

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 14, 2014
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Sakina Deas, Research Assistant, Office of Telecommunications
RE: Docket No. 140028-TX, Florida Hearing and Telephone

Attached is a replacement page for page 7 of Florida Hearing and Telephone application, resume, and financial disclosure statement. Please add to the docket file for informational purposes. If you have any questions please contact me at 413-6504.

THIS PAGE MUST BE COMPLETED AND SIGNED

REGULATORY ASSESSMENT FEE: I understand that all telephone companies must pay a regulatory assessment fee. Regardless of the gross operating revenue of a company, a minimum annual assessment fee, as defined by the Commission, is required.

RECEIPT AND UNDERSTANDING OF RULES: I acknowledge receipt and understanding of the Florida Public Service Commission's rules and orders relating to the provisioning of telecommunications company service in Florida.

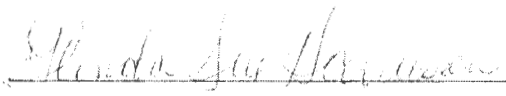
APPLICANT ACKNOWLEDGEMENT: By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide telecommunications company 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.**"

I understand that any false statements can result in being denied a certificate of authority in Florida.

COMPANY OWNER OR OFFICER

Print Name: Glenda Sue Harvison
Title: President
Telephone No.: _____
E-Mail Address: _____

Signature:  Date: 3-27-14

Mark C. Fenn

3858 Cabana Lane

Dallas, TX 75229

Home: 214-366-2955 Mobile: 972-999-6735

Mark.C.Fenn@Gmail.com

Summary: Successful Director, Manager and leader with proven results in strategy creation, vision and execution of client-centric sales and marketing efforts. Exceptional strength in providing value and power to Fortune 500, General Business Segment and Indirect Channel Partners through useful technology and innovative solutions. Brand Name for developing sound business relationships both internally and externally while delivering rapid and profitable results. I look at the whole business as if it was my own, thus generating net new revenue and profitability.

Career Highlights:

- Highly successful leadership roles ranging from Enterprise/Fortune 500, Strategic Named Accounts, General Business and Indirect Sales.
- #1 B2B Corporate Sales Manager for Sprint DFW Marketplace 2003 (LTD-Nationwide), 2004, 2005, 2006 based on Encore Results which is based on actual net new revenue sold - no self reports.
- Recognized as #1 Sprint LTD Indirect Channel in country for 2002-03 based on Net New Revenue vs Quota (279%).
- BM&A Business Plan GB Acq wireless Model presented to Mr. Leber in Feb 2007 was adopted in July 2007 and rolled out Nationally by Sprint.
- #1 Channel Sales Manager (36 Markets) for ALGX in 2000 and 2001.
- Opened Premier Strategic and National Account Program in Houston, Texas for Winstar Communications. Led efforts in Energy Relationships (yes- Enron!- but we said NO).
- President's Club Winner in 1997, 1998 and 1999 for Winstar Communications while serving in several different Leadership capacities.
- Led efforts to sell largest B2B partner deal to Ticketmaster teaming with Lucent Technologies capturing all local, long distance and private line business nationwide which was spot lighted Nationally.

Professional Experience:

Feb 2008-
Present

Public Sector Sales Director, Sprint Nextel Corporation, Irving, Texas.

* Promoted to Lead the Government Channel for Texas which includes the City, State, Federal Verticals, as well as Healthcare, Education and Utilities. Recruited top two Internal reps in Texas to join team.

October 2005-
Jan. 2008 (Post
Merger)

General Business Sales Manager, Sprint Nextel Corporation, Irving, Texas

- Finished 2006 #1 in DFW GB Marketplace vs Roy Jones/Rocky Alvarado based on Encore Stack Rankings which was based on Net New Revenue for wireless voice and data only.
- Top 5 out of 8 wireless reps for 2006 Encore Stack Rankings in DFW came from my team (only had 5!). Went to 6 wireless reps in August of 2006.
- Finished 2005 YTD #1 Sales Manager (w/ previous results from merger) for DFW EMM (Mid-Major Accounts) Marketplace (4 Teams).
- Region Leader for Prospecting Activities and contest (known as the blitz Czar) for all post merger activities.
- Recognized as a Leader, Visionary with Executive Potential from pre-merger Director and VP prior to engaging in post-merger Sprint Nextel (Director lost out to Mr. Leber).
- Client-centric strategy and balanced execution surrounding unique portfolio of wireless and wireline integrated communications services.
- Area POC for Anyware Mobility Initiative.

- #1 Team vs Churn % for 2006 in GB space/Leber area. (CMT Data- IDEN only). 2005 N/A.

Mark C. Fenn

January 2003-
October 2005

Branch Manager of Sales EMM, SPRINT Dallas Texas

- Led Efforts in the Mid-Major Account Space in 2004 & 2005 for existing and new logo space of 5k to 100k monthly billing. (General Business Segment for pre-legacy Sprint was handled out of call centers).
- #1 New Revenue and TBR branch for DFW 2004 & 2005. (Tiffany Bauer/Austin was #1 for Area both years).
- Product Portfolio included Wireless, Local, Long Distance, Data and IP products.
- Managed Employee Churn to a minimum: Managed out one rep inherited from displaced manager.
- Pioneered first integrated Sprint Sales force representing the full portfolio of Local, Long Distance & PCS (2003).
- 2003- Led Integrated Direct Team sales for new logo revenue for all five launched markets- Dallas, Houston, Kansas City, Columbus and Orlando. (first of our kind that was introduced mainstream in 2004)
- Led Recruiting and development efforts that have turned up the likes of Karla Plaza (entry level at time), Jon Deaton, Jeff Johnson, Misha Ashby, Lindsey Horany and many more.

June 2002-
December 2002

Indirect Channel Sales Manager LTD, SPRINT Dallas Texas

- Hired by Sprint to develop from ground floor an In-direct program based on new CLEC product portfolio.
- Easily achieved top new revenue status by year-end with a total of 14 new Authorized Sprint Sales Agents.
- Effectively recruited, negotiated and trained Indirect parties with extensive experience speaking in front of groups of 30 or more folks.
- Was well over 450% vs revenue quota for 2002 and dominated Indirect Market vs Houston, KC, Columbus and Orlando.
- Solicited #1 Partner for Southwest area (Simplify) to sign with GMG division as well (worked deal with Lee Brones). Sprint had been after them for two years prior to my arrival. Didn't hurt that #2 was my roommate of five years in Dallas. Currently beginning to sell wireless portfolio for Sprint based on my guidance.

Oct 2000 -
June, 2002

Regional Channel Manager- ALGX Dallas, TX

- Responsible for opening up the Indirect Channel for the DFW Marketplace. Recruited, Negotiated, Trained and led Sales Efforts for over 30 Authorized Indirect Partners to become the #1 Channel Program in the country out of 36 markets.
- Product Portfolio included CLEC Bundled Services, Local, Long Distance and IP services.

- Was recruited to Sprint by former ALGX VP (Donald Kref) that moved to Sprint in 2001 as Director of LTD for DFW.

Mark C. Fenn

Jan 2000-
Oct 2000

Director of Premier National Accounts for Winstar Communications, Houston TX.

- Relocated to Houston, Texas to create and start the Premier National Account Sales Division which was to focus on Fortune 100 HQ Companies along with the Strategic Vertical of Energy/Utilities.
- Signed MSA w/ Reliant Energy to provide all wireless access to bypass SBC for the Houston Metro area on our Ethernet LAN Line ring.
- Walked away from Enron proposal for joint MSA.
- Lost all HC budget with Winstar Ch 11 bankruptcy announced in April of 2000.

March 1998-
Jan 2000

Sales Manager National Accounts, Winstar Comm. Dallas, TX

- Promoted to lead the DFW National Account Field Sales Team consisting of six Corporate Sales Professionals, two Sales Engineers, two National Account Client Support/Order Entry reps and Administrator.
- Responsibilities included managing a list of Fortune 1000 Companies to drive new and maintain existing revenue for local, long distance, private line, frame relay, IP Service and wireless 'last mile' solutions.
- Measured on Line Count vs product Portfolio and was responsible for creating 576 new lines of service on a monthly basis.
- Grew a \$146k Monthly Billed Revenue business to \$311K in the span of 21 months.
- Presidents Club Winner 1998 and 1999 as Sales Manager.

Jan 1997-
March 1998

Sr. National Account Manager, Winstar Comm. Dallas TX

- Responsible for cold calling, penetrating and selling new revenue to Named Accounts on Fortune 1000 List for DFW.
- Led efforts to sell largest B2B partner deal to Ticketmaster teaming with Lucent Technologies capturing all local, long distance and private line business nationwide which was spot lighted Nationally. (Started w/ Cold Call)
- Achieved 132% Quota for 1997 and was 167% Quota for 1998 before promoted.
- Presidents Club Winner 1997.

Dec 1994-
Jan 1997

Account Manager, Metropolitan Fiber Systems Dallas TX

- Used extensive cold calling and telemarketing to prospect new customer base to increase sales for long distance and Type 1 Private Line services. Developed a strong telecommunication background and

understanding of long distance as well as the CAP side of the market leading to local deregulation.

Education

B.A. Hospital Administration Fall 1994
Minor in Psychology Fall 1994

- HA Marketing/PR Intern Baylor Hospital, Dallas Tx (June 94-Dec 94)
- Led all Marketing Efforts for Baylor Grapevine Fall 94.
- Member of Phi Delta Theta Fraternity 'Pledged Fall 89'.
- IFC Intramural Sports Chairman 1993.
- Phi Delta Theta Intramural Sports Chairman 1992
- Phi Delta Theta Rush Chairman Fall 1991.
- I graduated from SWT. Enough Said 😊

University of Texas State, San Marcos Texas
2.76 GPA

References

Jack Christie- Director GB Indirect Midwest (Sales Coach 2004/05)
Tony Parella- Vice President Sales ALGX (2000-02)
Steve Rowley- Vice President Indirect Sales Midwest (Direct VP 2004/05)
Lisa Councilman- Regional Vice President Sales Embarq
Frank Jewels- Vice President ATT System Integrator Segment (ex Winstar VP)
Lori Medina Scofield- Regional VP of Sales Winstar (1997-2001).
Jeston Dumas- ATT Vice President Strategic Sales (current).

AFFIDAVIT

STATE OF TEXAS §
 §
COUNTY OF TARRANT §

1. My name is Glenda Sue Harvison. I am President of Florida Hearing and Telephone Corporation.

2. Florida Hearing and Telephone Corporation has not yet commenced business operations or provided and telecommunications services to end users. Therefore, the company does not have the requisite information to produce a statement of retained earnings, income statement, balance sheet, or financial statements.

3. The matters addressed above are within my personal knowledge and are true correct as I verily believe.

Further affiant sayeth not.

Glenda Sue Harvison
Signature

Glenda sue Harvison
Typed or Printed Name

SWORN TO AND SUBSCRIBED before me on the 25 day of February, 2014.

Teresa Smith
Notary Public In and For the
State of Texas

My commission expires: 8.26.2017

