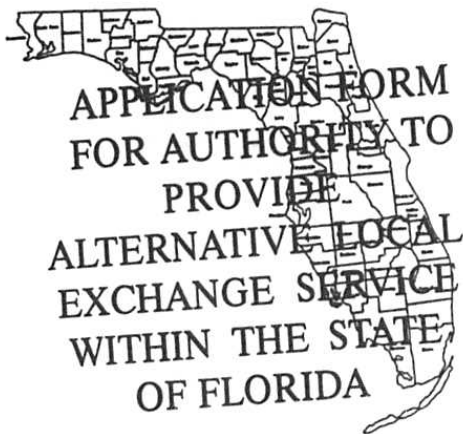


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APPLICATION FORM  
FOR AUTHORITY TO  
PROVIDE  
ALTERNATIVE LOCAL  
EXCHANGE SERVICE  
WITHIN THE STATE  
OF FLORIDA

DOCUMENT NUMBER-DATE  
00254-SEP 115  
FPSC-RECORDS/REPORTING

**FLORIDA PUBLIC SERVICE COMMISSION  
CAPITAL CIRCLE OFFICE CENTER - 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850**

**APPLICATION FORM  
for**

**AUTHORITY TO PROVIDE ALTERNATIVE LOCAL EXCHANGE SERVICE  
WITHIN THE STATE OF FLORIDA**

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**INSTRUCTIONS**

1. This form is used for an original application for a certificate and for approval of sale, assignment or transfer of an existing alternative local exchange certificate. In case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee.
  2. Respond to each item requested in the application and appendices. If an item is not applicable, please explain why.
  3. Use a separate sheet for each answer which will not fit the allotted space.
  4. If you have questions about completing the form, contact:  

**Florida Public Service Commission  
Division of Communications, Certification & Compliance Section  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0855  
(904) 413-6600**
  5. Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of \$250 made payable to the Florida Public Service Commission at the above address.
-

1. This is an application for (check one):

Original authority (new company)

Approval of transfer (to another certificated company)

Example, a certificated company purchases an existing company and desires to retain the original certificate authority.

Approval of assignment of existing certificate (to a noncertificated company)

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 for transfer of control (to another certificated company)

Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

2. Name of applicant:

BUSINESS TECHNOLOGY SYSTEMS

3. A. National mailing address including street name, number, post office box, city, state, zip code, and phone number.

4100 NORTH POWERLINE ROAD # P-6  
POMPANO BEACH, FLORIDA, 33073 954-974-9494

B. Florida mailing address including street name, number, post office box, city, state, zip code, and phone number.

4100 NORTH POWERLINE ROAD # P-6  
POMPANO BEACH, FLORIDA, 33073 954-974-9494

C. Physical address of alternative local exchange service in Florida including street name, number, post office box, city, zip code and phone number.

4100 NORTH POWERLINE ROAD # P-6  
POMPANO BEACH, FLORIDA 33073 954-974-9494

4. Structure of organization:

Individual  
 Foreign Corporation  
 General Partnership  
 Joint Venture

Corporation  
 Foreign Partnership  
 Limited Partnership  
 Other, Please explain \_\_\_\_\_

5. If incorporated, please provide proof from the Florida Secretary of State that the applicant has authority to operate in Florida.

Corporate charter number: P96000097181

6. Name under which the applicant will do business (d/b/a):

BUSINESS TECHNOLOGY SYSTEM, INC

7. If applicable, please provide proof of fictitious name (d/b/a) registration.

N/A

Fictitious name registration number: \_\_\_\_\_

8. If applicant is an individual, partnership, or joint venture, please give name, title and address of each legal entity.

N/A

9. State whether any of the officers, directors, or any of the ten largest stockholders have previously been 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.

N/A

10. Please provide the name, title, address, telephone number, internet address, and facsimile number for the person serving as ongoing liaison with the Commission, and if different, the liaison responsible for this application.

KENNETH JACOBI VP MARKETING  
4100 N POWERLINE RD P-6  
POMPANO BEACH, FL 33073  
KJACOBI@ANOTEBOOK.COM 954-974-9494 Fax 954-974-6338

11. Please list other states in which the applicant is currently providing or has applied to provide local exchange or alternative local exchange service.

N/A

12. Has the applicant been denied certification in any other state? If so, please list the state and reason for denial.

NO

13. Have penalties been imposed against the applicant in any other state? If so, please list the state and reason for penalty.

NO

14. Please indicate how a customer can file a service complaint with your company. We have a toll free phone # 800-677-1822, Fax # 954-974-6335  
we have a company e-mail address ILASCT@AOL.COM, LOCAL # 954-974-9494

15. Please provide all available documentation demonstrating that the applicant has the following capabilities to provide alternative local exchange service in Florida.

A. Financial capability.

Regarding the showing of financial capability, the following applies:

The application should contain the applicant's financial statements for the most recent 3 years, including:

1. the balance sheet
2. income statement
3. statement of retained earnings.

Further, a written explanation, which can include supporting documentation, regarding the following should be provided to show financial capability.

1. Please provide documentation that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. Please provide documentation that the applicant has sufficient financial capability to maintain the requested service.
3. Please provide documentation that the applicant has sufficient financial capability to meet its lease or ownership obligations.

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.

If available, the financial statements should be audited financial statements.

If the applicant does not have audited financial statements, it shall be so stated. The unaudited financial statements should then be signed by the applicant's chief executive officer and chief financial officer. The signatures should attest that the financial statements are true and correct.

B. Managerial capability.

C. Technical capability.



# ILA SETHI

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## EXPERIENCE

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1990-1995      Sunshine Computers Inc.      Boca Raton, Fl  
*General Manager*

- Increased sales from \$50 million to \$100 million.
- Doubled sales per representative from \$5 million to \$10 million.
- Suggested new products that increased earnings by 23%.

1987-1990      Allied Communications of Florida      Miami, Fl  
*Sales Manager*

- Increased regional sales from \$25 million to \$75 million.
- Managed 100 sales representatives in 5 Western states.
- Implemented training course for new recruits — speeding profitability.

1985-1987      Camera World      New York, NY  
*Senior Sales Representative*

- Tripled division revenues for each sales associate.
- Expanded sales to include mass market accounts.
- Expanded sales team from 25 to 50 representatives.

## EDUCATION

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1980-1984      Mithibai College      Bombay, India

- B.A., Business Administration and Computer Science.
- Graduated Summa Cum Laude.

## INTERESTS

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Running, Gardening, Cooking, Computers.

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Mirza Arshad A. Baig

## CONTROLLER

Objective: A career in accounting utilizing my computer skills

### EXPERIENCE

- Sep 96-Nov 96 Engaged in testing of Quantum Property and State Tax Software with Vertex Inc. Valley Forge, PA (Contract assignment through CFS)  
A windows product developed on Access. This software is used for tax assessment in every county and state in USA /Canada  
Analysed, and if necessary corrected the returns' format and errors  
Windows for Workgroup, MS Access, Quantum Property Tax for Windows
- Feb 95-Sep 96 Worked for Bell Atlantic Directory Graphic in Valley Forge, PA  
Assignment consisted of data processing and billing on a powerbuilder based software
- Oct 95-Dec 95 Worked as an Accountant with Henkel Corporation, Ambler PA  
Streamlined Accounts payable in this large company in the midst of downsizing (contract assignment)
- July 93-Apr 95 Tested and analyzed accounting and document management applications with UNISYS, Blue Bell, PA  
Assisted in designing and debugging of financial software  
Customized formats for accounts receivable, payable, client accounts, insurance claims, fixed assets and general ledger  
for medium and large companies. Learned workflow imaging technology, client server networking, PC/workstations configuration and setup
- Dec 92-Jun 93 Internal Auditor with Summerfield Suites Hotel, Malvern PA  
Audited daily revenue, prepared daily accounts reports, accounts receivable, Invoicing
- Jan 85-Nov 92 Accountant with SoftAct Computing Inc. Valley Forge, PA  
Prepared accounts for small business and provided system consultation with on site client training. Client write up, accounts payable, receivable, general ledger, inventory costing etc
- Jan 81-Oct 84 Worked as an Accountant with Hotel Minhal Sofitel, Riyadh, Saudi Arabia. Computerized accounting with payroll, accounts receivable, payable, Cash flow analysis, budgeting, costing
- Apr 76-Dec 80 Accountant with Ciba/Futhehally Karachi, Pakistan  
Prepared final accounts. Bank rec., Accounts Receivable, payable  
Maintained general ledger. Reconciled and analyzed GL accounts
- ### EDUCATION
- Bachelors degree in accounting and business administration  
Powerbuilder 5 course from Ziff Davis University, USA
- ### COMPUTER SKILLS
- Powerbuilder 5, Access, Web pages design, development  
Full command on Lotus 123, Excel, Word, Peachtree, Quickbook  
Full comprehension of client/Server technology. WWW, FTP/SLIP  
Skilled in DOS, Windows (NT & 95) installation and configuration

FRED K ZINN  
GENERAL MANAGER

EDUCATION

Michigan State Univ., East Lansing, MI, Bachelor of Arts, 1952  
(Economic Geography, History and Mathematics)  
Northwestern Univ., Evanston, IL, Master of Arts, 1953  
(Cartography, Field Geography and Statistics)  
Indiana Univ., South Bend, IN, Business MBA, 1974  
(FORTRAN, Inventory Systems and Operations Research)  
Southeastern Institute of Technology, Huntsville, AL, 1994  
(Managing The Software Process, Project Management, UNIX/C)

EXPERIENCE:

Mr Zinn is a Systems and Senior Programmer Analyst who has worked with significant phases of Software Design, Development, Management and Operation responsible to both Mainframe and Micro/PC customer installations. His experience includes Requirements Analyses, Senior Programmer Analytical Management, Software Designs and Systems Integrations.

REQUIREMENTS ANALYSES - ORACLE RDBMS SOFTWARE DESIGNS

My currently active Aerotek Contract Engineering Services sub-contracting assignment is with the PRC's Client Job Site located at the Gunter Air Force Base in Montgomery, AL. As the Air Force's prime contractor, PRC, Inc is to provide approximately six thousand (6,000) modular applicational hours to develop a Gupta Corporation SQL Windows client/server for the Air Force CCAF Educational Database System to access ORACLE 7.1. With Gupta Corporation's Power Program Class Object Designs, application developers are not required to both recognize and prepare SQL\*Form Trigger Messages. This Gupta software product is to replace a current Honeywell/COBOL flat file productional system. An immediate staff contracting requirement is to provide both inter-active and report windows software independent from mainframe constraints.

Temporary-To-Hire (92/93) for Advanced Technology Systems / Huntsville to design and develop a Decision Support Ad Hoc Reports System. ORACLE\*Case tools, SQL\*Forms and SQL\*Plus were applied to provide the initial baseline for Corps of Engineers', Huntsville Division, acceptance of the prepared Database Accounting Software. ATS Technical Staff maintained documents to ensure both project accountability and developmental traceability. Ongoing staff training was recommended, through Southeastern Institute of Technology, to maintain technical proficiencies with state-of-the-art releases concerning ADA/C Languages, LAN (Networks), MS-DOS (6.0), Text-Edits and UNIX.

### REQUIREMENTS ANALYSES - SYSTEMS INTEGRATIONS

Previous (95) Aerotek contract assignment at BDM Technologies, Inc / Montgomery for Alabama Location Enforcement and Collection System (ALECS) 300,000 Case Management database conversion to CICS/DB2 from IDMS BDM's commitment is to obtain Child Welfare State/National certifications for this particular system Therefore a completed task assignment for management considerations, provided time estimates for COBOL II source code rewrites to both eliminate IDMS pointer requirements and consistent timestamp verifications

Contract assignment (94) at Total Systems / Atlanta to prepare WordPerfect documents describing MVS Assembler code modifications that apply binary rather than sequential table searches Other documents were completed to project embedded SQL code into Assembler programs to access the Company's developed DB2 Credit Statement Tables Book Manager Software was referenced to modify productional programs to match COBOL II code requirements

### RISC SYSTEM/6000 - WORK STATION REQUIREMENTS

Contract services placement at Square-D / Raleigh to support authorized file transfers, operational objectives and parallel tests to upgrade client's Cash and Order Management Systems Prepared Assembler/COBOL and DLI modifications, for these business systems were tested to ensure continuity between IMS DB/DC applications and proposed client server requirements Ongoing preparation of *Bachman Case Tool* documentation to enhance Installation's AS/400 Report Menu Selection capabilities

### SENIOR PROGRAMMING ANALYSES

Supported programming developments to permit Enstar Specialty Retail Company's MVS terminal users enter CICS queries and request Easytrieve reports from a vendor designed IBM 43xx Commercial Business Applications (CBA 2 0) System for tracking both physical inventories and stock transfers Responsibility to prepare IBM 30xx (MVS/XA) job procedures, operational instructions and test plans to obtain quality assurance approvals for modified productional program implementations Assisted Company Systems Staff to recognize the CBA data compressed file formats designed to provide optimal VSAM access performances Oncall responsibilities were required to restart inadequately prepared job procedures

### SYSTEMS INTEGRATIONS AND CICS/DB2 SOFTWARE DESIGNS

Contract Programming placement at United Energy Services Corporation / Huntsville to accept Tennessee Valley Authority (TVA) user approved Entity Relationship Diagrams (ERDs) to install a CICS/DB2/COBOL II developed Master Tracking System This Parts and Services Network supported a proposed Browns Ferry Nuclear Plant restart tactical operation UESC Software Developers worked from the TVA moderately complex data models to test embedded SQL code, relating the designs with requirements, that provided the facilities to monitor, track and control pending plant start-up operations Appropriate documents were delivered to UESC / Atlanta to provide a Software Product portable to other TVA plants at Bellefonte and Watts Bar

Rajeev K. Thada

VICE PRESIDENT

recommendations for more commercially oriented systems aimed at eventual privatization of NEA, a state owned enterprise.

DEVTEC Nepal (Pvt.) Ltd. (Nov.'93-Dec.'94)

BUSINESS ADVISOR

- Identified and obtained business/projects with funding from international development agencies by establishing contacts with local potential clients, international consulting houses and local consulting resources.
- Carried out fundamental tasks for creating a trading unit, CBP Nepal (Pvt.) Ltd., for Devtec's partners.

Sarit International Concern (Aug.'92-Oct.'93)

BUSINESS DEVELOPMENT DIRECTOR

- Sarit International Concern is involved exclusively in Global Tenders in Nepal as a trade agent / representative for various principals from around the world.
- Obtained several tenders/business from clients like Nepal Telecommunications Corporation, Department of Road, Nepal Television Corporation, Feeder Road Project, Nepal Electricity Authority and Department of Civil Aviation for principals like LeBlanc & Royle (Canada), Escorts JCB (India), Jennis & LeBlanc (Australia), JCB (UK), Coopers Power (USA) etc.

K. B. Chitrakar & Co., Chartered Accountants ('91/'92: 3 months)

in cooperation with Coopers & Lybrand Int'l

RESOURCE CONSULTANT

- Conducted operations appraisal and financial audit of Hetauda Cement Industries Ltd., Nepal.

T. R. Chadha & Co., Chartered Accountants (91/'92: 5 months)

SENIOR in I and II quarters of training assignment in internal auditing for Nepal Electricity Authority (NEA), Nepal.

- Prepared detailed training programs and developed training materials.
- Provided class-room theoretical lectures and on-the-job training to 44 trainees of NEA in coordination with 11 instructors.
- Compiled and prepared final reports including both training achievements and audit findings from

Rajeev K. Thapa

on-the-job training.

T. R. Upadhyaya & Co., Chartered Accountants ('90/'92: 1 1/2 years)

CONSULTANT and LEAD CONSULTANT for phases I and II of Commercial Banking Problem Analysis and Strategy Study (CBPASS) , a UNDP/World Bank program, in cooperation with Booz.Allen & Hamilton and Ernst & Young.

- Collected, analyzed and reviewed critical information for credit and operational review of Nepal Bank Ltd. (Nepal's largest commercial bank). Conducted training programs on Financial Analysis and Credit and Loan Recovery Management.
- Assisted Booz.Allen Consultants in implementing credit management policies and manuals at Rastriya Baniya Bank (Nepal's 2nd largest commercial bank).

Besides CBPASS, provided accounting and financial management consulting services to various clients.

P. K. Madan & Associates, Chartered Accountants (Oct.'87 Sep.'90)

INTERNSHIP as per the Institute of Chartered Accountants of India.

- Conducted internal audits of luxury hotel, casino, manufacturing industry, travel trade company, trading company, tea garden and farming company as well as non-profit entities like nature conservation trust and society, welfare association, school and clinic.
- Improved and developed accounting and financial management systems.
- Received Best Audit Report of the Year award.

EDUCATION AND TRAINING

- BBA with specialization in Accounting, Taxation and Auditing.
- Passed three groups out of four required for Certified Internal Auditor (CIA) designation of the Institute of Internal Auditors, USA.

COMPUTER SKILLS

- Working experience in computerized accounting systems, including word processing and spreadsheet applications like Word, Excel, WordPerfect and Lotus 1-2-3.

# RESUME

*Name: Sudarshan Pradhan MIS Director*

*Objective: Systems Analyst for  
Unix/COBOL/RDBMS/Windows/Visual Basic projects*

## *Highlights:*

Experience in Client/Server as well as Unix platforms.  
Analytical abilities, training on current technologies and adherence to standards proven through involvement in projects mentioned ahead.  
Exposure to many other new technologies, through seminars and regular interaction with vendor firms.

## *Educational qualifications*

Degree	Master of Science (M.Sc.)
Subject	Mathematics
Specialization	Statistics and Operations Research
Institute	Indian Institute of Technology, Powai, Bombay-India
Years of curriculum	August 1976 to April 1981
Scholarship	National Science Talent Scheme
Years of scholarship	August 1976 to April 1981

## *Experience*

1. Employer	Innovation Computers
Tenure	May 1995 till date
Designation	Sr. Software Consultant
Responsibilities	Upgrading, simplifying and enhancing hardware performance. Recommending and developing application software. Incorporating standards. Working with clients to develop custom software packages.
Applications(1)	Integrated systems for Retail sales, Corporate and Service operations of Innovation Computers. Integrated systems for Sunshine Computers, a Telemarketing organization.

- Technology** HP 3000, MPE/ix, Image RDBMS, COBOL, Job Control Language, Access 2.0 SQL client, Windows NT, Novell netware, Foxpro 2.6 DBMS, EDI
- Achievements** All the distributors and major manufacturers of the computer industry have EDI strategies of their own. Some follow X.12 standards, but interpret them in their own way. Getting certified with each such vendor is a step by step process by itself. They offer readymade software that helps in an exclusive relationship with one vendor.
- Sunshine Computers had a software package to run its own operations. The objective was to extend that software to integrate with EDI from four major distributors and some manufacturers. This was achieved as follows
- General routines for recognizing, validating and interpreting X.12 were written.
  - The general routines were customized for each vendor according to their needs and tested with sample files received from the vendors.
  - General routines for creating X.12 files from application data were written
  - These too were customized for each vendor. The files were sent to them and thier approvals were obtained.
  - Batch processes of the application software were modified to include all the vendors' routines.
  - The general routines were also applied to additional information parters, namely market research sources and credit providers.
  - There were some reports and updation processes that management required for Accounts Receivable and Inventory Control. These were also written using the same development environment.
- Applications(2)** Market analysis software for Pulte Home Corporation.  
Performance tuning and DBA consultancy for Symmetrical Resources.

	Other projects with Database design, Forms and Reports.
Technology	Access 2.0 SQL client, Novell netware, Foxpro 2.6 DBMS, Oracle 7.2 RDBMS, Approach 3.0, Visual C++.
Achievements	Before starting a project with any new client, the sequence of Analysis, Design, Development and Implementation was explained to them with formats and their approval was obtained. This process, when completed, left a lasting impression on the clients. They responded with further projects whenever they had the need.
Applications(3)	Internet catalog with database back-end
Technology	HTML, iCat, Windows NT
Achievements	Innovation Computers had a graphic artist making fresh Web pages periodically, using HTML. This took a long process every time. It was not possible to keep the advertised prices up to date. The solution was to use a database that could be updated randomly combined with software that could interpret the database for the Web. Many such packages were tested. iCat was found to be best suited. The application has been designed and is ready to implemented on a dedicated computer with ISDN.
2. Employer	Kale Consultants Pvt. Ltd.
Tenure	September 1994 to April 1995
Designation	Team Leader
Responsibilities	Preparation of Current System study and User Requirement Specification, Presentation of the reports to management for review, Program level specifications and Data structure design Project Management.
Applications	Small Industries Development Bank of India's entire Operations and Accounting at Head office, Regional offices and Branch offices throughout the country.
Technology	Oracle 7.0 servers, SQL Windows clients and Oracle CASE



- Achievements**
- The long term objective was to eliminate interal paperwork between branches and regional offices, accounting and operating departments and providing fast and reliable service to customers as well as decision makers through a distributed database. The Bank had organized a user team from all levels and all departments of corporate office and a pilot branch. A team of consultants was organized and trained for the project.
  - A system for monitoring progress and comparing it with the long term objective was set up. This involved regular review with the responsible manager from the Bank.
  - All previous systems and procedures were opened for discussion, including coding structures, delegation of responsibilities and future business initiatives.
  - Structured reports were made from discussions with individuals, then departments then general forums.
  - Proposed changes to operating procedures were presented and approval was obtained. Probable difficulties in transition were also presented with demonstrated solutions where possible.
  - A relatively isolated subsystem was selected for testing and debugging the technology.
  - A Database Administrator was trained and guided to set a standard for future DBAs at the distributed installations.
  - This preparation and CASE tools helped to push the project through design, development, testing and implementation with a high degree of parallelism and resulting speed.
- 3. Employer** Steel Tubes of India Ltd.
- Tenure** January 1992 to August 1994
- Designation** Team Leader and Database Administrator
- Responsibilities** Feasibility Study, Hardware and Software Selection, Design of an integrated database, Implementation, EDP Management.

- Applications** Manufacturing Requirement Planning Software for Tube Manufacturing Plants ( ERW and CDW ), Strip Manufacturing Plants ( Cold Roll & Pickled ) , Continuous Copper Coating Plant and other smaller units; Software for Accounting, Human Resource, Marketing and Budgeting departments.
- Technology** Ingres 6.4, 4GL, UNIX, symmetric multiprocessors, Ingres vision.
- Achievements** There was a legacy system which was not delivering the full benefits of decision support because the business has grown into many diverse processes and products. The management was prepared to introduce multiprocessor computers and RDBMS. The challenge was in organizing the transition.
- The team of programmers were trained and prepared for the project. They were guided to use Vision for standard menus and forms, Query by Example for simpler Analytical forms and 4GL for procedures such as Invoicing, Production Planning and Payroll.
- Support from user departments was assured by discussing their problems with the Costing and Budgeting systems and suggesting changes to overcome those.
- The computers, RDBMS and terminals were installed and tuned to work together reliably and efficiently.
- A complete and fast transition meant large savings in terms of operating manpower and legacy system vendor's services.
4. **Employer** Steel Tubes of Singapore Pvt. Ltd.( Collaboration of Steel Tubes of India with Tokyo Boeki and Kobe Steel, both Japanese)
- Tenure** May 1989 to December 1991
- Designation** Systems Analyst
- Responsibilities** Software and peripherals selection, Database design, Programming, Implementation, EDP Management.
- Applications** Finished Goods Inventory, Export Shipping, Domestic Marketing, Import Consignment, Raw Material Inventory, Stores Inventory, Accounting and Payroll Software for an ERW Tube Manufacturing Company

Technology Achievements	<p>UNIX, Dosmerge, ANSI 85 COBOL</p> <p>The Japanese management was aware of the high cost savings in fast and accurate planning. These savings were best achieved by analysing the different departmental systems in order of potential inventory reduction.</p> <p>Computer and terminals were selected for the initial phase.</p> <p>The on-line finished goods inventory system was designed, developed and implemented as the first module.</p> <p>Each successive module was selected, designed, developed and implemented providing links to the data base of the previous modules, thus evolving an integrated system with Manufacturing, Sales, Accounting, Inventory and Payroll.</p>
5. Employer	Tata Exports Ltd.
Tenure	October 1981 to April 1989
Designation	Asst. Manager (EDP), Programmer/Analyst
Responsibilities	Current System Study, User Requirement Specification, Package Implementation, Database design, Programming, Performance Tuning.
Applications	Costing, Inventory Cost Accounting, Production Planning, Financial Accounting, Payroll Software for Finished Leather, Footwear, Leather Garments, Leather Goods Manufacturing Units, Export Marketing and other Trading departments of the internationally recognized company.
Technology	Proprietary Multi-user Operating System, 3GL, ISAM
Achievements	<p>Benefits were accrued by the company from computerization after a process involving many steps. Confidence of management was won by applying Linear Programming Technique for Product Mix using leased computer time in neighbouring companies.</p> <p>New Cost accounting techniques were applied. Calculations were done based on Shape, size</p>

thickness, chemicals applied and visual appeal of the material through the entire manufacturing process. They required more data analysis than was manually possible.

- Management was convinced that they needed to invest in a central computer with terminals in all departments.

- Transaction processing techniques such as indexes were explained to programmers who were accustomed to batch processes such as collating.

- Better decision support systems were made available for shift scheduling, purchasing as well as sales order commitment.

- As the business grew and more end-products were introduced, the new processes and locations were also integrated into the data base.



**FLORIDA DEPARTMENT OF STATE**  
Sandra B. Mortham  
Secretary of State

December 2, 1996

**CAPITAL CONNECTION**  
P.O. BOX 10349  
TALLAHASSEE, FL 32302

The Articles of Incorporation for BUSINESS TECHNOLOGY SYSTEMS, INC. were filed on December 2, 1996 and assigned document number P96000097181. Please refer to this number whenever corresponding with this office regarding the above corporation. The certification you requested is enclosed.

**PLEASE NOTE: COMPLIANCE WITH THE FOLLOWING PROCEDURES IS ESSENTIAL TO MAINTAINING YOUR CORPORATE STATUS. FAILURE TO DO SO MAY RESULT IN DISSOLUTION OF YOUR CORPORATION.**

**A CORPORATION ANNUAL REPORT MUST BE FILED WITH THIS OFFICE BETWEEN JANUARY 1 AND MAY 1 OF EACH YEAR BEGINNING WITH THE CALENDAR YEAR FOLLOWING THE YEAR OF THE FILING DATE NOTED ABOVE AND EACH YEAR THEREAFTER. FAILURE TO FILE THE ANNUAL REPORT ON TIME MAY RESULT IN ADMINISTRATIVE DISSOLUTION OF YOUR CORPORATION.**

**A FEDERAL EMPLOYER IDENTIFICATION (FEI) NUMBER MUST BE SHOWN ON THE ANNUAL REPORT FORM PRIOR TO ITS FILING WITH THIS OFFICE. CONTACT THE INTERNAL REVENUE SERVICE TO RECEIVE THE FEI NUMBER IN TIME TO FILE THE ANNUAL REPORT AT 1-800-829-3676 AND REQUEST FORM SS-4.**

**SHOULD YOUR CORPORATE MAILING ADDRESS CHANGE, YOU MUST NOTIFY THIS OFFICE IN WRITING, TO INSURE IMPORTANT MAILINGS SUCH AS THE ANNUAL REPORT NOTICES REACH YOU.**

Should you have any questions regarding corporations, please contact this office at the address given below.

Agnes Lunt, Corporate Specialist  
New Filings Section

Letter Number: 496A00053996

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ATTN EILEEN  
\*\*\*\*\*

7/16/97 CORPORATE DETAIL RECORD SCREEN 12:24 PM  
NUM: P96000097181 ST:FL ACTIVE/FL PROFIT FLD: 12/02/1996  
FEIN#: 65-0719446  
NAME : BUSINESS TECHNOLOGY SYSTEMS, INC CHANGED: 05/19/97  
PRINCIPAL: 4100 N POWERLINE RD  
ADDRESS 6P  
POMPANO BCH, FL 33073 US  
RA NAME : SETHI, IIA  
RA ADDR : 22423 OVERTURE CIRCLE  
BOCA RATON, FL 33428 (1997) B 05/19/97  
ANN REP :

7/16/97 OFFICER/DIRECTOR DETAIL SCREEN 12:25 PM  
CORP NUMBER: P96000097181 CORP NAME: BUSINESS TECHNOLOGY SYSTEMS, INC.  
TITLE: D NAME: SETHI, IIA  
22423 OVERTURE CIRCLE  
BOCA RATON, FL 33428

BOARD OF COUNTY COMMISSIONERS  
BROWARD COUNTY, FLORIDA  
CODE & ZONING ENFORCEMENT DIV.

# CERTIFICATE OF USE

BUS NAME: BUSINESS TECHNOLOGY  
SERVICE INC

CERT #: 97-CU-032

BUS OWN: BUSINESS TECHNOLOGY SERVICE INC.

GR OCC:

BUS TYPE: STORAGE/DISTRIBUTIONS COMPUTER EQUIPMENT

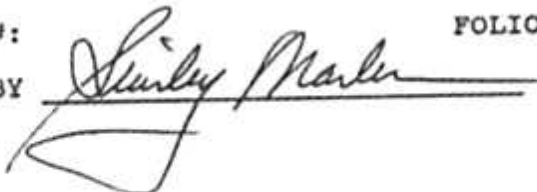
ADDRESS: 4100 N. POWERLINE RD  
POMPANO BEACH FL

BLDG#: P BAY#:4

ZONE: M-3 PERMIT #:

FOLIO #: 8215-18-003

CERTIFICATE APPROVED BY



DATE: 03/31/97

LIMITATION:



**MUST BE POSTED AT BUSINESS LOCATION**



**Certificate of Registration**

This Certificate is Non-transferable.

DR-11  
R. 01/97

Issued Pursuant to Chapter 212, Florida Statutes

Registration Date

Opening Date

Certificate Number

Refer To This Number  
When Reporting Tax.

07/31/97

07/31/97

16-08-305003-32-0

**This Certifies That**

BUSINESS TECHNOLOGY SYSTEMS INC  
% TRACEY MORRISON  
4100 N POWERLINE RD STE P-6  
POMPANO BEACH FL 33073

**Is Hereby Authorized and Empowered to Collect Sales  
and Use Taxes For The State of Florida.**

**THIS CERTIFICATE MUST BE POSTED IN A CONSPICUOUS PLACE.**



**Florida Department of Revenue  
Sales Tax Facts to Remember**

DR-11  
R. 01/97

1. Every person conducting business in the State of Florida that is subject to sales and use tax is responsible for filing a "Sales and Use Tax Return" at the end of each assigned collection period.
2. In the event that your preprinted sales tax return does not arrive in the mail, it is your responsibility to contact the Florida Department of Revenue and request that a form be sent to you.
3. Your sales tax return is due the 1st of the month following the collection period and late after the 20th. Example: For the collection period ending March 31, the tax return is due on April 1 and late after April 20 (Returns postmarked on the 20th are not considered late.) When the 20th falls on a Saturday, Sunday, or a state or federal holiday, your return must be postmarked on the first working day following the 20th.
4. If your return is filed timely, you are entitled to the specified collection allowance as your commission. If your return is filed late, you lose the collection allowance and will be charged a penalty and interest.
5. You must register each location from which you do business and file a return for each location unless the Department has approved reporting in another manner.
6. You are required to file a return even though you may have no sales tax to report. Late filing of a "zero sales" return will result in a penalty assessment.
7. It is your responsibility to notify the Florida Department of Revenue if you have any changes in your business (new location, mailing address, incorporation, change of partner in partnership, etc.).
8. In the event that your business is sold or closed, the law requires you to pay all taxes, penalty and/or interest due within 15 days. A final return form is included in the sales tax coupon book.
9. You may extend your sales tax number to your suppliers when making purchases of items that will be resold, incorporated into an item of tangible personal property for sale, or exclusively rented as tangible personal property. All other purchases are taxable.
10. When accepting a tax number from another dealer instead of charging sales tax, you must keep on file a "Resale Certificate" which includes: business name, location address, reason for exempt purchase, signature of authorized agent, and tax number. Resale certificates are available at a nominal cost from your local office supply store, or if you prefer, you may have your printer prepare a form for your use. (The Department has a suggested format available upon request.)

Please contact your local Florida Department of Revenue Service Center if you require additional information or assistance regarding Florida Sales and Use Tax.





L. H. Fuchs  
Executive Director

STATE OF FLORIDA  
**DEPARTMENT OF REVENUE**

TALLAHASSEE, FLORIDA 32399-0100

General Tax Administration  
Child Support Enforcement  
Property Tax Administration  
Administrative Services  
Information Services

July 31, 1997

**BUSINESS TECHNOLOGY SYSTEMS INC**  
**% TRACEY MORRISON**  
**4100 N POWERLINE RD STE P-6**  
**POMPANO BEACH FL 33073**

RE: SAME

Dear Taxpayer:

Thank you for your application to the Department of Revenue. Your new Sales Tax Number is 16-08-305003-32/0 and you will be required to file a Sales Tax Return **QUARTERLY**.

Enclosed is a Temporary Sales Tax Return (DR-15CS) to use until your Sales Tax Return Book arrives.

If you need additional forms or need assistance, please do not hesitate to contact us.

Sincerely,

Department of Revenue  
2468 Metrocentre Blvd Ste A  
West Palm Beach, FL 33407  
Telephone: (561) 640-2800  
Fax: (561) 640-2867



Department of the Treasury  
Internal Revenue Service  
ATLANTA, GA 39901

Date of this notice: FEB. 24, 1997  
Taxpayer Identifying Number: 65-0719446  
Form: Tax Period:



For assistance you may call us at:  
1-800-829-1040 ST. OF FL

BUSINESS TECHNOLOGY SYSTEMS INC  
22423 OVERTURE CIR  
BOCA RATON FL 33428-4266237

Or you may write to us at the address shown at the left. If you write, be sure to attach the bottom part of this notice.

NOTICE OF ACCEPTANCE AS AN S-CORPORATION

YOUR ELECTION TO BE TREATED AS AN S-CORPORATION WITH AN ACCOUNTING PERIOD OF DECEMBER IS ACCEPTED. THE ELECTION IS EFFECTIVE BEGINNING DEC. 2, 1996, SUBJECT TO VERIFICATION IF WE EXAMINE YOUR RETURN.

IF YOUR EFFECTIVE DATE IS NOT AS REQUESTED, IT WILL HAVE BEEN CHANGED FOR ONE OF TWO REASONS. EITHER YOUR ELECTION WAS MADE AFTER THE 15TH DAY OF THE THIRD MONTH OF THE TAX YEAR TO WHICH IT APPLIES, BUT BEFORE THE END OF THAT TAX YEAR, OR THE ELECTION WHEN SUBMITTED WAS INCOMPLETE, AND REQUESTED INFORMATION WAS RECEIVED AFTER THE FILING PERIOD. IN EITHER CASE, YOUR ELECTION IS INVALID FOR THE TAX YEAR REQUESTED AND HAS THEREFORE, BEEN TREATED AS THOUGH IT WERE MADE FOR THE NEXT TAX YEAR.

PLEASE KEEP THIS NOTICE IN YOUR PERMANENT RECORDS AS VERIFICATION OF YOUR ACCEPTANCE AS AN S-CORPORATION.

IF YOU HAVE ANY QUESTIONS ABOUT THIS NOTICE OR THE ACTIONS WE HAVE TAKEN, PLEASE WRITE TO US AT THE ADDRESS SHOWN ABOVE. IF YOU PREFER, YOU MAY CALL US AT THE IRS TELEPHONE NUMBER LISTED IN YOUR LOCAL DIRECTORY. AN EMPLOYEE THERE MAY BE ABLE TO HELP YOU; HOWEVER, THE OFFICE AT THE ADDRESS SHOWN ON THIS NOTICE IS MOST FAMILIAR WITH YOUR CASE.

IF YOU WRITE TO US, PLEASE PROVIDE YOUR TELEPHONE NUMBER AND THE MOST CONVENIENT TIME FOR US TO CALL SO WE CAN CONTACT YOU TO RESOLVE YOUR INQUIRY. PLEASE RETURN THE BOTTOM PART OF THIS NOTICE TO HELP US IDENTIFY YOUR CASE.

THANK YOU FOR YOUR COOPERATION.

To make sure that IRS employees give courteous responses and correct information to taxpayers, a second IRS employee sometimes listens in on telephone calls. Overlay 5 Form 8489 (Rev. 8-91)

Keep this part for your records  
Return this part to us with your check or inquiry

Your telephone number ( ) -  
Best time to call

650719446 AP 00 0000



261

INTERNAL REVENUE SERVICE  
ATLANTA, GA 39901

BUSINESS TECHNOLOGY SYSTEMS INC  
22423 OVERTURE CIR  
BOCA RATON FL 33428-4266237



# State of Florida

Department of Labor and Employment Security  
Minority Business Advocacy and Assistance Office

## Business Technology Systems, Inc.

is certified as a Minority Business Enterprise  
under the provisions of Chapter 287, Florida Statutes,  
for a one year period from June 19, 1997 to June 19, 1998.

  
Executive Director

  
Certification Manager

# Business Technology Systems, Inc.

4100 North Powerline Road Suite P6, Pompano Beach Fl 33073

Tel 954-974-9494 Fax 954-974-6338

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September 9, 1997

Florida Public Service Commission  
Division of Communications  
Bureau of Service Evaluation  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

To Whom It May Concern:

Business Technology Systems, Inc has the sufficient financial capability to provide, maintain and to meet its lease and ownerships obligation. We are currently generating income from our Computer / Cellular Sales and our Brazilian Sale Divisions, which have a projected gross sales of \$59,490,000 with net profits of \$5,852,000 as of December 1998.

Our strategy for the Local Telephone will be to go after the huge minority population in the Dade Broward and the Palm Beach Counties. These minority communities consist of the following groups.

- A. Spanish (Cubans, South Americans)
- B. Haitians
- C. Brazilians (Portuguese)

We will be blitzing the Radio airwaves in their native language with advertising spots that offer our local telephone service. Advertising in their local magazines and newspapers will increase their awareness of our company. We are confident that we can sign-up 100 people per day. Gross sales will be \$3,883,000 with a net profits \$1,150,000 as of December 1998. We have never failed to fulfill our commitments to our suppliers and customers and that we will be able to fulfill our commitment and financial responsibility that are being requested of us.

Sincerely,



Ila Sethi  
President  
Business Technology Systems, Inc

**Business Technology Systems, Inc..**  
**Report on Compiled Financial Statements**  
**For the Six Months Ended June 30, 1997**



## F. Gutta, C.P.A., P.A.

300 N.W. 82nd Avenue, Suite 506  
Plantation, Florida 33324  
Phone: (954) 452-8813 • Fax (954) 452-8359

August 4, 1997

Business Technology Systems, Inc.  
Pompano Beach, FL.

We have compiled the accompanying balance sheet of Business Technology Systems, Inc. as of June 30, 1997, and the related income statement for the six months then ended, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. The financial statements have been prepared on the accounting basis used by the company for income tax purposes, which is a comprehensive basis of accounting other than generally accepted accounting principles.

A compilation is limited to presenting in the form of financial statements information that is the representation of management. We have not audited or reviewed the accompanying financial statements and, accordingly, do not express an opinion or any other form of assurance on them.

*F. Gutta C.P.A., P.A.*

Business Technology Systems, Inc.  
 Statement of Assets, Liabilities, and Equity  
 as of June 30, 1997

ASSETS

Current Assets

Cash	14,981.23	
Loan - Officers	953.08	
Inventory	64,770.52	
Account Receivable-Billed	216,985.84	
Account Receivable-Unbilled	67,784.26	
Prepaid Expenses	<u>7,500.00</u>	
Total Current Assets		372,974.93

Fixed Assets

Furniture & Equipment	90,564.44	
Leasehold Improvements	21,995.00	
Accumulated Depc/Amortization	<u>(8,700.00)</u>	
Net Fixed Assets		<u>103,859.44</u>

TOTAL ASSETS

\$ 476,834.37

LIABILITIES AND STOCKHOLDERS EQUITY

Current Liabilities

Accounts Payable	284,051.22	
Customer Deposits	67,784.26	
Taxes Payable	2,144.33	
Sales Tax Payable	<u>702.96</u>	
Total Current Liabilites		<u>354,682.77</u>

TOTAL LIABILITIES

354,682.77

Stockholders Equity

Capital Stock	101,400.00	
Paid in Capital	56,867.43	
Current Year Income (Loss)	<u>(36,115.83)</u>	
Total Stockholders Equity		<u>122,151.60</u>

TOTAL LIABILITIES AND STOCKHOLDERS EQUITY

\$ 476,834.37

See Accountant's Compilation Report

Business Technology Systems, Inc.  
 Statement of Revenues and Expenses  
 Period Ended June 30, 1997

	<u>6 Months Ended</u> <u>June 30, 1997</u>	<u>Pct.</u>
Income		
Sales	2,426,375.99	100.00
Total Income	\$ 2,426,375.99	100.00
Cost of Sales		
Purchases	2,080,848.43	85.76
Freight	18,593.28	0.77
Total Cost of Sales	<u>2,099,441.71</u>	<u>86.53</u>
Gross Profit	326,934.28	13.47
Operating Expenses		
Advertising	110,976.25	4.57
Depreciation	8,700.00	0.36
Bank Charges	32,869.73	1.35
Outside Labor/Commission	88,638.66	3.65
Dues & Subscriptions	660.00	0.03
Entertainment	529.68	0.02
Exhibits - Shows	350.00	0.01
Equipment Rental	6,634.49	0.27
Insurance	7,800.73	0.32
Legal & Accounting	5,832.80	0.24
Miscellaneous	405.71	0.02
Office Expense	4,764.63	0.20
Rent	8,782.94	0.36
Repairs & Maintenance	2,727.60	0.11
Salaries & Wages	46,514.00	1.92
Payroll Taxes	4,533.52	0.19
Taxes & Licenses	2,363.12	0.10
Telephone	21,118.71	0.87
Travel	7,126.23	0.29
Utilities	1,721.31	0.07
Total Operating Expenses	<u>363,050.11</u>	<u>14.96</u>
Net Profit (Loss)	<u>(36,115.83)</u>	<u>(1.49)</u>

See Accountant's Compilation Report



Notes to Financial Statements

1. Nature of Business - Business Technology Systems, Inc. sells computers and related products to major corporations and through mail order.
2. Business Technology Systems, Inc. was incorporated on December 2, 1996 and started business on January 1, 1997. Prior to incorporating, the business operated as a Sole Proprietorship doing business as Business Technology Services since August, 1996.

Sales last year under the Sole Proprietorship for that period were \$389,188.00.

The Sole Proprietorship has contributed all of the assets to the Corporation as of January 1 1997, as paid in capital.

3. Inventory is valued at cost or fair market value, which ever is less.
4. The stockholder has contributed additional capital in the amount of \$67,982.75 on July 14 1997.

I HEREBY ATTEST THAT THE FINANCIAL STATEMENTS ARE TRUE AND CORRECT:

Ila Selke 9/9/97  
CHIEF EXEC OFFICER Date

m Davis 9/9/97  
CHIEF FINANCIAL OFFICER Date

Jim Huber 9/9/97  
WITNESS

[Signature] 9/9/97  
WITNESS



**F. Gutta, C.P.A., P.C.**

300 N.W. 82nd Avenue, Suite 506  
Plantation, Florida 33324  
Phone: (954) 452-8813 • Fax (954) 452-8359

January 7, 1997

**Business Technology Services  
Plantation, FL.**

We have compiled the accompanying statement of assets, liabilities, and equity-income tax basis of Business Technology Services as of December 31, 1996, and the related statement of revenues and expenses-income tax basis for the five months then ended, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. The financial statements have been prepared on the accounting basis used by the company for income tax purposes, which is a comprehensive basis of accounting other than generally accepted accounting principles.

A compilation is limited to presenting in the form of financial statements information that is the representation of management. We have not audited or reviewed the accompanying financial statements and, accordingly, do not express an opinion or any other form of assurance on them.

*F. Gutta CPA, P.C.*

Business Technology Services  
Statement of Revenues and Expenses  
Income Tax Basis  
Period Ended December 31, 1996

	<u>5 Months Ended</u> <u>Dec 31, 1996</u>	<u>Pct</u>
Income		
Sales	389,188.33	100.00
Total Income	<u>389,188.33</u>	<u>100.00</u>
Cost of Sales		
Purchases	331,914.88	85.28
Freight	<u>417.45</u>	<u>0.11</u>
Total Cost of Sales	<u>332,332.33</u>	<u>85.39</u>
Gross Profit	56,856.00	14.61
Operating Expenses		
Advertising	14,583.24	3.75
Depreciation	400.00	0.10
Bank Charges	7,996.74	2.05
Equipment Rental	166.16	0.04
Legal & Accounting	8,964.00	2.30
Miscellaneous	300.00	0.08
Office Expense	1,011.25	0.26
Rent	6,310.04	1.62
Telephone	6,484.12	1.68
Utilities	<u>500.00</u>	<u>0.13</u>
Total Operating Expenses	<u>48,715.55</u>	<u>12.52</u>
Net Profit (Loss)	<u>8,140.45</u>	<u>2.09</u>

See Accountant's Compilation Report

Business Technology Services  
 Statement of Assets, Liabilities, and Equity  
 Income Tax Basis  
 as of December 31, 1996

ASSETS

Current Assets		
Cash	2,672.95	
Inventory	29,342.00	
Account Receivable	<u>9,434.60</u>	
Total Current Assets		41,449.55
Fixed Assets		
Furniture & Equipment	9,397.52	
Accumulated Depreciation	<u>(400.00)</u>	
Net Fixed Assets		<u>8,997.52</u>
		<u>\$ 50,447.07</u>

TOTAL ASSETS

LIABILITIES AND STOCKHOLDERS EQUITY

Current Liabilities		
Sales Tax Payable	<u>2,056.62</u>	
Total Current Liabilities		2,056.62
Long Term Liabilities		
Loans Payable - Stockholders	<u>250.00</u>	
Total Long Term Liabilities		<u>250.00</u>
		2,306.62
TOTAL LIABILITIES		
Stockholders Equity		
Capital Stock	40,000.00	
Current Year Income (Loss)	<u>8,140.45</u>	
Total Stockholders Equity		<u>48,140.45</u>
		<u>\$ 50,447.07</u>

I HEREBY ATTEST THAT THE FINANCIAL STATEMENT ARE TRUE AND CORRECT:

Ita Selts 9/9/97  
 CHIEF EXEC OFFICER Date

M Davis 9/9/97  
 CHIEF FINANCIAL OFFICER Date

Jim Selts 9/9/97  
 witness

[Signature] 9/9/97  
 witness

# **Business Technology Systems, Inc.**

4100 North Powerline Road, Suite P-6, Pompano Beach, FL 33073

Phone: 954-974-9494 Fax: 954-974-6338

E-MAIL: [ilaset@aol.com](mailto:ilaset@aol.com)

\*\*\*

Federal Tax Identification Number: 65-0719446

Sales Tax Registration Number: 16-08-305003-32/0

Dun & Bradstreet Number: 95-706-6228

President Name: Ila Sethi  
Address: 22423 Overture Circle  
Boca Raton, FL 33428

Social Security Number: 157-84-7128  
Phone: 561-488-9284  
D.O.B.: 10/30/63

Vice President: Abe Tarzy  
Address: 10981 Ravel Court  
Boca Raton, FL 33498

Social Security Number: 106-58-8994  
Phone: 561-483-1225  
D.O.B.: 05/05/61

## **Bank Reference**

Bank Name	Contact	Phone Number	Checking Account #
Nations Bank 7400 West Camino Real Boca Raton, FL 33428	Credit Dept.	803-765-4882	360-402-5141
Nations Bank (LockBox) 7400 West Camino Real Boca Raton, FL 33428	Credit Dept.	803-765-4882	366-064-7334

## Trade References

Supplier Address Terms	Contact	Credit Limit	Phone Number
Deutsche Financial Services 8101 E Prentice Ave Englewood, CO 80111 Terms: Net 30	Jay McNeil	\$250,000	303-779-6600
Ingram Micro 1600 E. St. Andrew Pl. Santa Ana, CA 927054 Terms: Net 30	Claudette Jackson	\$50,000	716-633-3600 Ext 6540
MicroAge 2400 South MicroAge Drive Tempe, AZ 85280 Terms: Net 30	Joe Smith	\$30,000	800-336-1800 Ext 62611
Computer Shopper PO Box 7247-8388 Philadelphia, PA 19170 Terms: Net 30	Tom Loyd	\$30,000	212-503-3408
Hartford Computer Group 1610 Colonial Parkway Inverness, IL 60067 Terms: Net 30	Credit Dept.	\$40,000	847-934-3380
Intellicell Corp. 6929 Hayvenhurst Ave Van Nuys, CA 91406 Terms: Net 30	Toby	\$75,000	800-536-7777
NCI 2400 E. Randoll Mill Rd. Arlington, TX 76011 Terms: Net 30	Curtis Jhonson	\$20,000	800-669-8070
Merisel Americas, Inc. P.O. Box 905031 Charlotte, NC 28290 Terms: Net 30	Sonya Clark	\$15,000	800-282-5014 Ext 3489
Admor Memory 217 Technology Dr Irvine, CA 92718 Terms: Net 15	Tracy	\$15,000	800-213-2231
Synnex 3797 Spinnaker Court Fremont, CA 94538 Terms: Net 30	Credit Dept	\$10,000	800-456-4822