00

LEVEL3 COMMUNICATIONS, INC.

DENVER, COLORADO

Director, Softswitch Engineering.

Responsible for the deployment and development of the softswitch into the network for launch of the managed-modem product. Successfully led software development team during development phase and deployment of softswitch. Responsible for network services architecture and prototype of switching platforms for next-generation services.

12/97 to 5/98

XCOM TECHNOLOGIES, INC

BOSTON, MA

Director, Engineering

Led software development team during development phase of world's first softswitch, and certification with Bell Atlantic. Company acquired by Level3 Communications, Inc.

- 1994 - 1997 MIT/LINCOLN LABORATORIES BEDFORD, MA
Consultant. Software developer responsible for the implementation of advanced signal processing algorithms for phased array radars. Successfully implemented and validated proof of concept using advanced parallel processing algorithms on next generation of parallel processor architecture.
- 1987 - 1994 RAYTHEON CORPORATION BEDFORD, MA
Team Lead. As part of the team, successfully developed real-time navigation algorithms for advanced air-to-air missile systems and control systems for autopilot of missile systems. Responsible for development of simulation test bed for system acceptance of missile systems for field deployment.
- 1983 - 1987 LITTON INDUSTRIES CANOGA PARK, CA
Software Engineer. Software engineer responsible for the development of a real-time navigation system and associated navigation algorithms. Part of team that developed first laser gyro based navigational system. Responsible for certification with Boeing for acceptance of system into commercial airline use.

EDUCATION

- 1986 Boston University BOSTON, MASSACHUSETTS
Masters in Systems Engineering. Concentrations in stochastic processes and digital signal processing.
- 1982 University of Dayton DAYTON, OHIO
BS, Electrical Engineering.

KENNETH DUARTE

1234 Woodmere Dr. • Altamonte Springs, FL 32714-2850 • 407-772-0012 (H) • Email: KenDuarte@msn.com

PROFESSIONAL PROFILE

- Detail-oriented professional with 10+ years of telecom experience managing diverse teams, improving processes, and supporting sales initiatives in various operations and customer service responsibilities.
- Excellent interpersonal and problem solving skills accented by proven leadership experience.
- Organized team player dedicated to exceeding internal and external customer expectations.

EXPERIENCE

VOLO COMMUNICATIONS, INC., Altamonte Springs, FL

Transport Director, Operations

02/2003 - Present

Negotiate and review Local and Inter-Exchange Carrier interconnection agreements to initiate a nationwide rollout of integrated voice/data solutions to business customers. Develop processes and procedures that detail each Party's operational responsibilities to implement the agreements and the Carrier's network access and integration with our network. Research current regulatory rulings to insure compliance. Performs any activities necessary to protect the company's interests and to maximize its growth during the start-up phase.

SELF-EMPLOYED

Client: Month-to-Month Agreement for Habitat for Humanity (HFH) in Tampa, FL

Efficiency Consultant

11/2001 - 06/2002

Weekly pro-bono consultant, during one-year sabbatical, to HFH Builder's Surplus Store to assist in improving sales and reducing costs with the goal of being self-financed. Offered product placement, staging area and organization techniques to streamline customers' buying experience, encourage staff productivity and maximize sales per square foot. Assisted in home building efforts.

- Helped increase HFH Builder's Surplus Store retail sales by 42% (\$71,578) over Q1/Q2 2002 results.

Client: One-Year Contract for Cable & Wireless West Indies, Ltd. in Kingston, Jamaica, W. I.

Project Management Consultant

06/2000 - 06/2001

Identified and implemented viable solutions utilizing process and project management methods to improve delivery and support of new high-speed data products. Project managed teams of Marketing, Sales, MIS, Engineering leaders and vendors to establish, test, and deliver a nationwide Internet ADSL product. Instituted the business process design capability to streamline and document life cycle processes. Advised executive management on strategic product planning and billing initiatives pertinent to their forthcoming deregulation.

- Selected by the executive team as Cable & Wireless Jamaica's representative in a regional benchmarking exercise to standardize new data product specifications, pricing, and billing methods.
- Decreased overall new data product rollout from the previous standard of three years down to one.

INTERMEDIA COMMUNICATIONS INC., Tampa, FL

Data Program Manager, Network Engineering Design & Development

10/1999 - 05/2000

Chosen by senior management to program manage a strategic solution that would reopen a \$1M per month site and meet large business customers' needs. Led a 25-person interdepartmental team through the technical and operational issues involved in a beta Voice-over-IP platform. Assembled and maintained project plans for team, vendor and executive action and review. Provided support and training to Sales and Marketing groups.

- Successfully implemented Sonus Networks softswitch project two months early and under budget.

Circuit Design & Provisioning Manager, Network Restructuring Organization

09/1998 - 10/1999

Established, organized and scheduled broadband circuit design, provisioning and billing activities involved with implementing a \$13M nationwide network co-location project. Managed 20 technical contractors in grooming circuits to the co-locates and converting its tariff billing to optimize network usage and cost.

- Exceeded Line Cost, Unbundled Network Elements (UNEs), and Circuit Conversions objectives by 10%.
- Affected a cost savings of \$6M per year through adept use of telecom circuit ordering tariffs.
- Assembled company's first written optimization, co-locate installation and facility design processes.

Service Delivery Supervisor, Customer Operations**09/1997 - 09/1998**

Led and developed an 8-person, cross-functional Service Delivery Team (SDT) to provide Frame Relay, ATM and voice services. Supervised the ordering, design, ASR provisioning, installation, and start bill steps. Reported Team progression via personally developed weekly productivity metrics. Investigated and solved underlying issues that impede 100% On-Time delivery. Handled customer service and executive escalations.

- Maintained the shortest captivity time and best On-Time Delivery average out of eight SDTs.
- Instrumental in the successful implementation of a complete departmental and functional restructuring.

Circuit Design Engineer, Customer Operations**09/1996 - 09/1997**

Designed circuit layout records for Network Operations Center and Field Operations to efficiently build and turn-up various customer and carrier voice/data circuits. Interacted with Sales, various Independent Local Exchange and Inter-Exchange Carriers to coordinate customer designs. Liaison to Network Engineering to ensure adequate and timely network facilities were available for customer use.

NYNEX CORPORATION (now known as Verizon, Inc.), Boston, MA**Network Account Manager, Business Customer Service Center****09/1994 - 04/1996**

Supported Sales as a single point of contact for a \$6.4M in annual revenue bank customer on a 24X7 basis. Negotiated and coordinated the implementation and maintenance of digital services. Led cross-functional team to ensure timely completion and billing accuracy of the customer's orders (DDS, T1, T3, PRI, Centrex). Resolved customer issues by initiating and facilitating interdepartmental workflow. Lobbied internally for resources to expedite service matters and to coordinate service installations and cut-overs.

- Exceeded customer's expectations by project managing a \$4M analog-to-digital ATM network conversion.
- Enhanced customer relationship by facilitating monthly service meetings with customer to review needs.

Loop Electronics Coordinator, Engineering & Provisioning**08/1993 - 09/1994**

Coordinated the administration of all fiber and Loop Electronic (LE) technology in 14 cities. Organized meetings and facilitated interdepartmental efforts to establish consistent usage policies on network equipment.

- Forecasted the economic utilization of LE equipment to ensure 80% usage within a \$300K annual budget.

Inside/Outside Plant Engineer, Engineering & Provisioning**06/1990 - 08/1993**

Designed fiber, copper and electronic distribution work orders to provide business and residential customers data and telephone service. Coordinated cable, pole, and conduit placement with cable TV, developers and municipalities. Monitored construction work and resolved engineering and construction issues. Interfaced with out-of-service customers to resolve service needs. Wrote Request for Proposals for select contract work.

PROFESSIONAL DEVELOPMENT

- American Leadership's "Effective Personal Productivity"
- Stephen Covey's "First Things First"
- Dale Carnegie's "How to Win Friends & Influence People"
- Various Bellcore Managerial & Technical courses ("Quality Process Workshop," "Effective Meeting Skills," "Effective Presentation Skills," "Fiber-in-the-Loop," "Data Communications," etc.)

PROFESSIONAL SKILLS

- MS Windows 98, ME, 2000 and MS Office Suite, including MS Access, MS Project and MS Visio
- Computer programs and languages: AutoCAD; Basic; FORTRAN; Pascal

EDUCATION

HARVARD UNIVERSITY EXTENSION SCHOOL, Cambridge, MA
Certificate of Special Studies in Administration and Management

06/1995

UNIVERSITY OF MASSACHUSETTS, Amherst, MA
Bachelor of Science in Mechanical Engineering

05/1990

KENNETH DUARTE

Michael J. Wertheimer

991 Sunswep Road NE, Palm Bay, FL 32905 • Tel: 321-676-4965 • E-mail: mike@solunet.com
Cell: 321-795-7386 wertheimer57@hotmail.com

Vice President of Sales

ADVANCED NETWORK SOLUTIONS AND EQUIPMENT:

Internet Protocol-based Networking ... WAN and Internet Access Equipment
Point-to-Multipoint ... Broadband Wireless Access ... Network Infrastructure Devices
Firewall and VPN Internet Security ... High-performance, Scalable IP Platforms ... Broadband Access
High-speed Internet and Telephony Applications ... Multi-layer Network Switching

EXECUTIVE PERFORMANCE PROFILE AND QUALIFICATIONS:

ORGANIZATIONAL LEADERSHIP – Strategic Planning / Sales & Marketing / P&L / Customer Relationships Product Development / Vendor Management / Cross-Functional Team Leadership

- Successful executive experience in both start-up/early stage companies and large, complex corporations. Ability to establish clear direction and resolve the inevitable conflicts that young companies experience as they grow, and that larger organizations face during changing market conditions. Executive presence with superior communication skills and the ability to gain and command respect from colleagues, customers and employees. Strong network of contacts with manufacturers and vendors such as Cisco, Lucent, Nortel and Juniper as well as top CTO's within the WAN marketplace.

STRATEGIC MANAGEMENT – Negotiations & Communications / Profit Revitalization / Market Analysis & Positioning / Productivity & Efficiency Improvement

- Strong conceptual, business analysis and crisis management skills with the ability to implement controls and performance measurement to optimize core operating functions. Brings a sense of urgency to drive positive organizational change, process redesign, and best practices to increase revenues and improve bottom-line.

BUSINESS DEVELOPMENT / SALES & MARKETING – National Account Development / Solution Selling / Channel Sales & Partnerships / Business Growth & Expansion / Executive Presentations

- Analyzes the strengths and weaknesses of the industry and brand positioning to create sound strategic plans that achieve revenue and profitability goals. Assumes responsibility for the sales function, including providing leadership to sales organizations, and personally participating in major account business development and relationships.

EMPLOYMENT HISTORY:

SOLUNET, INC. – 1992 to 2003

President / CEO / Chairman

- Founded Solunet as the premier VAR/Integrator in the WAN/Telco marketplace, evaluating the direction of technology and identifying opportunities to provide leading-edge network solutions. Led evolution of Solunet within an ever-changing technology landscape with current focus on wireless, security and VOIP. Partnered with Sun Capital Partners, Inc. in 2002 and currently remain 15% shareholder.

GTI / GIFFORD ELECTRONICS / SHARP ELECTRONICS – 1986 to 1992

Consultant

- Operated as a full-service solutions consultant creating business development and organizational infrastructure to maximize product portfolio success.

AMDAHL COMMUNICATIONS – 1982 to 1986

Regional Sales Director Telco

- Provided sales and business development leadership for world-class IT infrastructure services provider, within new Communications division.

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS:

SOLUNET, INC.

Responsible for the overall management and direction of the organization, including strategic planning, sales and business development, engineering services, professional services, technical support services, supplier/partner relations and marketing communications.

- Grew business from ground-up to multi-million dollar success. Transitioned new venture from concept through all strategic planning functions and market development into a highly successful, superior quality operation with 190 employees.
 - Grew revenues from \$500,000 in first year to over \$200 million in 2000 with GPM of 25% (without external funding).
 - Attained \$25 million + EBITDA in 2000.
 - Grew the service organization to 40% of overall company revenues.
 - Serviced 65% of the carrier marketplace.
 - Built national sales force of 56 sales professionals across 16 offices.
 - Developed international sales force of five, concentrating on the CALA region.
- Achieved industry recognition for innovation, reputation and fast-track growth.
 - Named "Entrepreneur of The Year" two consecutive years from E&Y and Nasdaq.
 - Attained "Fortune 500 Top Private Companies" ranking three consecutive years.
 - Achieved "Florida 100" five consecutive years for private company's.
 - Quoted in numerous trade publications on IP network infrastructure and business growth.
- Market visionary who capitalized on emerging Internet technology as critical driver for future business growth.
 - Selected leading edge technologies from early stage technology companies such as Juniper, Ascend, Redback, Foundry etc. preceding product development.
 - Developed the first networks for Amazon.com, Earthlink, and Erols (RCNC) – complex, multiple-city projects that required leading both the technology development effort and creating the business and resource infrastructure to support development and implementation.
- Business Adaptation.
 - Developed strategy and successfully raised \$15 million in Venture Capital.

GTI / GIFFORD ELECTRONICS / SHARP ELECTRONICS

Recruited to companies based on high-level reputation and deep knowledge of the electronics industry and its customer base.

- GTI. Advised on product line capabilities and functionality for successful launch into LAN marketplace.
- Gifford Electronics. Developed strategic roadmap for penetration into data communications market.
- Sharp Electronics. Drove introduction of one of the first laptops in the market, including consulting on appropriate software and peripheral interfaces.

AMDAHL COMMUNICATIONS

Given full charge for penetrating the Bell Atlantic, Nynex and Ameritech territories, as the company transitioned into data communications space – required shift in organization culture and market perception. Responsible for creating/executing sales strategy, assembling and leading sales force and systems engineers.

- Successful Market Penetration. Recruited and developed performance-driven sales organization and team of 25 Systems Engineers to support the sales of T1 and Packet switch networks – consistently achieved over 150% of quota during entire tenure.

EARLY CAREER (prior to 1982):

- Regional Systems Engineer Manager – GENERAL DATACOM. Initially hired as Regional Systems Engineer, responsible for opening regional Bell companies. Advanced to Regional Systems Engineer Manager rapidly, based on performance and account management expertise. Supported the Bell Atlantic Region, which included the regulated side and non-regulated side (Bell Atlanticom) – penetrated new market and generated first time order valued at \$4 million.

PROFESSIONAL DEVELOPMENT / AFFILIATIONS:

New York University. Lehman College of New York. Numerous Cisco and Microsoft Certifications.
Internet Service Provider Association. Florida Internet Service Provider Association

CONFIDENTIAL

MICHAEL H. KHALILIAN

9762 S. Millstone Ct.
Littleton, Colorado 80130
Office: 303-683-7916
Email: m.khalilian@attbi.com

PROFESSIONAL SUMMARY:

Telecommunication and Operation Management executive with over 18 years Business, Technology, Engineering, Operations and Customer Service Management experience in the following disciplines:

- Multi-Department, Program, Project and Product Engineering and Technology Management
- Supervising, Forecasting, Budgeting/Program Cost Accounting, WBS, Proposal Preparation, Scheduling, Hiring and Manpower Planning, Contract Evaluation/Negotiation, Risk Management and P & L
- Strategic Marketing Analysis, Customer and Vendor Interface/Management, Logistics and Technical Marketing, Corporate and Network Assessments, Merger and Acquisitions
- Wallstreet, VCs, Analysts, Speaker, Advisor and Media interface
- Telecommunication (CLEC, ILEC, LEC, IXC, RBOC, ISP, ASP), Broadband and HFC/CATV Product and Service/Applications Development, Testing, Integration, Deployment Engineering Life Cycle Management
- Information Technology (IT), Back Office Support System (BOSS), National Operation Center (NOC), Call Center, EMS, NMS, OSS, Telecom Switch Surveillance, QoS/SLA, Performance Measurement
- Managing Narrowband and Broadband Networks and Services (Central Office, Cable Headend, HFC, IP Gateways, ISPs, Optical Transport, Packet Cable and Telephony Trunk Gateways/Softswitches/VoIP)
- Developing Strategy and Managing Telecom New Services (Hardware/Software) and Implementation
- Developing and Managing Telecom, Datacom, Multimedia, Transport System Architecture, Integration, Validation, Implementations, New Technology, Operations and Vendor Management
- Developing Strategies to Identify and Integrate New Business, Mergers and Acquisitions
- Production and Test Management Quality Control Process TQM/ ISO-9000 Series, NEBs, CALEA/FCC/FBI, ISC, CableLabs, Telcordia (Bellcore), ITU, IETF
- Multi Million Dollars Financial day to day Operational, Business and Technology Management

Telecommunication Experience Includes:

- Developed Architectures, Strategy, Study, Evaluations, Reports of New Telecom Network/Products Technology for NTT multiple Organization, Departments and Executive Management
- Design, Develop and Manage VoIP strategy and selection (Gateway and Softswitch components)
- Supported the development of VoIP service delivery strategy for Time Warner Communications/ Telecom/ Time Warner Cable/ AOL
- Responsible for TWC/TWTC 44 cities new technology, business and product strategy development
- Increased corporate revenues by over 30% in 1996/00 through introduction of new products and services
- Responsible for establishing Technology and Business development organizations and teams in TWTC
- Responsible for day to day management of multiple Departments, Operations and E&T Lab
- Manage over \$50 million capital and expense budgets
- Liaison to IP Carrier (Telecom) Multimedia Coalition, Softswitch Consortium and CableLabs, QWEST (US WEST Interprise), Williams and AT&T Broadband (Media One) for new business development

CONFIDENTIAL

- Develop and manage Level 3, AT&T Broadband (TCI, Media One), and UUNET business and technology relationships
- Develop processes to manage strategic vendors (i.e. Lucent, Cisco, Nortel, Siemens, Alcatel, Sonus, ...)
- Responsible for Technology Applications Development, including strategic service and business marketing plans, concept development, architecture definition, feature and function specification, prototyping, system engineering, test, integration, and program/project/product management
- Responsible for defining system engineering, functional requirements, service architectures, signaling and inter-working requirements for new services, features, Network Management and Vendor selection /management, contract, price negotiations and relationships, service bundling and marketing support for:

Broadband Data Services, High speed broadband backbone switching and transport architectures including WDM, SONET, DWDM, DS-X (0,1,3), OC-X (3,12,48,192) and high speed ATM, Frame Relay and TLS/NLS (LAN/WAN/VPN) architectures including Ethernet 10BaseT, Token Ring, FDDI, 100BaseT, GigE, ISP/Internet Access (Modem Pools/PRI), Voice over X (VoIP; IPDC/SGCP/MGCP/MegaCo H.248/SIP/SIP+/H.323v2, MPLS, VoATM, VoDSL), CTI, Video transport and conferencing, bridging, routing, OSS Operations Network Management HP Openview, SNMP, CMIP protocols and data service definition.

Telephony Switch Services, Basic and Enhanced services including POTS, TDM/IP Centrex, CLASS, VMS, ADSI, Complex Switch Services Applications, ISDN BRI/PRI, DLC, xDSL (SDSL, HDSL, ADSL, VDSL), AIN (SCP/SCE), Local Number Portability (LNP), Modem Pool Internet Access, SS7 (SSP / STP, TALI / Sigtran) switching architectures and platforms. Also VoIP Gateways, Softswitches, Applications Server, Media Server, Directory Server (Ascend/Lucent, Sonus, Cisco, Unisphere/Siemens, Nortel, VocalData, Convedia, Sylantra, Broadsoft, and others), TDM Class 5 and 4 Tandem telephony switches, PBX IP/TDM (7RE/5ESS, EWSD, DMS100), TMN, OSS, Network Management (NMS/EMS/SLA/QoS), Back Office Support System (BOSS) Provisioning and Billing systems and CDR mediation. (ADC, EUR, ApEngine)

Internet, CATV/ HFC Multimedia and Wireless, Digital and Analog Set-top (TWC/SA Pegasus), CMTS, DOCSIS and NCS CableLabs with Telephony services development (ADSI) Custom Calling and CLASS feature, VMS, Unify Messaging, TV Phone, Video Services (JPEG, MPEG, H.320, H.323, D-1), Internet Services (Web Hosting, VPN, VMS, IP/SIP Applications), MMDS, LMDS (2 - 38 GHz) and Billing CSG / CableMaster IP Billing mediation.

CONFIDENTIAL

EMPLOYMENT HISTORY:

NTT Corporation (East, West, Advanced Technology, Lab, Holding); Tokyo/Japan, USA
Chief Technologist – Advisor 4/2002 – Present

TIME WARNER Communications / Telecom (TWC, TWTC); Englewood/Littleton, CO
Senior Director/Senior Engineering - Technology / Applications / Business Development 4/1996 – 4/2002

DME Corporation; Ft. Lauderdale, FL
Program Manager - FAA/FCC Communications 2/1995 – 2/1996

SIEMENS Corporation; Boca Raton, FL
Senior Member of Technical Staff
SIEMENS Stromberg-Carlson; Lake Mary, FL
Senior Project Engineer
Product Manager Telecommunication Systems Development and GSM/PCS (BellSouth) 1993 – 2/1995

Harris Corporation; Melbourne, FL
Lead System Engineering Project Manager / Government Communication Division 1989 – 1993

McDonnell Douglas Corporation (Boeing); St. Louis, MO
System Engineer - McDonnell Aircraft and McDonnell Douglas Electronics/Chip Supply 1983 – 1989

EDUCATION:

M.B.A./Executive Management, 1995	Southern California University; Santa Ana, CA
B.S.E./Electrical Engineering, 1985	University of Central Florida; Orlando, FL

CLEARANCES:

DOD Secret and NATO Security Clearances (86 thru 89, 95)

AWARDS / MEMBERSHIPS:

Chairman of the Board of Directors and President / International Softswitch Consortium (ISC) -- Voice of the Packet Communications Associations and Forum 2002-Present
SuperComm/SuperQuest Judge for new Telecom/ Datacom/ Broadband technologies 2001 and 2002
Member of Board of Directors for International Softswitch Consortium (VoIP, Next Gen Telecom, Multi-Media Carrier Coalitions) 1996 - 2002
Member of Telecom Executive Council for the United States 1999 - 2001
Member of Summit of Leaders Time Warner, Received number of Peak Performance/Mgmt Awards 1999-2001
Technical and Technology Advisor to Wallstreet, VCs and Analysts
Frequently Speaker at National and International Telecom events

CONFIDENTIAL

Published number of articles about Next Gen Telecom strategy
Support Publishing a Next Gen Telecom Technology Book due end of 2002

Frank Zahrt III, CCNP CCDP CCNA CCDA CCSE FCSE

Professional Qualifications:

- Current position is with Volo Communications as the Senior Network Engineer. Responsibilities include design, addressing, testing, hardware, software configuration, monitoring, security, QoS and handling whatever issues that may arise to mitigate the impact on a production environment.
- Previous position is with NEC BNS as a Senior Network Engineer providing a broad range of technical support, implementation and design services, and sales engineering assistance for a range of projects.
- Before the above position, was a Level 3 Engineer for Bank of America supporting both router implementation crews and providing a network monitoring technical escalation point. Job functions also include implementing Cisco switch and router solutions with other vendor's equipment (Bay, Synoptics, and IBM) in multi-story bank buildings for a variety of client connectivity requirements. Recent strong focus on security implementation technical project management and support.
- Cisco Certified as a **CCNP** (Cisco Certified Network Professional) with **Voice Specialization**, **CCNA** (Cisco Certified Network Associate), **CCDP** (Cisco Certified Design Professional) **CCDA** (Cisco Certified Design Associate), and a **CCSE** Cisco Sales Expert (SMB)
- **CCIE** written examination passed with lab component certification to follow.
- Extensive work with Cisco routers implementing for NationsBank, Bank of America and NEC.
- Router platform series familiarity includes the Cisco 1750, 1760, 2500, 2600, 3600, 4000, 4500, 4700, AS5350, AS5400, AS5800, AS5850, 6500 (MSFC/2), 7200 and 7500
- WAN connectivity support strongly focused on **Frame-Relay**, **DS0**, **DS1**, **DS3**, **Switched 56** and **ISDN** implementation and extensive troubleshooting. **ATM** configuration and troubleshooting experience. **IGRP**, **EIGRP**, **RIP** (both IP and IPX RIP), and **OSPF** routing protocol experience. Good multihomed **BGP** experience. **DLSW**, **RSRB**, **BSTUN**, **STUN** and **SNA** implementation and support familiarity.
- LAN implementation support includes both **Token-ring**, **Ethernet** support. **FDDI**, **CDDI** and **ATM LANE** experience. **Catalyst 1900**, **2800**, **2900**, **2950**, **3500**, **3550**, **4000**, **4500**, **5000**, **5500** and **6500** series support and configuration. **VLAN** with **ISL**, **802.1q**, **802.1p**, **FDDI (802.10)** and **VTP** experience. **SRS**, **SRB**, **SRT** and **SR/TLB** switching experience. **IPX / SPX** (Novell) and **NetBEUI/NetBIOS** (Microsoft) protocol traffic familiarity and control experience (**SAP** filtering and broadcast control/forwarding).
- O/S familiarity is extensive with **DOS**, **Windows 3.x**, and **Windows9x**. Basic experience with **AIX (UNIX)** with **SNMI** MIB management and configuration (MIB sets). **Netview** and **Maxim SNMP** management system experience.
- Experience with **NT1s**, **CSU/DSUs** (Kentrox, Paradyne, etc.) up to **DS3/T3** speed) and asynchronous/synchronous modems.
- Security focus with Cisco **PIX** firewall, **VPNs** and intrusion detection (**IDS**)

Education: Seminole Community College Sanford, FL

- Previously enrolled in the Associate of Science in Computer Network Engineering Program – **Microsoft NT** specialization
- GPA in Major was **3.53**

Global Knowledge Network Course – Cisco LAN switch configuration (CLSC) July 1999
Global Knowledge Network Course – Introduction to Cisco router configuration (ICRC) September 1998

Testing History:

Exam		Date Passed
Microsoft Network Essentials		May 1998
Cisco Certified Network Associate	(CCNA)	January 1999
Designing Cisco Networks	(DCN)	December 1999
Cisco Sales Expert – Small/Medium Business		January 2000
Advanced Cisco Router Configuration	(ACRC)	February 2000
Cisco LAN Switch Configuration	(CLSC)	March 2000
Building Cisco Remote Access Networks	(BCRAN)	March 2000
Cisco Internetwork Troubleshooting	(CIT)	April 2000
Cisco Internetwork Design	(CID)	May 2000
Cisco Voice	(CVOICE)	November 2000
Building Scalable Cisco Networks	(BSCN)	May 2002
Multicast and QoS	(MQoS)	February 2003

Experience: Nov 2002 to current Volo Communications Altamonte Springs, FL

- Senior Network Engineer for Volo
- Providing comprehensive network design and addressing with careful focus on QoS and security implementation
- Handle all hardware issues with network equipment and provide PC troubleshooting and building as required.
- Design and implementing a 24x7x365 monitoring center based on both SMNP and RMON applications to rapidly isolate any issue that might arise.
- Provide backups of key data for disaster recovery

July 2000 to Nov 2002 NECBNS Orlando, FL

- Senior Network Engineer for NEC BNS with a primary support role as a design, installation, troubleshooting and sales engineer.
- Cisco Platform familiarity has grown with a more focused role in QoS and Core transport role for Voice deployment. **Callmanager** and **Unity** deployed in clustered, redundant groups.
- Several projects completed with hundreds of Cisco Catalyst switches across academic campuses, including 6500, 4000 and 35xx class backbone switches.

Mid 1998 to June 2000 Friendly Data Inc. Winter Park, FL

Network support and implementation Engineer

- Rapid advancement from a field tech to a Level 2 support technician to an Engineering position with NationsBank. Project scope was over 14,000 Cisco routers and Catalyst switches being deployed in Core data centers, ATMs, bank locations, malls and airports.
- Security project management for the implementation of routing asynchronous information across a TCP/IP network (BSTUN) on Cisco routers. Responsibilities included maintaining a rigid schedule and immediate resolution of a wide variety of technical issues that surface during new equipment deployment.
- Broad technical support for field technicians, level two, and level three personnel. Responsible for escalating issues to Engineering when appropriate and discovery/resolution of IOS bugs and router issues with Cisco TAC.
- Creation and review/editing of **Visio** engineering diagrams for implementation of Cisco based networks. Network deployment is typically multiple Cisco routers and Catalyst switches located in local branches or multistory buildings. These normally are connected to a frame-relay, ISDN or ATM based network for WAN transport.
- Technical documentation and engineering report creation for a variety of issues. Creation of testing procedures for WAN circuit verification that are still in use today for the NationsBank routed network deployment spanning multiple US states of deployment.
- **Instruction and training provided** to level 1-3 personnel in both the large Richmond and San Francisco NOCs (Network Operation Centers) for NationsBank and Bank of America technicians. Specifically, training in the area of a TCP/IP routed network and Cisco router and switch behavior to troubleshoot a wide variety of LAN/WAN related issues.

1997 to mid 1998 Conserv Orlando, FL

Commercial refrigeration / HVAC technician

- NOVAR Local Area Network (LAN) troubleshooting and repairing (computer driven, networked controls for large HVAC units).
- Maintaining, troubleshooting and repairing of all aspects of modern HVAC/refrigeration equipment.
- Low voltage HVAC control system troubleshooting and repairing.

1989-1997 Circuit City Stores, Inc. Altamonte Springs, FL

Lead Installation technician/Assistant Manager

- Diagnosing, repairing, and installation of modern electronics in vehicles.
- Supervision of installation technician group to drive sales and productivity
- Customer Service Assistant Manager (1990-1991)
- Computer Repair (PC) and troubleshooting

KARA YBERG

216 Afton Square #306 ♦ Altamonte Springs, Florida ♦ (407) 865-5641

OBJECTIVE

To obtain a position that will utilize my experience in the areas of: **service delivery, local market provisioning, implementation, client relations, project management, process improvement, and technical proficiency.**

PROFESSIONAL HISTORY

Volo Communications, Inc.

2002-present

Provisioning and Ordering Specialist

- Responsible for the design and implementation of a proprietary GUI application to convert local services among various carriers
- Active in the review and negotiation of Interconnection Agreements for BellSouth, Verizon and Sprint
- Delivery of customer operational support and implementation guidelines and controls

2001-2002

AT&T Local Network Services

Broadview Networks Project Manager

- Responsible for the conversion of local services from Broadview Networks (Verizon) to AT&T
- UNE-L and UNE-P conversions: orders range from 50-150 lines per project
- Utilization of various web based programs to ensure seamless transition including DMS and 5ESS switches, BES GUI billing system, One-Touch Ordering System, Access Line Database Inventory System, Harris Testing System and ProComm Voice Mail Access System
- Ensured on time delivery of service by meeting and exceeding provisioning parameters

AT&T Local Network Services

2000-2001

Lead Provisioning Design Engineer

- Analyzed, organized and prioritized the Access Service Request (ASR) for provisioning including requests for new conversions, moves, changes and disconnects
- Created and maintained billing account data
- Designed and implemented switch engineering parameters for DMS and 5ESS switches using Connect-Vu remote access or Direct Switch Port Access
- Performed cross connection of circuits (remotely) and the test and turn up of all local services utilizing numerous web-based and proprietary programs
- Trouble shooting and maintenance proficiency
- Performed ASR, LEC, billing, maintenance, test & turn-up, disco/reterm and MACD requests (Universal "end to end" agent)

Intermedia Communications

1996-2001

Local Number Portability Coordinator

- Submit/receive LSR's to coordinate LNP requests to include porting, modifying, canceling and disconnecting tn's
- Utilization of web-based GUI interfaces (Verizon, SWB, GTE, BellSouth, Sprint & AT&T)
- Input and update of lines in SOA (Service Order Activator)
- Clarification resolution
- In charge of port out and winback orders
- Root Cause Analysis projects
- Yellow and White Pages Advertising
- Processes move, add, change and disconnect requests
- Toll free lines and travel card processing and maintenance

EDUCATION

Barry University 2001

BS, Business Management/Telecommunications

SKILLS SET

Knowledge and utilization of GUI interfaces for various carriers

ASR and LEC Software Application Programming and Maintenance

DMS and SESS switch programming

Microsoft Office Suite... Word, Excel, Power Point

CARRIE ANN CARUSO

SUMMARY OF QUALIFICATIONS

Executive level consultant with expertise in revenue assurance systems. As Vice President of Revenue Assurance, was able to achieve remote access and control of 13 existing operations, identifying and blocking revenue leakage and fraud totaling over 20MUSD in annual recurring revenues. As Director of Billing and Customer Service, was instrumental in leading during an extraordinary period of rapid growth, achieving positive cash flow within 6 months and an annual run-rate in excess of \$70M in 10 months.

EXPERIENCE

MSI Cellular - Hoofddorp, The Netherlands

2000 - 2002

VP Revenue Assurance

Privately funded holdings company focused on building and operating GSM Networks in the African market

- Reported directly to CFO and Member of Board.
- Co-developed a Revenue Assurance system with supplier.
- Staffed and managed a revenue assurance team.
- Implemented Revenue Assurance Systems for each operation remotely from the Netherlands.
- Analyzed and Reported on switch CDR data in order to compare against the company's financial reports.
- Recovered leakage and fraud exceeding 20M USD annual recurring revenues.
- Assisted in placing controls and procedures.
- Made recommendations to the local operation on how to optimize network capacity and increase revenues.

Network Plus - Quincy, Massachusetts

1999 - 2000

Billing Operations Director

- Reported directly to CFO.
- Responsible for implementation of frame relay to transfer switch billing data into the corporate office.
- Managed a Team of five Billing Coordinators and Analysts.
- Managed an Implementation Team of switch engineers and billing managers during the launch of new services.
- Trained Implementation Team, Billing Coordinators and Analysts on 6 manufacturers switch output: fixed, cellular and data.
- Deployed mediation platforms in 5 states within the United States.
- Managed and collected Meet Point and Reciprocal Compensation between interconnecting operators.
- Played an intricate role in the deployment Electronic Bill Presentment and Payment.

Level Three Communications - Cambridge, Massachusetts 1997 - 1998
Director of Customer Service and Billing

A venture backed, facilities-based CLEC focused on the ISP marketplace. Formerly XCOM Technologies, which was sold to Level Three Communications.

- Reported directly to CEO and CTO
- Responsible for billing and collecting over 1 Million Dollars in Monthly Customers Revenue and Over 2 Million Dollars in Monthly Reciprocal Compensation/Termination Revenue
- Staffed and Managed Customer Service and Billing Departments
- Responsible for performing feasibility studies of all sales contracts
- Played a key role in the development and deployment of an internal tracking and billing system
- Negotiated Master Service Agreements for interoffice facilities

RCN Telecom Services - Boston, Massachusetts 1996 - 1997
Business Manager

Reseller of Bundled Services serving the metro-Boston market

- Reported directly to VP and general Manager of the Massachusetts Operations.
- Responsible for performing feasibility studies on all sales contracts.
- Managed Operations network build-out.
- Staffed and Managed a Team to implement sales, operations, and billing policies and procedures.

Clarkin, Sawyer & Philips - Boston, Massachusetts 1996
(Corporate Law Firm)

Paralegal/Assistant to Managing Partner

- Responsible for over a dozen client files: preparing articles of incorporation in the US and Mexico, researching and filing patents, organizing annual board meetings and taking minutes, preparation of quarterly taxes, and handling all client litigations and/or outsourcing

Perkins, Smith and Cohen - Boston, Massachusetts 1992 - 1995
(Full Service Law Firm)

Paralegal/Office Manager

- Responsible for all client files: oversee and manage civil, criminal, and corporate client files: which included: research of case law, drafting applications and motions for court, and meeting filing deadlines, and settlement with clients.

EDUCATION

- Bachelor of Science - University of Rhode Island

TECHNICAL SUMMARY

- Familiar with Oracle, SAS, Unix, SQL, Access, Excel, Power Point, Project
- Development experience with pre-paid/contract billing systems proprietary systems and off-the-shelf software (LHS, CABS, Homisco, Bright VSD, etc.)
- Switch vendor outputs including Ericsson, Siemens, Alcatel, Nortel and Lucent
- Accounting package experience custom and vendors such as Eclipse, SAS and SUN.
- Bellcore/Telcordia, ASR Certified.