

**DIVISION OF TELECOMMUNICATIONS**  
**BUREAU OF CERTIFICATION AND SERVICE EVALUATION**

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

991387-TX

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**

Check received retaining and  
forwarded to Fiscal for deposit.  
Please forward a copy of check  
to the appropriate recipient.

Initials of person who furnished check:

*LL*

## APPLICATION

1. This is an application for  $\checkmark$  (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:

AccuTel of Texas, Inc.

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

AccuTel

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

7900 Carpenter Freeway

Dallas, Texas 75237

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

N/A

6. Structure of organization:

- ( ) Individual (xx) Corporation  
( ) Foreign Corporation ( ) Foreign Partnership  
( ) General Partnership ( ) Limited Partnership  
( ) Other \_\_\_\_\_

7. **If individual**, provide:

Name: \_\_\_\_\_ N/A

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:**

\_\_\_\_\_ N/A

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

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

Appropriate filings with the Florida Secretary of State is being made concurrent with this application. The registration number will be supplied upon receipt.

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:**

\_\_\_\_\_ Appropriate filings with the Florida Secretary of State is being made concurrent with this application. The registration number will be supplied upon receipt.

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

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

N/A

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

Name: N/A

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:** N/A

14. Provide **F.E.I. Number**(if applicable): 75-2678211

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.

N/A

(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.

N/A

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

(a) The application:

Name: Mark Foster; Foster, Malish & Hill, L.L.P.

Title: Attorney for Applicant

Address: 1403 West Sixth Street

City/State/Zip: Austin, Texas 78703

Telephone No.: (512) 476-8591 Fax No.: (512) 477-8657

Internet E-Mail Address: fandm@onr.com

Internet Website Address: N/A

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

Name: Ken Weaver

Title: President

Address: 7900 Carpenter Freeway

City/State/Zip: Dallas, Texas 75237

Telephone No.: (214) 630-9175 Fax No.: (214) 630-6759

Internet E-Mail Address: kenw@accutel.net

Internet Website Address: www.accutel.net

(c) Complaints/Inquiries from customers:

Name: John Hooks

Title: Regional Director - Customer Service

Address: P. O. Box 561269

City/State/Zip: Dallas, Texas 75356-1269

Telephone No.: (800) 687-5700 Fax No.: (214) 630-1551

Internet E-Mail Address: jhooks@accutel.net

Internet Website Address: www.accutel.net

17. List the states in which the applicant:

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

Texas

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

California

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

Texas

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

N/A

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

N/A

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

N/A

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18. Submit the following:

A. Financial capability.

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

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

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

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

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

1. **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.
- 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.

**\*\* 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:

Signature

*Ken Weimer*

Date

*9/13/99*

Title

President

(214) 630-

Telephone No.

*9175*

Address: 7900 Carpenter Freeway  
Dallas, Texas 75237

(214) 630-  
Fax No.

*6759*

**ATTACHMENTS:**

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

**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. \_\_\_\_\_

\*\*\*\*NOT APPLICABLE - AccuTel will not be a facilities-based carrier. It will only be a reseller.\*\*\*\*

**\*\* APPENDIX B \*\***

**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><i>[Handwritten Signature]</i></u>	<u>9/13/99</u>
Signature	Date
<u>President</u>	<u>9175</u>
Title	Telephone No.
<u>Address: 7900 Carpenter Freeway</u>	<u>(214) 630-6759</u>
<u>Dallas, Texas 75237</u>	<u>(214) 630- [ ]</u>
	Fax No.

ITEM 18.

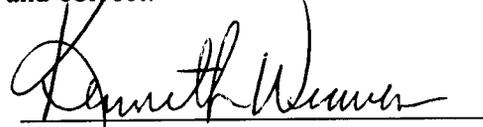
1. and 2. AccuTel has sufficient financial capability to provide the requested service in the proposed geographic area. AccuTel will resale services and will not be a facilities-based carrier. The attached financial statements demonstrate AccuTel's growth over the past three (3) years of operations. As of April 30, 1999, AccuTel had current assets of \$560,274.42. AccuTel is capable of obtaining additional capital as may be needed to provide the requested service to Florida residents and to maintain the requested service. AccuTel has a demonstrated track record of service to Texas residents where 22,000 residential customers are currently enjoying AccuTel's competitive services.

3. AccuTel will not be a facilities-based carrier and, therefore, does not expect to have "lease or ownership obligations." However, the company does have the financial capability to maintain any necessary obligations that might arise in the future as demonstrated by the attached financial statements.

ITEM 18. A. Financial capability.

AFFIDAVIT

By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in the attached financial statements which is true and correct.

A handwritten signature in cursive script, appearing to read "Kenneth Weaver", written over a horizontal line.

Kenneth Weaver  
President  
AccuTel of Texas, Inc.

08/17/99

**AccuTel of Texas, Inc.**  
**Profit and Loss**  
 January through December 1997

47

	<u>Jan - Dec '97</u>
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
Telephone Sales	240,708.68
Uncategorized Income	0.00
<b>Total Income</b>	<u>240,708.68</u>
 <b>Gross Profit</b>	 240,708.68
 <b>Expense</b>	
<b>Ads</b>	
Agency Fee	8,750.54
Print	22,788.63
Ads - Other	50,472.67
<b>Total Ads</b>	<u>82,011.84</u>
 <b>Bank Service Charges</b>	 134.65
<b>Consulting</b>	
computer	7,163.93
Programing	2,000.00
<b>Total Consulting</b>	<u>9,163.93</u>
 <b>Dues and Subscriptions</b>	 335.00
<b>Office Expense</b>	
<b>Equipment Purchase</b>	
Communications	5,878.95
Computer	12,031.16
<b>Total Equipment Purchase</b>	<u>17,910.11</u>
 <b>Office Expense - Other</b>	 <u>6,221.43</u>
<b>Total Office Expense</b>	24,131.54
 <b>Payroll Expenses</b>	 32,793.82
<b>Postage and Delivery</b>	806.17
<b>Printing and Reproduction</b>	22,462.58
<b>Professional Fees</b>	
Legal Fees	7,368.67
Professional Fees - Other	1,035.00
<b>Total Professional Fees</b>	<u>8,401.67</u>
 <b>Rent</b>	 46,250.00
<b>Repairs</b>	
Computer Repairs	380.00
Repairs - Other	1,168.00
<b>Total Repairs</b>	<u>1,548.00</u>
 <b>Subcontracting</b>	
Clerical	661.60

**AccuTel of Texas, Inc.**  
**Balance Sheet**  
As of December 31, 1997

	<u>Dec 31, '97</u>
<b>ASSETS</b>	
<b>Current Assets</b>	
<b>Checking/Savings</b>	
Bank of America	58,194.94
Petty Cash	200.00
<b>Total Checking/Savings</b>	<u>58,394.94</u>
<b>Total Current Assets</b>	<u>58,394.94</u>
<b>TOTAL ASSETS</b>	<u><u>58,394.94</u></u>
<b>LIABILITIES &amp; EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
<b>Accounts Payable</b>	
Accounts Payable	29,672.12
<b>Total Accounts Payable</b>	<u>29,672.12</u>
<b>Other Current Liabilities</b>	
Investor Loan - P	-7,080.00
Investor Loan - W	47,278.00
Payroll Liabilities	6,961.17
Sales Tax Payable	36,431.93
<b>Total Other Current Liabilities</b>	<u>83,591.10</u>
<b>Total Current Liabilities</b>	<u>113,263.22</u>
<b>Total Liabilities</b>	113,263.22
<b>Equity</b>	
Retained Earnings	5,221.15
Net Income	-60,089.43
<b>Total Equity</b>	<u>-54,868.28</u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><u>58,394.94</u></u>

**AccuTel of Texas, Inc.**  
**Profit and Loss**  
 January through December 1998

	<u>Jan - Dec '98</u>
Ordinary Income/Expense	
Income	
Telephone Sales	4,052,308.99
Total Income	<u>4,052,308.99</u>
 Gross Profit	 4,052,308.99
 Expense	
Ads	523,948.80
Bank Service Charges	2,493.18
Consulting	50,401.99
Office Expense	251,162.55
Payroll Expenses	585,862.20
Postage and Delivery	56,220.21
Postage Machine Lease	15,000.00
Printing and Reproduction	22,724.88
Professional Fees	12,099.88
Rent	62,707.01
Repairs	6,872.98
Subcontracting	23,437.73
Tax Penalties	349.53
Telephone	1,761,279.67
Travel & Ent	1,945.57
Total Expense	<u>3,376,506.18</u>
 Net PreTax Income	 <u>675,802.81</u>
 Net Income	 <u><u>481,408.13</u></u>

I certify to the best of my knowledge and based on the information prepared for me by my senior staff that the above information is true and correct.

*Ken Weaver For AccuTel of Texas*

Ken Weaver

For AccuTel of Texas Inc.

**AccuTel of Texas, Inc.**  
**Balance Sheet**  
As of December 31, 1998

Dec 31, '98

**ASSETS****Current Assets****Checking/Savings**

Bank of America	192,060.21
Fidelity Bank	740.08
Founders Bank-Operations	-80,108.33
Petty Cash	200.00

<b>Total Checking/Savings</b>	<u>112,891.96</u>
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<b>Total Current Assets</b>	112,891.96
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**Fixed Assets**

Office Equipment	244,800.00
Fixtures	138,245.00
<b>Total Fixed Assets</b>	<u>244,800.00</u>

<b>TOTAL ASSETS</b>	<u><u>740,736.96</u></u>
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**LIABILITIES & EQUITY****Liabilities****Current Liabilities****Accounts Payable**

Accounts Payable	20,709.23
<b>Total Accounts Payable</b>	<u>20,709.23</u>

**Other Current Liabilities**

Investor Loan - P	19,668.83
Investor Loan - W	47,278.00
Payroll Liabilities	26,472.02
Sales Tax Payable	2,629.35
<b>Total Other Current Liabilities</b>	<u>96,048.20</u>

<b>Total Current Liabilities</b>	<u>116,757.43</u>
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<b>Total Liabilities</b>	116,757.43
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**Equity**

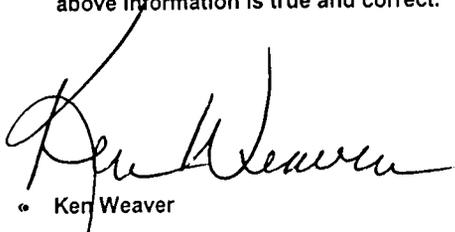
Retained Earnings	-54,868.28
Net Income	-324,197.19
<b>Total Equity</b>	<u>299,782.34</u>

<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><u>740,736.96</u></u>
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AccuTel of Texas, Inc.  
**Profit and Loss**  
 January through April 1999

	<u>Jan - Apr '99</u>
Ordinary Income/Expense	
Income	
Telephone Sales	3,557,737.74
Total Income	<u>3,557,737.74</u>
 Gross Profit	 3,557,737.74
 Expense	
Real Estate Expenses	311,250.00
Advertising	406,602.10
Bank Service Charges	431.55
Consulting	42,347.53
Contributions	5,000.00
Dues and Subscriptions	71.00
Consumables	4,865.00
Office Expense	173,530.79
Payroll Expenses	357,767.86
Postage and Delivery	34,586.00
Printing and Reproduction	5,644.67
Professional Fees	4,121.77
Rent	27,887.67
Repairs	490.41
Subcontracting	61,622.93
Telephone	1,862,805.04
Travel & Entertainment	6,764.31
Uncategorized Expenses	0.00
Total Expense	<u>3,305,788.63</u>
 Net PreTax Income	 <u>251,949.11</u>
 Net Income	 <u><u>181,371.87</u></u>

I certify to the best of my knowledge and based on the information prepared for me by my senior staff that the above information is true and correct.

 For AccuTel of Texas

• Ken Weaver

For AccuTel of Texas Inc.

**Balance Sheet**

As of April 30, 1999

April 30, '99**ASSETS****Current Assets****Checking/Savings**

Bank of America	242,456.23
Fidelity Bank	137,456.66
Founders Bank-Operations	179,348.26
Petty Cash	1,013.27

<b>Total Checking/Savings</b>	<u>560,274.42</u>
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<b>Total Current Assets</b>	560,274.42
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**Fixed Assets**

Office Equipment	298,560.00
Fixtures	125,681.00

<b>Total Fixed Assets</b>	<u>298,560.00</u>
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<b>TOTAL ASSETS</b>	<u><u>1,283,075.42</u></u>
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**LIABILITIES & EQUITY****Liabilities****Current Liabilities****Accounts Payable**

Accounts Payable	159,566.13
<b>Total Accounts Payable</b>	<u>159,566.13</u>

**Other Current Liabilities**

Investor Loan - P	19,668.83
Investor Loan - W	47,278.00
Payroll Liabilities	26,472.02
Sales Tax Payable	2,629.35
<b>Total Other Current Liabilities</b>	<u>96,048.20</u>

<b>Total Current Liabilities</b>	<u>255,614.33</u>
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<b>Total Liabilities</b>	255,614.33
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**Equity**

Retained Earnings	79,568.34
Net Income	251,949.11

<b>Total Equity</b>	<u>1,279,410.20</u>
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<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><u>1,283,075.42</u></u>
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# Ken Weaver

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- Objective** Provide Current Personnel Profile for Filings
- Experience** 1996-1999 AccuTel of Texas Dallas, TX  
**Founder & CEO**
- Sales from startup to \$15 million currently.
  - Structured staffing growth from 2 to 73 currently.
  - Currently expanding scope of operations to nationwide presence.
- 1979-1995 PCI Inc. Dallas, TX  
**Founder & CEO**
- Sales from startup to \$14 million.
  - Managed 200 subcontractors and office staff.
  - Consistently hyphenated construction cycles and increased profitability.
- Education** 1973-1977 North Texas State University Denton, TX
- B.A., Business Administration.
- Interests** Aviation, sailing, sports, auto racing, computers.

**RONALD WALLACE HAAKE**

603 LITTLE CREEK TRAIL

OAK LEAF, TEXAS 75154

HOME: (972) 617-3755

OFFICE: (214) 630-6700

**OBJECTIVE**

Obtain a position which will challenge my professional leadership skills and allow me to employ the assets of a 29-year career with a major corporation.

**SUMMARY OF QUALIFICATIONS**

Extensive experience in all phases of sales and administrative management including leadership in a variety of environments and circumstances. Excellent ability to plan, develop, and implement effective strategies to attain defined organizational objectives. Able to digest vast amounts of information quickly and accurately, and integrate newly gained knowledge into current practices and procedures. Decisive, confident, and assertive leader, particularly in highly sensitive times of transition and change.

**Conscientiously committed to principled, ethical leadership.**

**PROFESSIONAL EXPERIENCE**

- 1998 – Present      AccuTel of Texas – Sales Director      Dallas, TX**  
Responsible for providing leadership to Sales Representatives and Sales Leads selling pre-paid local and long distance telephone service throughout Texas. Leadership provided to improve sales results to increase market share. Developed compensation plan to create performance incentives for all sales titles. Provide results tracking to show trends in sales activities. Sales close ratios improved from 7% to 28.9% in six months.
- 1993 – 1998      AT&T – Sales Manager      Dallas, TX**  
Responsible for providing leadership to Account Executives selling network services, business services, and data services. Leadership provided for sales strategies; sales skills and coaching; customer satisfaction; and quota attainment. Administrative duties include module analysis and design; results tracking and reporting; and compensation. Retired September 30, 1998.
- 1987 – 1993      AT&T – Telemarketing Sales Manager      Dallas, TX**  
Responsible for providing leadership to 8 – 10 Assistant Sales managers and 75 – 100 Telemarketing Sales Representatives selling network services. Responsible for sales plans; sales strategies and execution; quota attainment; coaching and development; customer satisfaction; and budget development and tracking. Provided leadership for people development and career enhancement.
- 1983 – 1987      AT&T – Administrative Manager      Dallas, TX**  
Reported to a District Sales Manager and then to a Sales Vice-President. Responsible for all administrative functions in a district and then in a region. Functions included overseeing sales plan development; revenue tracking; compensation administration; budget development and tracking; customer satisfaction results and tracking. Led a staff of fifteen support personnel.

1982 – 1983  
1980 – 1982  
1975 – 1980  
1969 – 1975

**Southwestern Bell**  
Administrative Manager  
Marketing Recruiter  
Account Executive  
Special Representative

**Dallas, TX**

### **ACCOMPLISHMENTS**

1996 AT&T Leader's Council (top 2% in the corporation)  
Gold Club  
Southern Region People Value Added Award  
1995 AT&T Leader's Council  
Gold Club  
Southern Region People Value Added Award  
1993 Second Place Finish – Southern Region 800 Sales  
1989 Placed 2<sup>nd</sup> Nationally, Customer Satisfaction Results  
1988 Number One Telemarketing Center – Southern Region  
National Leader – DM/DR Results  
1984 Eagle Pin Recipient  
1978 President's Club - Southwestern Bell

### **EDUCATION**

BA – 1971. **Dallas Baptist University**  
Major study areas: Management, Accounting, and Public  
Speaking.  
MBA – 1992. **Dallas Baptist University**  
Major study area: Management  
1998 **Northlake College**  
Certified in Alternative Dispute Resolution/Mediation

### **COMMUNITY INVOLVEMENT**

Red Oak Independent School District – Trustee, 1985 – 1988  
Board Vice-President, 1987  
Board President, 1988  
Oak Cliff Assembly of God, Board of Trustees, 1992 – 1995, 1996 – Present  
Treasurer, 1993 – 1995, 1997  
Arlington Chamber of Commerce  
Small Business Resource Council, Vice-Chair  
Target Arlington Program, Chair

### **FAMILY AND PERSONAL INTERESTS**

Married to Noreen, 31 years  
Two grown children, one granddaughter  
Baseball Umpire – 25 years  
Basketball Official – 25 years  
Enjoy golf, hunting, fishing, and traveling with family and friends

**REFERENCES AVAILABLE UPON REQUEST**  
**SALARY NEGOTIABLE**

# Peter Farhatt

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<b>Education</b>	1975 - 1979	University of Missouri	Columbia, MO
	<b>Bachelor of Arts-English</b>		
	<ul style="list-style-type: none"> <li>▪ Minor in Classic Literature</li> </ul>		
	Completed courses toward MBA in Telecommunications Management		
	University of Dallas		Irving, TX
<b>Professional Experience</b>	1998 – Current	Accutel of Texas, Inc	Dallas, TX
	<b>Senior Manager</b>		
	<ul style="list-style-type: none"> <li>▪ Responsible for 60+ person call center with a sales, customer service, payment processing and order processing unit. Conducted all training for new employees, including developing training material. Responsible for new trainee induction and Code of Business conduct coverage. Coach and develop staff as it relates to orders and customer service. Serve as point of contact for Local Exchange Companies. Also audit and oversee correct billing from LECs.</li> </ul>		
	1982 – 1998	Southwestern Bell Telephone Co.	Dallas, TX
	Manager – Local Service Center – Special Services (1997-1998)		
	<ul style="list-style-type: none"> <li>▪ Manage day-to-day operations of a multi-state call-center organization. Assure the handling and collection of CLEC bills. Point of contact for Certified Local Exchange Companies ordering SWB services.</li> </ul>		
	Manager – Training and Development (1989-1992 and 1994-1997) Dallas, TX		
	<ul style="list-style-type: none"> <li>▪ Responsible for developing and delivering sales and telecommunications course: Duties included updating training manuals and providing job skills training with regard to excellent customer service, including sales, billing systems, billing procedures and credit and collections. Also, provide evaluation of post-graduate performances and or job training sessions. Clients included all levels of management as well as occupational personnel.</li> </ul>		
	Manager – Marketing, Special Services (1992-1993)		
	<ul style="list-style-type: none"> <li>▪ Responsible for performance of sales representatives acting as initial point of contact for interconnect vendors. Duties included strengthening technical and sales skills; motivating personnel, anticipating and solving vendor problems, tracking and analyzing performance results and implementing accomplishment recognition. Interfaced with all levels of management on the expedition and escalation of customer complaints.</li> </ul>		
	Sales Representative (1982-1989)		
	<ul style="list-style-type: none"> <li>▪ Responsible for establishing and servicing customer accounts, including explaining and selling network services and telephone equipment. Duties included all clerical work and serving as point of contact between customers and repair and installation forces. Also</li> </ul>		

**WORK HISTORY:**

**Accutel of Texas, Dallas, TX**

September 1998-present

- Operations Manager for rapidly growing telecommunications company assisting with operational flow, establishment of sound business practices and development of corporate policies.
- Oversee daily operations of order and payment processing.

**Concentra Medical Center, Elkridge, Maryland & Denver, CO**

November 1994 - September 1998

*Area Administrator*

- Responsible for day-to-day operations of eight occupational medicine clinics.
- Oversight of budget, clinic operations, staffing, and personnel functions.
- Successfully helped to transform Denver market to one of the most efficient & profitable in the country.
- Exceeded budgeted operating income by over \$500,000.00 in 1997 by reduction of expenses through cost control of supplies and services, negotiation of fees with vendors, and control of overtime expense, including cross-training staff to maximize coverage during peak times and increase productivity during low volume times.

**The Health Group, Dallas, Texas**

June 1993 - November 1994

*Health Care Consultant*

- Consulted with physician practices, specializing in practice management.
- Assisted in practice acquisitions, dissolution's, and reorganization of physician operations and billing.
- Handled multiple assignments in organizational and systems analysis.

**WMA, Dallas, Texas ( Family Owned Business )**

August 1992 - June 1993

*Marketing Associate*

- Established personnel policies; including evaluation of current practices, and industry standards.
- Composition of sales representative's compensation packages.
- Improvement of efficiency through utilization of new software programs and improvements in customer service processes.

**Texas Back Institute, Plano Texas**

June 1987 - August 1992

*Executive Director of Operations*

- Responsible for day-to-day operations for five (5) spine surgeons, including a multidisciplinary support group of physicians, which included multiple locations. Oversight of work hardening program operations.
- Responsibility for budgets, staffing, and personnel for multi-million dollar practice. Implemented systems to improve efficiency with computerized scheduling & extended utilization of ancillary staff to improve physician productivity.
- Assisted in new site selection, construction oversight, and marketing of the freestanding work hardening clinics.

**Primacare Medical Centers, Dallas, Texas**

May 1981 - May 1987

*Operations Manager*

- Management of operations for 7 urgent care centers including conversion of one clinic to a joint venture arrangement. Assisted in transition of clinics from urgent care focus to family practice model.
- Administered corporate policy implementation at center level, and monitored to quality assurance standards.

**EDUCATION:**

**University of Dallas, Dallas, Texas**

May 1992

MBA Health Care Administration

**University of Evansville, Evansville, Indiana**

May 1978

Social Work degree B.S.W., Graduated Cum Laude

# JOHN HOOKS

8003 N MacArthur, #2005

Irving, TX 75063

(972) 401-9017

## PROFESSIONAL EXPERIENCE

**AccuTel of Texas, Inc.** 6/98 to present

**Senior Manager; Duties include:**

- Supervise all Associates and Supervisors in fast-paced customer service center
- Monitor revenue and customer retention
- Administrator and POC for RBOCs nationally
- Coach and develop staff in Customer Service, Sales, and Order Processing to meet goals
- Responsible for workforce management
- High level escalations and customer relations

**Southwestern Bell** 6/97 to 6/98

**Manager; Duties include:**

- Manage day-to-day operations of a multi-state organization
- Assure the handling and collection of billing
- Training Coordinator for 55 people
- Point of contact for Certified Local Exchange Companies ordering SWB services
- Monitor revenue results
- Performance management and development

**MCI Telecommunications** 1991 to 1997

**Project Supervisor; Duties include:**

- Manage multiple outsourcing technical support and customer service projects
- Night Manager for 24-hour call center
- Problem resolution, Training, H.R. practices
- Individual and Team development
- Control Desk and Help Desk experience
- Maintain and exceed established department standards for productivity and quality
- Customer/client communication skills
- Budgeting, Staffing, Recruiting
- Scheduling and Workforce Management
- Cellular, Paging, Internet, E-mail experience

## EDUCATION

**B.A. Political Science; Rutgers University, New Brunswick, NJ**

**M.B.A. Int'l Marketing; currently pursuing; Our Lady of the Lake Univ, Dallas, TX**

## ADDITIONAL MANAGEMENT TRAINING

Supervisor Success	LEAD Coaching	Risky Business	Risky Proposition
Franklin Time Mgmt	Performance Mgmt	Writing For Action	Selection Interviewing
Broadband Technology	Seven Habits of ...	Money Matters	Cultural Diversity
Presentation Skills	Revenue Systems	People Skills	SOAR
Labor Relations	Team Based Approach	Zenger Miller Ldrship	H.R. 1
Managing Service Excellence	Managing Personal Growth	Positive Employee Relations	IEX Workforce Management

## TECHNICAL AND SOFTWARE TRAINING AND EXPERIENCE

MS Word	Excel	Access	PowerPoint
Lotus Notes	Internet	DOS	Windows 3.1
Windows 95/NT	IEX TotalView	Vantive	C Programming