

DEPOSIT
D135 #
DATE RECEIVED
MAY 12 1999
MAY 12 10 12 AM '99
ADMINISTRATION
MAIL ROOM

Parent Company To:

- Answer-Rite Answering Service**
- Alert/Medical**
- Astralink Communications**
- United Southern Telecom**

May 11, 1999

Mr. Ray Kennedy, Engineer
Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Blvd.
Tallahassee, Florida 32399-0850

990615-TX

Dear Ray:

Enclosed, you will find the application form for authority to provide Alternative Local Exchange Service within the State of Florida from Tower Communications, Inc. In addition, the application fee is also included.

If you have any questions about the information contained in our application or need further information, please do not hesitate to contact me at (352) 338-2400. On behalf of Tower Communications, Inc., I want to express our sincere appreciation to you for all your help during the preliminary stages of completing this application.

8094

TOWER COMMUNICATIONS, INC.

P.O. BOX 5476
GAINESVILLE, FL 32627-5476
(352) 338-2400

FIRST NATIONAL BANK OF ALACHUA

MILLHOPPER OFFICE
GAINESVILLE, FL 32605
63-139-631

5/11/99

PAY TO THE
ORDER OF

Florida Public Service Commission

\$ **250.00

Two Hundred Fifty and 00/100***** DOLLARS

Florida Public Service Commissio
Division of Records & Reporting
2540 Sushumard Blvd
Tallahassee, Fl 32399-0850

VOID AFTER 90 DAYS

DOCUMENT NUMBER-DATE

06054 MAY 12 99

MEMO

Security features included. Details on back.

DEPOSIT

D135

DATE RECEIVED

MAY 12 1999

MAY 12 10 12 AM '99

ADMINISTRATION
MAIL ROOM

Parent Company To:

**Answer-Rite
Answering Service**

Alert/Medical

**Astralink
Communications**

**United Southern
Telecom**

May 11, 1999

Mr. Ray Kennedy, Engineer
Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Blvd.
Tallahassee, Florida 32399-0850

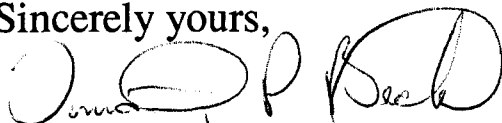
990615-TX

Dear Ray:

Enclosed, you will find the application form for authority to provide Alternative Local Exchange Service within the State of Florida from Tower Communications, Inc. In addition, the application fee is also included.

If you have any questions about the information contained in our application or need further information, please do not hesitate to contact me at (352) 338-2400. On behalf of Tower Communications, Inc., I want to express our sincere appreciation to you for all your help during the preliminary stages of completing this application.

Sincerely yours,



Tim Becks, President/CEO
Tower Communications, Inc.

Enclosures:

DOCUMENT NUMBER-DATE

06054 MAY 12 99

790615

**** FLORIDA PUBLIC SERVICE COMMISSION ****

DIVISION OF TELECOMMUNICATIONS
BUREAU OF CERTIFICATION AND SERVICE EVALUATION

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

Instructions

- ◆ This form is used as an application for an original certificate and for approval of the assignment or transfer of an existing certificate. In the case of an assignment or transfer, the information provided shall be for the assignee or transferee (See Appendix A).
- ◆ Print or type all responses to each item requested in the application and appendices. If an item is not applicable, please explain why.
- ◆ Use a separate sheet for each answer which will not fit the allotted space.
- ◆ Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of **\$250.00** to:

Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

- ◆ If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Telecommunications
Bureau of Certification and Service Evaluation
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6600

APPLICATION

1. This is an application for $\sqrt{\quad}$ (check one):

Original certificate (new company).

Approval of transfer of existing certificate: Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.

Approval of assignment of existing certificate: Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.

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:

Tower Communications, Inc.

3. Name under which the applicant will do business (fictitious name, etc.):

United Southern Telecom

4. Official mailing address (including street name & number, post office box, city, state, zip code):

P. O. Box 5476

Gainesville, FL. 32627

5. Florida address (including street name & number, post office box, city, state, zip code):

1830 N. E. 2nd Street

Gainesville, FL. 32609

6. Structure of organization:

- () Individual (x) Corporation
() Foreign Corporation () Foreign Partnership
() General Partnership () Limited Partnership
() Other _____

7. **If individual**, provide:

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

8. **If incorporated in Florida**, provide proof of authority to operate in Florida:

- (a) **The Florida Secretary of State corporate registration number:**

_____ P93000030753 _____

9. **If foreign corporation**, provide proof of authority to operate in Florida:

- (a) **The Florida Secretary of State corporate registration number:**

10. **If using fictitious name-d/b/a**, provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:

(a) **The Florida Secretary of State fictitious name registration number:**

G97128000071

11. **If a limited liability partnership**, provide proof of registration to operate in Florida:

(a) **The Florida Secretary of State registration number:**

12. **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: _____

13. **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:** _____

14. Provide **F.E.I. Number**(if applicable): 59-3195987

15. 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. Provide explanation. NONE

(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. NONE

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

(a) The application:

Name: Tim Becks

Title: President/Owner

Address: 1830 N. E. 2nd Street

City/State/Zip: Gainesville, FL. 32609

Telephone No.: (352) 338-2400 **Fax No.:** (352) 371-9523

Internet E-Mail Address: UST@ACCELERATION.NET

Internet Website Address: WWW.USTCALL.COM

(b) Official point of contact for the ongoing operations of the company:

Name: Tom Ambs

Title: Vice President Operations

Address: 1830 N. E. 2nd Street

City/State/Zip: Gainesville, FL. 32609

Telephone No.: (352) 338-2400 **Fax No.:** (352) 371-9523

Internet E-Mail Address: UST@ACCELERATION.NET

Internet Website Address: WWW.USTCALL.COM

(c) Complaints/Inquiries from customers:

Name: Edward Blue

Title: Vice President Marketing

Address: 1830 N. E. 2nd Street

City/State/Zip: Gainesville, FL. 32609

Telephone No.: (352) 338-2400 **Fax No.:** (352) 371-9523

Internet E-Mail Address: UST@ACCELERATION.NET

Internet Website Address: WWW.USTCALL.COM

17 List the states in which the applicant:

(a) has operated as an alternative local exchange company.

NONE

(b) has applications pending to be certificated as an alternative local exchange company.

NONE

(c) is certificated to operate as an alternative local exchange company.

NONE

(d) has been denied authority to operate as an alternative local exchange company and the circumstances involved.

NO

(e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.

NO

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

NO

18. Submit the following: (SEE ATTACHMENT A)

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.

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: (SEE ATTACHMENT B)

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

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

(SEE ATTACHMENT C)

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

(SEE ATTACHMENT D)

ATTACHEMENT - A

Parent Company To:

**Answer-Rite
Answering Service**

Alert/Medical

**Astralink
Communications**

**United Southern
Telecom**

May 10, 1999

Florida Service Commission
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399-0850

Dear Sir:

I respectfully submit the enclosed financial statements per instructions from the application form for authority to provide Alternative Local Exchange Service within the State of Florida. To the best of my knowledge, I hereby acknowledge that the financial data submitted, including the balance sheet, income statement and statement of retained earnings are true and accurate.

If you need further information or have questions please feel free to contact me at your earliest convenience. Thank you for your assistance in processing our request.

Sincerely yours,



Tim Becks, President/CEO
Tower Communications, Inc.

Attachments:

TOWER COMMUNICATIONS, INC.
FINANCIAL STATEMENTS
DECEMBER 31, 1998, 1997 AND 1996
(SEE ACCOUNTANTS' COMPILATION REPORT)

JAMES MOORE & CO., P.L.
CERTIFIED PUBLIC ACCOUNTANTS

To the Board of Directors,
Tower Communications, Inc.:

We have compiled the accompanying balance sheets of Tower Communications, Inc. as of December 31, 1998, 1997 and 1996, and the related statements of income and retained earnings for the years then ended, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute for Certified Public Accountants.

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.

Management has elected to omit substantially all of the disclosures and the statement of cash flows required by generally accepted accounting principles. If the omitted disclosures and statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, these financial statements are not designed for those who are not informed about such matters.

James Moore & Co.

Gainesville, Florida
May 7, 1999

TOWER COMMUNICATIONS, INC.
BALANCE SHEETS
DECEMBER 31, 1998, 1997 AND 1996

	1998	1997	1996
<u>ASSETS</u>			
Current assets			
Cash and cash equivalents	\$ 5,513	\$ 10,820	\$ 14,919
Accounts receivable	29,061	13,828	45,489
Prepaid expenses and other current assets	-	-	73
Due from shareholder	4,460	4,460	4,460
Investment, at cost	50,000	-	-
Total current assets	89,034	29,108	64,941
Property and equipment			
Land	24,590	-	-
Buildings and improvements	184,221	-	-
Furniture and equipment	111,167	111,320	89,134
	319,978	111,320	89,134
Less: Accumulated depreciation	(93,665)	(82,049)	(53,666)
Total property and equipment	226,313	29,271	35,468
Other assets			
Goodwill, net	4,884	5,319	3,089
Client listing, net	85,579	94,429	100,196
Other assets	349	421	932
Total other assets	90,812	100,169	104,217
Total Assets	\$ 406,159	\$ 158,548	\$ 204,626
<u>LIABILITIES AND STOCKHOLDER'S EQUITY</u>			
Current liabilities			
Current portion of long-term debt	\$ 43,366	\$ 22,840	\$ 22,430
Accounts payable and accrued expenses	3,740	3,510	454
Total current liabilities	47,106	26,350	22,884
Long-term debt, less current portion	306,681	93,464	161,580
Stockholder's equity			
Common stock	100	100	100
Additional paid-in capital	27,286	27,286	27,286
Retained earnings	59,986	46,348	27,776
	87,372	73,734	55,162
Less: Treasury stock	(35,000)	(35,000)	(35,000)
Total stockholder's equity	52,372	38,734	20,162
Total Liabilities and Stockholder's Equity	\$ 406,159	\$ 158,548	\$ 204,626

TOWER COMMUNICATIONS, INC.
STATEMENTS OF INCOME AND RETAINED EARNINGS
FOR THE YEARS ENDED DECEMBER 31, 1998, 1997 AND 1996

	<u>1998</u>	<u>1997</u>	<u>1996</u>
Revenues	\$ 646,742	\$ 532,834	\$ 467,182
Operating expenses			
Advertising	8,848	4,805	8,222
Amortization	9,357	9,212	9,067
Bank charges	2,614	2,379	9,444
Depreciation	11,766	28,383	17,794
Dues and subscriptions	4,939	2,529	1,065
Insurance	4,660	2,004	2,027
Miscellaneous	35,304	36,557	24,279
Office supplies	21,668	14,759	5,703
Postage and shipping	2,966	3,322	3,084
Professional fees	21,147	9,956	6,463
Rent	12,503	11,911	7,981
Repairs and maintenance	16,735	9,486	2,793
Salaries	339,606	270,949	205,722
Taxes	26,940	30,083	21,268
Telephone	50,023	44,336	43,144
Utilities	7,801	5,438	3,746
Total operating expenses	<u>576,877</u>	<u>486,109</u>	<u>371,802</u>
Income from operations	69,865	46,725	95,380
Other income (expenses)			
Interest income	287	151	170
Interest expense	(15,583)	(14,247)	(18,507)
Gain (loss) on sale of fixed assets	(1,952)	-	-
Total other income (expenses)	<u>(17,248)</u>	<u>(14,096)</u>	<u>(18,337)</u>
Net income	52,617	32,629	77,043
Retained earnings (deficit), beginning of year	32,519	27,776	(42,837)
Distributions	(25,150)	(27,886)	(6,430)
Retained earnings, end of year	<u>\$ 59,986</u>	<u>\$ 32,519</u>	<u>\$ 27,776</u>

ATTACHEMENT - B

Tower Communications, Inc., through its subsidiaries, has been in the telecommunications business for the last 30 years. Tower Communications, Inc. is divided into four major subsidiaries. They are 1) Answer-Rite Telephone Service, 2) Alert/MediCall 3) AstraLink Communications and 4) United Southern Telecom (UST). Our primary business is an answering service providing telemessaging, voice mail, and dispatching and associated services. Our client base includes Cox Communications, several clinics of Shands Hospital and Pepsi Cola, to mention a few. In addition we own a 6,300 square foot warehouse, located in Gainesville, Florida, which is used to accommodate our call center operations under UST. Currently, we service both the Gainesville and Ocala markets.

Parent Company To:

**Answer-Rite
Answering Service****Alert/MediCall****Astralink
Communications****United Southern
Telecom**

We employ 30 full-time Customer Service Representatives (CSR) and provide 24-hour service. Each CSR is required to successfully complete 12 weeks of in-house training and exams before they are allowed to take calls un-supervised. We have established very stringent protocols that each CSR must achieve and must be maintain as a condition of employment.

Tower Communications, Inc. is separated into four divisions; Administration, Operations, Personnel and Marketing. Experienced professional managers with in excess of 50 years of management and business experience head each division.

Our financial foundation is solid and secure which will enable us to sustain and maintain all of our business responsibilities in the event of any economic decline. In the event the need arises, we have available to us a \$50,000 line of credit and cash reserves with First National Bank of Alachua and other lending sources. Our physical assets are valued at a \$500,000 with annual revenues approaching three quarters of a million.

ATTACHEMENT - C

Timothy P. Becks

Summary

Nineteen years of progressive leadership experience involving strategic planning, human capital management, sales & acquisitions, training & development, analytical cost analysis.

Experience

1991–Present Tower Communications, Inc.

President/CEO

- Resurrected a crippled communications company and developed it in to the States third largest call center within three years.
- Planned and implemented a multi-county competitor acquisition program.
- Negotiated new services that increased earnings by 83%.

1986–1991 Regional Health Services

Vice President

- Supervisory responsibility for 1,022 employees and directors.
- Managed self-funded health insurance programs reducing losses 12%.
- Coordinated all phases of hourly and exempt compensation.

1980–1986 Hospital Corporation of America

Director of Human Resources

- Supervisory responsibility for 315+ employees and directors.
- Developed management training program.
- Crafted position control monitoring system.

Education

1980–1988 University of West Florida Pensacola, FL

- B.S., Business Administration and Management Science.
- M.B.A., Business Administration.

Interests

Rotary, carpentry, information systems.

RESUME

EDWARD G. BLUE

**2055 N.W. 18TH LANE GAINESVILLE, FL 32605
(352) 376-2156**

CAREER OBJECTIVE

SEEKING A POSITION WITH A PROGRESSIVE COMPANY WHERE I
CAN APPLY OVER TEN YEARS OF PROFESSIONAL SKILLS IN THE
AREAS OF SALES, MARKETING, FUNDRAISING, ADVERTISING,
PROMOTIONS, SPECIAL EVENTS PLANNING, PUBLIC RELATIONS,
JOURNALISM AND COMMUNICATIONS

EDUCATION

UNIVERSITY OF FLORIDA

MASTER OF ARTS IN JOURNALISM AND COMMUNICATIONS
DECEMBER, 1978 - AUGUST, 1981

UNIVERSITY OF FLORIDA

BACHELOR OF SCIENCE
MAJOR: PUBLIC RELATIONS
MINORS: MARKETING AND SOCIOLOGY
JUNE, 1973 - JUNE, 1977

WORK EXPERIENCE

AUGUST, 1995 - TO PRESENT

CAVANAUGH AND BLUE

(REPRESENTING ALYNE HARRIS AND OTHER VISIONARY ARTISTS)

Co-Founder. Responsibilities includes all areas of marketing, promotions and public relations; coordinating museum and gallery exhibitions throughout Florida and the Southeastern United States; prepare and coordinate exhibitions and displays of collection for re-sale, including the annual Folk Art Festival held in Atlanta , Georgia; organize collection for access on the world wide web, including photography, cataloguing and documentation; develop, maintain and coordinate all phases of marketing strategies of collection to database of current collectors of artwork by *Alyne Harris and other folk artists*

AUGUST, 1994 - NOVEMBER, 1997

UNIVERSITY OF FLORIDA OFFICE OF DEVELOPMENT AND
ALUMNI AFFAIRS:

ASSOCIATE DIRECTOR OF DEVELOPMENT AND ALUMNI
AFFAIRS - COLLEGE OF LIBERAL ARTS AND SCIENCES

Responsibilities included assisting the Dean of the college and the Director of Development with all phases of development, administration and execution of all fundraising activities on behalf of the college and the University of Florida; coordinate all college activities in concert with the University of Florida Foundation's, Inc. Capital Campaign effective January, 1996 through December, 2000: overall campaign goal \$500 million, college specific goal \$30 million; assisted with the general administration and development of all fundraising activities on behalf of the college among college alumni and friends; implemented a broad range of public support programs for the college including alumni outreach receptions, alumni publications, college departmental/faculty fundraising programs and student support groups and organizations

APRIL, 1989 - AUGUST, 1995

UNIVERSITY OF FLORIDA OFFICE OF DEVELOPMENT AND
ALUMNI AFFAIRS (CONTINUED):

ASSISTANT DIRECTOR OF ALUMNI AFFAIRS

Responsible for the development, planning and coordination of Outreach events in designated areas in North-central Florida including Pensacola, Tallahassee, Jacksonville, Tampa and Orlando;

Club Relations-staff liaison for nineteen Gator/Alumni Clubs; coordinate and participate in Gator Club meetings, Gator Gatherings, Academic Receptions and other club-related programs and activities; develop and implement all Outreach programs and activities with designated club officers; identify potential alumni volunteers; Marketing and Promotions-reviewed and approved, various marketing proposals submitted to the office of Alumni Affairs; develop and implement marketing strategies to generate revenues for the Office of Alumni Affairs; Membership Dues-responsible for the development, implementation and marketing of the membership dues program for the University of Florida Alumni Association; coordinated all phases of five major direct-mail membership campaigns, beginning with the creation of each package, then review and analyzes of the results; established overall marketing plan, new-member campaigns, acknowledgments and re-newal program; coordinated all activities and relationships with departments within the UF Foundation, Inc.; coordinated all activities for the University of Florida Constituent Council; staff advisor to the Florida Cicerones/Student Alumni Association; responsible for all Alumni special events, including the 25 Year Reunion, The Grand Guard Reunion, the Florida/Georgia bus-trip, etc.

AUGUST, 1987 - MAY, 1988

UNIVERSITY OF FLORIDA

ADJUNCT PROFESSOR-UNIVERSITY OF FLORIDA COLLEGE OF
JOURNALISM AND COMMUNICATIONS

Responsible for teaching a senior level course on basic advertising sales, including class lecture, coordinated a lecture program presented by professionals in the advertising and marketing fields, including the print, broadcast and cable industries; exam preparation and administration; student counseling and course advising

JANUARY, 1979 - AUGUST, 1981

UNIVERSITY OF FLORIDA GRADUATE SCHOOL
GRADUATE RESEARCH ASSISTANT

RESEARCH ASSISTANT-responsibilities were in the areas of development and implementation of recruitment and retention programs to attract Minority Graduate and Professional students from primarily the Southeastern United States; developed and coordinated a variety of programs and activities, with the Assistant Dean in charge of graduate minority education to increase minority enrollment at the University of Florida; assisted graduate students with their academic careers in the areas of counseling, financial affairs, departmental affairs, graduation and career counseling; coordinated and submitted, to the United States Department of Education, a financial aid grant for graduate and professional education at the University of Florida

AUGUST, 1988 - APRIL, 1989

DIRECTOR OF MARKETING
FLORIDA CREDIT UNION, GAINESVILLE, FLORIDA

Responsibilities included the development and implementation of all strategies for marketing, advertising, promotions and communications among all member groups of the Credit Union; identified, cultivated and recruited into credit union membership selected employee groups located in Alachua, Marion and surrounding counties; coordinated meetings of the Board Directors and other special events, including the credit union's annual membership meeting

JANUARY, 1987 - DECEMBER, 1987

REGIONAL MARKETING DIRECTOR
TOTALTAPE PUBLISHING, INC., GAINESVILLE, FLORIDA

Responsibilities involved telemarketing nationwide, Continuing Professional Education (CPE) programs to Certified Public Accountants and Tax Attorneys; prepared and edited telemarketing script tailored to individuals, as well as to accounting firms; developed and closed on all sales proposals; cultivated new accounts and achieved all sales goals

OCTOBER, 1986 - DECEMBER, 1986

GENERAL SALES MANAGER
COMMUNITY ENTERTAINMENT TELEVISION
JACKSONVILLE, FLORIDA

Developed and implemented overall sales and marketing strategies; cultivated and established relationships with local advertising agencies, including the William Cook agency; achieved sales results from clients including Winn-Dixie Supermarkets, First Union Banks and University Hospital, Jacksonville

MAY, 1983 - MAY, 1985

ACCOUNT EXECUTIVE
KRIV-TV, CHANNEL 16, METROMEDIA TELEVISION, HOUSTON,
TEXAS

Represented this independent television as an advertising sales professional, at the time the tenth largest television market in the country; developed professional skills in client prospecting, sales presentations, all phases of commercial production, including writing the script and coordinating all aspects of production; developed and implemented advertising agency negotiations and servicing accounts

AUGUST, 1981 - MAY, 1983

ACCOUNT EXECUTIVE
C & J GRAPHICS (TYPESETTING AND GRAPHIC DESIGNS)
HOUSTON, TEXAS

Responsible for outside sales, cultivating prospects, organized and maintained client network; implemented and analyzed direct-mail marketing campaign and achieved sales goals

PROFESSIONAL ORGANIZATIONS AND RECOGNITIONS

UNITED WAY OF ALACHUA COUNTY-COMMUNICATIONS
COMMITTEE, 1993
CONSUMER CREDIT COUNSELING SERVICES (CCCS) - MID-
FLORIDA, ORIGINAL BOARD OF DIRECTORS, 1988
ASSOCIATION OF BLACK FACULTY AND STAFF -
UNIVERSITY OF FLORIDA, 1989
LIFE MEMBER-UNIVERSITY OF FLORIDA ALUMNI
ASSOCIATION, 1995
UNIVERSITY OF FLORIDA CHAPTER BETA ETA SIGMA
HONOR SOCIETY, 1980
CITY OF GAINESVILLE EBONY APPRECIATION AWARD
HONOREE, 1990
UNIVERSITY OF FLORIDA ASSOCIATION OF BLACK
ALUMNI HONOREE, 1996

PROFESSIONAL DEVELOPMENT

CASE (Council for the Advancement and Support of Education) District III
Annual Meeting, Atlanta, Georgia, 1995
Office of Development and Alumni Affairs Staff Retreats,
1989-1997
Jonathan Tidd Seminar-Planned Giving, Gainesville, Florida, 1996
Williamsburg Development Institute, Williamsburg, Virginia, 1996

SPECIAL INTERESTS

Travel, photography, reading, antique and folk art collecting, sailing and
water skiing

ELIA GRAY

OBJECTIVE

To secure a position offering responsibility, a challenge, and growth in which I can utilize my educational background, abilities, and experience in a people oriented environment.

EXPERIENCE

1997–1999 Tower Communications, Inc. Gainesville, FL
General Supervisor

- Developed departmental goals and policies necessary to achieve the organizational goals and policies.
- Management of all operative employees.
- Responsible for all aspects of recruiting, hiring, orientating, and training of new employees.
- Responsible for all aspects of client relations to include soliciting of new accounts.
- All administrative and clerical duties for department.
- Implementing training courses for new employees.
- Responsible for developing on-going training courses for existing employees.
- Responsible for department budgets.

1996–1996 Checker's Restaurant Gainesville, FL
Assistant Manager

- Management of all operative employees.
- Scheduling, deposits, and inventories.
- Responsible for all aspects of recruiting, hiring, orientating, and training of new employees.
- Responsible for budgeting.
- Responsible for cleanliness and organization of the store.

1993–1996 Hardee's of Williston Gainesville, FL
Manager

- Management of all operative employees.
- Scheduling, deposits, and inventories.
- Responsible for all aspects of recruiting, hiring, orientating, and training of new employees.
- Responsible for meeting budgets and deadlines.
- Responsible for cleanliness and organization of the store.

- Implementing training courses for new recruits.
- Responsible for all aspects of customer service.

EDUCATION

1990–1994	Williston High School	Williston, FL
1994-1997	Sante Fe Community College	Gainesville, FL

INTERESTS

Reading, animals, time with my family, and church activities.

REFERENCES

References available upon request.

ATTACHEMENT - D

Thomas L. Ambs
Tel 904-331-2609

1933 SW 83 CT
Gainesville, FL 32607

1992 to Present Self Employed Database Programmer

I write dBase programs.

1991 to 1992 Eurotel Czechoslovakia (Bell Atlantic International)

Operations Manager/Consultant Retired after 27 years service

I trained the Operations and Engineering managers located in Prague and Bratislava to insure their ability to manage, operate, administer, and maintain the Czechoslovakia Packet Data Network. I assisted with the New Services/Technologies trials. Including product evaluation and selection for new services, hardware, and software. I wrote the Operation's portions of contracts for the support services requested by Companies such as S.W.I.F.T. , British Telecom, and the Czechoslovak Commercial Bank.

I organized the Data Network Control Centers and Network Administration Centers located in Prague and Bratislava, Czechoslovakia, These Centers are responsible for the operations, administration, maintenance and provisioning of packet switched data services. I also developed, wrote and implemented the operations, administration, and maintenance plans. I wrote job descriptions, training requirements, and organization structure. I dealt with many vendors for product selections, purchasing, installing of equipment, coordinating of technical support and developing the training curriculum.

1990 to 1991 Operations Planning (Bell Atlantic Network Services)

Operations Planner

I developed and wrote the Bell Atlantic Switch Surveillance System Requirements document for Network Operations switch maintenance operations support systems (Computer Systems). I performed detailed economic analysis, system/product evaluation/selection, deployment planning, and budgeting of capital and expense dollars for this project. I prepared and made oral presentations and written documentation.

1987 to 1990 Major Projects Team (Bell Atlantic Network Services)

Assistant Project Manager

I managed the development, implementation, and support for the Major Project Tracking System (MPTS) mechanized support system. I developed procedures and documentation to be used by Operations personnel accessing the system, performed system analysis, designed requirements, and trained Subject Matter Expert's and Project Managers.

I provided ISDN project management and staff coordination to ensure the timely provision of: issue resolution, methods and procedures, support systems, training, Bellcore deliverables, and interpretation of policies as outlined by upper management. I established and directed product selection committees. I evaluated vendor responses to Requests For Information (RFI's) and Requests For Quote (RFQ's). I negotiated with vendors for features and prices. I coordinated a national committee of representatives from all of the Regional Bell Operating Companies and Bellcore to create a national consensus on requirements and gained vendor acceptance.

1987 to 1987 Switching Support (Bell Atlantic Network Services)

Assistant Manager - Service Evaluation & Network Management

I represented the Switched Services District on several local and regional committees for developing measurement plans, policies, procedural guidelines, recommendations, economic studies, and the evaluation of long range plans. I wrote and obtained approval for the National Security Emergency Preparedness Network Management procedures.

1982 to 1987 Operations Planning (C&P Telephone)

Operations Planner

I was responsible for strategic and tactical planning at company and regional level. I was responsible for system/product evaluation, capital/expense funding allocation and the approval of new systems supporting the switching network. I monitored and tracked capacity of Operations Support Systems. I prepared and presented written and oral overviews.

1980 to 1982 Switching (C&P Telephone)

Supervisor-Electronic Switching System (ESS)

I was the field supervisor for six ESS offices (1E, 1A, 2B) with responsibility for the building, switchroom, power, frame, and special services. I supervised 11 technicians.

I was the night supervisor for the Norfolk Switching Control Center (SCC) with responsibility for all Electronic Switching offices in the Tidewater Virginia area. I supervised ten technicians including control and analysis personnel and personnel in remote switching locations.

1980 Switching (C&P Telephone) - Supervisor-Crossbar (XBAR)

I was the supervisor of the Virginia Beach XBAR Central Office (CO). I was responsible for the building, switchroom, power, MDF, and special services. I supervised eight technicians.

1978 to 1980 (C&P Telephone) ESS CO Technician

I worked on LESS cutovers and special equipment, and attended Electronic Switching System school.

1977 to 1978 (C&P Telephone) Temporary Supervisor-XBAR

I was the supervisor of the Plaza Trail XBAR central office. I was responsible for building, switchroom, power, and MDF. I supervised 7 technicians.

1976 to 1977 (C&P Telephone) Temp. Assignment-Supervisor-Mtce

I supervised eight technicians performing maintenance and special projects.

1969 to 1976 (C&P Telephone) Technician - SXS and XBAR

I worked on switching equipment, power, special services and special projects.

1965 to 1969 Military - (US Army)

I was a US Army Helicopter Pilot. I served 1 year in Vietnam in a combat assault helicopter company. I was an instructor pilot for Korean pilots. I supervised classroom instructors.

1964 to 1965 (C&P Telephone) Frame Attendant

I wired frames for POTS, special services, and trunks.

Computer skills include; Word Perfect, dBase, Freelance, Lotus 123, Symphony, Informix 4GL/SQL, CUCRIT, and UNIX 5.3.

Training

Informix SQL
Informix 4GL
OTSS-Demand & Facilities
MS-I Minicomputer Support
UNIX System Administration
UNIX Shell Programming
CUCRIT (Capital Utilization Criterion)
Basic Engineering Economics
Advanced Engineering Economics
Capital Recovery
Planning Fundamentals
Minicomputer Planning
Packet Switched Network - Engineering & Planning
Common Channel Signalling Network - Overview
Numerous Switch maintenance courses
Numerous (ISDN) Integrated Services Digital Network courses

Education

US Army Flight School
US Army Instructors School
Computer Programming Courses

HARRY ARZUAGA

OBJECTIVE

To obtain a full-time position, where I can apply knowledge and find ground to grow, learn and meet with bigger challenges.

EXPERIENCE

1996-1998 Emec Computers and Communications Bayamón, PR
Computer Tech

1995-1997 OfficeMax #250 Bayamón, PR
Customer Service, Electronic and Floor Sales Associate

EDUCATION

1993-1997 Interamericana University of Puerto Rico Bayamón, PR

- A.S. Electronic Technology.
- Two years in Computer Science.

1989-1993 Miguel Melendez Muñoz High School Bayamón, PR

- High School Diploma
- Specializing in Marketing

SKILLS

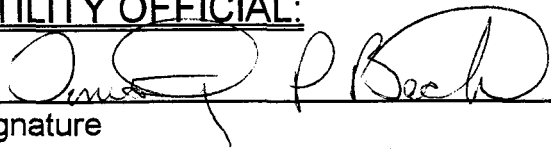
- ◆ Bilingual (Spanish-English)
- ◆ Repair and Programming of Electrical Appliances
- ◆ Configuration of residential and business computers IBM
- ◆ Installation of devices in computer
- ◆ Windows 3.11,95&98 Windows NT (MS-DOS 6.22)
- ◆ LanServer (Network Adapter installation and configuration)
- ◆ Dial-Up Networking and Dial-Up Server
- ◆ WWW InterNet Access Configuration
- ◆ Troubleshooting - Hard/Software and BIOS configuration
- ◆ Peripheral Services (e.g. planner, video camera, external modem, printer)

1141 NE 31ST AVE. • GAINESVILLE FLORIDA 32609 •
(352) 378-0625

**** 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 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:

	<u>5/11/99</u>
Signature	Date
<u>President/ Owner</u>	<u>(352) 338-2400</u>
Title	Telephone No.
Address: <u>1830 N. E. 2nd Street</u>	<u>(352) 371-9523</u>
<u>Gainesville, FL. 32609</u>	Fax No.

ATTACHMENTS:

- A - CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT
- B - INTRASTATE NETWORK
- C - AFFIDAVIT
- GLOSSARY

CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT

I, (Name) _____,

(Title) _____ of (Name of Company)

_____ and current holder of Florida Public Service Commission Certificate Number # _____, have reviewed this application and join in the petitioner's request for a:

- () sale
- () transfer
- () assignment

of the above-mentioned certificate.

UTILITY OFFICIAL:

Signature _____ Date _____

Title _____ Telephone No. _____

Address: _____ Fax No. _____

INTRASTATE NETWORK (if available)

Chapter 25-24.825 (5), Florida Administrative Code, requires the company to make available to staff the alternative local exchange service areas only upon request.

1. POP: Addresses where located, and indicate if owned or leased.

1) _____	2) _____
_____	_____
3) _____	4) _____
_____	_____

2. SWITCHES: Address where located, by type of switch, and indicate if owned or leased.

1) _____	2) _____
_____	_____
3) _____	4) _____
_____	_____

3. TRANSMISSION FACILITIES: POP-to-POP facilities by type of facilities (microwave, fiber, copper, satellite, etc.) and indicate if owned or leased.

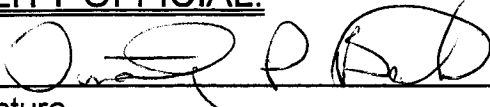
<u>POP-to-POP</u>	<u>OWNERSHIP</u>
1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____

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:

	<u>5/11/99</u>
Signature	Date
<u>President/Owner</u>	<u>(352) 338-2400</u>
Title	Telephone No.
Address: <u>1830 N. E. 2nd Street</u>	<u>(352) 371-9523</u>
<u>Gainesville, FL. 32609</u>	Fax No.

