

State of Florida



ORIGINAL

Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: April 17, 2002
TO: Kay Flynn, Commission Clerk & Administrative Services
FROM: Brenda H. Hawkins, Competitive Services & Enforcement *BHH*
RE: Docket #020292-TX - Telecomsmart.com., Inc.

Per our conversation on April 16, 2002 regarding the request from Mr. Mark Mansour. He is requesting to change the name of the company on his ALEC application from the above to National Telecom & Broadband Services, LLC. His application has not been processed, therefore, the new name could be changed without a problem.

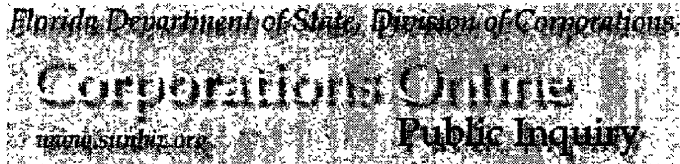
Mr. Mansour overnited the new application for the new company and I received it on April 17, 2002. Please change the name in CMS to National Telecom & Broadband Services, LLC. Attached is ~~a copy~~ ^{the original} of the new application and a copy of the Secretary States documentation for the new company.

Should you have any questions, please call me at 413-6556.

RECEIVED FPSC
02 APR 18 PM 12:04
COMMISSION
CLERK

- AUS _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC 1
- OTH *copy to Nonnye*

DOCUMENT NUMBER-DATE
04298 APR 18 02
FPSC-COMMISSION CLERK



Florida Limited Liability

NATIONAL TELECOM & BROADBAND SERVICES, LLC

PRINCIPAL ADDRESS
 2400 EAST COMMERCIAL BLVD.
 SUITE 720
 FORT LAUDERDALE FL 33308

MAILING ADDRESS
 2400 EAST COMMERCIAL BLVD.
 SUITE 720
 FORT LAUDERDALE FL 33308

Document Number
 L02000008866

FEI Number
 NONE

Date Filed
 04/15/2002

State
 FL

Status
 ACTIVE

Effective Date
 NONE

Total Contribution
 0 00

Registered Agent

Name & Address
MANSOUR, MARK A 2400 EAST COMMERCIAL BLVD SUITE 720 FORT LAUDERDALE FL 33308

Manager/Member Detail

Name & Address	Title
NONE	

Annual Reports

Report Year	Filed Date	Intangible Tax

[Previous Filing](#)

[Return to List](#)

[Next Filing](#)

No Events
 No Name History Information

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National Telecom & Broadband Services, LLC

April 16, 2002

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

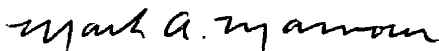
Re: Docket Number 020292-TX

Dear Ms. Hawkins:

Please accept this new application for ALEC certification on behalf of National Telecom & Broadband Services, LLC (here in referred to as NTBS) as a replacement for the application filed on April 2, 2002 for Telecomsmart.com, Inc. docket number 020292-TX. On the advise of counsel it was necessary to form a new company upon which to provide competitive local exchange services because of certain conflicts of interest between current business partners of Telecomsmart.com who provide similar local exchange services. I apologize for any inconvenience this may cause.

As we discussed, NTBS is a newly formed Florida company and as such can provide very little financial historical information. The shareholders of Telecomsmart.com are now shareholders of the new entity, NTBS and as stated in the financial disclosure within the application are the financial backers of NTBS. If you have any questions or concerns or require additional information please call me at 954.771.3622 x12. Thank you.

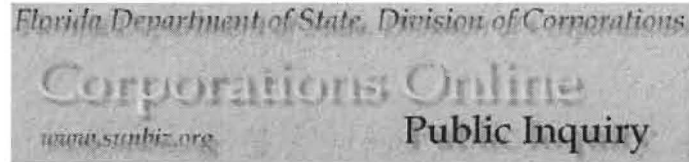
Sincerely,



Mark A. Mansour
President

2002 APR 17 AM 11:05
DIVISION OF
COMPETITIVE SERVICES

.....



Corporate Name List

Corporate Name	Document Number	Status
<u>NATIONAL TELECOM & BROADBAND SERVICES, LLC</u>	L02000008866	ACT
<u>NATIONAL TELECOM HOSPITALITY USA, INC.</u>	P94000072121	INACT/UA
<u>NATIONAL TELECOM, LLC</u>	M01000001138	ACT
<u>NATIONAL TELECOMMUNICATIONS COMPANY</u>	F00019	INACT
<u>NATIONAL TELECOMMUNICATIONS, INC.</u>	842179	NAME HS
<u>NATIONAL TELECOMMUNICATIONS, INC.</u>	F96000004639	CROSS RF
<u>NATIONAL TELECOMMUNICATIONS ASSOCIATION (FLORIDA) INC.</u>	V28590	INACT
<u>NATIONAL TELECOMMUNICATIONS CONSULTANT, INC.</u>	P95000063518	NAME HS
<u>NATIONAL TELECOMMUNICATIONS CONSULTANTS, INC.</u>	P95000063518	INACT
<u>NATIONAL TELECOMMUNICATION SERVICES, INC.</u>	P98000021575	INACT
<u>NATIONAL TELECOMMUNICATION SERVICES GROUP, INC.</u>	F92000000436	INACT
<u>NATIONAL TELECOMMUNICATIONS OF FLORIDA, INC.</u>	S20405	INACT/MG
<u>NATIONAL TELECOMMUNICATIONS OF FLORIDA, INC.</u>	F98000001314	ACT
<u>NATIONAL TELECOMMUNICATIONS, INC. OF GEORGIA</u>	F96000004639	INACT
<u>NATIONAL TELECOMMUNICATIONS NETWORK, INC.</u>	F69624	INACT
<u>NATIONAL TELECOMMUNICATIONS NETWORK, INC.</u>	P96000047200	INACT
<u>NATIONAL TELECOMMUNICATIONS OF POMPANO, INC.</u>	P02000002696	ACT
<u>NATIONAL TELECOMMUNICATIONS SALES & SERVICE, INC</u>	M45789	INACT
<u>NATIONAL TELECOMMUNICATIONS SERVICES, INC.</u>	S96445	INACT
<u>NATIONAL TELECOMMUNICATIONS SYSTEMS, INC.</u>	833069	INACT
<u>NATIONAL TELECOMMUTING INSTITUTE, INC.</u>	F96000004100	INACT
<u>NATIONAL TELECOM NETWORK INC.</u>	S27345	INACT
<u>NATIONAL TELECOM NETWORK, INC.</u>	F97000006512	INACT
<u>NATIONAL TELECOM PUBLIC PAY PHONE COMPANY, INC.</u>	P94000086407	INACT

[Previous List](#)
[Next List](#)

THIS IS NOT OFFICIAL RECORD; SEE DOCUMENTS IF QUESTION OR CONFLICT

[Corporations Inquiry](#)
[Corporations Help](#)

APPLICATION

1. **This is an application for (check one):**
 - (X) **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:** National Telecom & Broadband Services, LLC

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

4. **Official mailing address (including street name & number, post office box, city, state, zip code):**
2400 E. Commercial Blvd.
Suite 720
Fort Lauderdale, FL 33308

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

2400 E. Commercial Blvd.
Suite 720
Fort Lauderdale, FL 33308

6. Structure of organization:

- | | |
|---|--|
| <input type="checkbox"/> Individual | <input type="checkbox"/> Corporation |
| <input type="checkbox"/> Foreign Corporation | <input type="checkbox"/> Foreign Partnership |
| <input type="checkbox"/> General Partnership | <input type="checkbox"/> Limited Partnership |
| <input checked="" type="checkbox"/> <u>Limited Liability Company</u> | |

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:**

L02000008866

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:

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): **04-3641093**

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.

Mark A. Mansour, National Telecommunications of Florida, Inc. d/b/a National Tel, served various roles including VP of Operations and President/COO. Company merged with Intermedia Communications in 1998.

John A. Mansour, National Telecommunications of Florida, Inc., served various roles including VP of sales and President. Company merged with Intermedia Communications in 1998.

James M. Mansour, National Telecommunications of Florida, Inc., served various roles including CEO, President, and CFO. Company merged with Intermedia Communications in 1998.

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

(a) The application:

Name: Mark Mansour

Title: President

Address: 2400 E. Commercial Blvd. Suite 720

City/State/Zip: Fort Lauderdale, FL 33308

Telephone No.: 954.771.3622 x12 Fax No.: 954.771.7608

Internet E-Mail Address: mmansour@telecomsmart.com

Internet Website Address: nationaltel.net (not yet functioning)

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

Name: Mark Mansour

Title: President

Address: 2400 E. Commercial Blvd. Suite 720

City/State/Zip: Fort Lauderdale, FL 33308

Telephone No.: 954.771.3622 x12 Fax No.: 954.771.7608

Internet E-Mail Address: mmansour@telecomsmart.com

Internet Website Address:

(c) Complaints/Inquiries from customers:

Name: Teresa Grosso

Title: Director of Operations

Address: 2400 E. Commercial Blvd. Suite 720

City/State/Zip: Fort Lauderdale, FL 33308

Telephone No.: 954.771.3622 x 28 Fax No.: 954.771.7608

Internet E-Mail Address: tgrosso@telecomsmart.com

Internet Website Address:

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.

Not Applicable, none.

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

None.

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

None.

18. Submit the following:

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

B. 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.

Mark A. Mansour

- Experience**
- 1986–1988 Burlington Industries Monticello, AR
Budget Cost Reduction Manager
- Implemented J.I.T. work flow methods
 - Implemented Total Quality Control system
- 1988–1990 Delta Textile Industries Greenville, MS
President
- Operated this textile manufacturer. Was responsible for all sales, operations, and production.
- 1990–1999 National Tel of FL Fort Lauderdale, FL
Billing and IS Manager 1990-1992
- Designed and operated custom CRM and billing functions utilizing IBM AS/400 and RPG for rapidly growing customer base. System included as customer records and management, Rating of detail call records, Billing, Credit and Collections mgmt., Accounts Receivable, and Equipment mgmt.
 - Reputation for having the most thorough, correct, and timely billing in the business.
- VP of operations 1992-1998**
- Assumed responsibility for Customer Service, Billing, IS, Credit and Collections, Equipment, Network Operations, Switching (Alcatel 600 and Nortel DMS 250 and DMS 500), Sales, and Marketing, Payroll and Personnel.
 - Grew Customer base rapidly to over 17,000 business customers primarily in Florida through direct sales and customer referrals.
 - Employed over 135 people primarily in Florida
 - Pioneered Competitive Local Exchange Service through Resale in 1996 and Facility based in 1997. Became one of the first certified ALECs in Florida
 - Operated the second largest DMS 500 switch in the United States.
- President 1998-1999**
- Assumed responsibility for all Legal, Finance and Accounting functions.
 - Sold the company to Intermedia Communications / Worldcom in 1998

Teresa Grosso
4445 NW 93rd Way
Sunrise, Florida 33351
(954) 746-7732

Career Objective and Profile

Highly motivated professional seeking a managerial position in the telecommunications industry. Exhibit strong communication and organizational skills. Effective in dealing with client and vendor relationships.

Professional Experience

TelecomSmart.com, Fort Lauderdale, FL (March 2000-Present)

An Internet-based company in the business-to-business sector aggregating leading service providers and their services for small business customers to compare, find, and purchase their telecommunication needs.

Director – Operations

- Managing the organization's infrastructure to support all customer relation functions
- Ensure congruent operations between employees, customers and partners
- Conducted wide-range research to determine what customers value most in Local (integrated) products
- Developed content for local service (integrated service) on companies website, including a comprehensive reference tool known as the "buyer's guide" customers may reference at any time during the purchasing decision process
- Created process and procedures for order processing department
- Creating reference material and training for customer relations department to improve service during "live chat"
- Identify and execute partnership agreements with competitive service providers and other strategic partners
- Maintain current information on the website

PaeTec Communications, Inc., Miami and Boca Raton, FL (February 1999-February 2000)

Integrated communications provider offering local, domestic and international long distance services, high-speed Internet access, e-Commerce and other data services to medium and large sized businesses.

Operations Manager

- Launched two regional offices in the South Florida market
- Responsible for purchasing and maintenance of all office equipment and furniture
- Hired all administrative personnel for both regional offices
- Managed HR responsibilities for both regional offices
- Created process and procedures for both the toll-free department and customer care center in Boca Raton, trained appropriate staff
- Coordinator of the Maestro program in the South Florida region for ISO 9002 certification
- Responsible for planning and executing all company functions, including hotel and air reservations

Account Development Manager

- Provided telecommunication solutions to medium-large sized businesses
- Submitted completed orders and requested FOC (firm order commitment dates) from Bell South
- Assisted sales engineers with the installation of our facilities at the customer's premise
- Maintained and retained customer relationship. Up-sold products and introduced new products as they were developed
- Proactively visited customers to go over any special needs and billing questions

National Tel/Intermedia Communications, Fort Lauderdale, FL (October 1991-February 1999)

Integrated Communications Provider

Operations Manager (February 1995-February 1999)

- Handled all aspects of managing a corporate office, from administrative needs to making executive decisions in the absence of top management
- Responsible for making sure departmental needs and changes were always executed without delay and complications
- Supervised and trained five employees in the administrative department, and assisted in training in various other areas of the company
- Responsible for programming and maintaining the AT&T Legend phone system
- Handled all companies relocations and build outs
- Reviewed and analyzed all local billing when the company entered the local business after deregulation of the local telephone industry

Toll Free/Special Rates Administrator (May 1993-February 1995)

- Developed the companies Responsible Organization (Resp. Org.) department
- Administered all aspects of the Resp. Org. department, including developing process and procedures, daily maintenance and delegating administrative responsibilities
- Obtained extensive knowledge of the SMS database and trained all new assistants on the functionality of the system
- Entered and maintained all of the international rates and calling card rates in the database utilizing the AS400 billing system

Executive Assistant to Vice President of Operations (October 1991-May 1993)

- Scheduled all appointments, made travel arrangements, typed and routed all correspondence
- Assisted with special projects and handled all incoming calls for top management
- Responsible for planning and executing all company functions

Education

Associates Degree, Queensborough Community College

Jun 1984

HS Diploma, Monsignor Scanlan High School

Jun 1982

Skills

Proficient in Microsoft Office 2000 (Excel, Word, Power Point, Access, Outlook & Explorer) SMS Database System, AS-400, Billplex & Eftia

GEOFFREY H. CHRETIEN

2848 NE 24th Street, Ft. Lauderdale, FL 33305
(954) 614-1559 gchre@hotmail.com

SUMMARY:

- Nine year Telecom Sales Management Professional with specific experience in Alternate/Indirect Channel Sales.
- Specialized areas of competency: Marketing Research (focus groups, secret shopper surveys, JD Powers and AC Nielsen data compilation and analysis), New Business Development (COOP, MDF), Financial Analysis (Budgeting, ARPU, CPGA, EBITDA), Call Center Operations (OTM, DMDR, CRM), and Project Management.
- Proven abilities: Consensus Building, Work Team Motivation and Leadership, Strong Interpersonal Skills, Executive-level presentation and negotiation experience, and Sales Revenue/Quota Attainment.
- “Start-up” experience of an award-winning, nationwide Alternate/Indirect Sales Channel.
- Extensive knowledge of all Voice, Data, Internet, and Wireless Services.
- Bachelor of Science Degree in Business with Concentration in Marketing Management.

EXPERIENCE:

TELECOMSMART.COM, INC.

11/00 - Present

11/00 to Present

Director – Alternate Channel Sales

Fort Lauderdale, Florida

- Responsible for the research, development, deployment and leadership of a nationwide distribution channel composed of independent agents and distributors of telecom services and hardware.
- Negotiated innovative partnerships with various types of technology enterprises to position TelecomSmart as the preeminent provider of competitive telecommunications services to their clients.
- Achieved cross-functional consensus with IT and Operations channels to develop efficient systems designed to streamline business procurement, provisioning and “back-office” processes.
- Developed agent contract, compensation plan, and all marketing materials after carefully analyzing industry best-practices and company financial targets.
- Built agent base from ground up through continuous marketing, networking, and direct mail efforts.
- Lead channel to realize significant monthly revenue growth with 110 contracted agents after a 12 month period.
- Won the 2001 Independent Agents Network, “Circle Of Excellence” award for building and maintaining a world-class agent program as compared to all others in the telecom industry.

AT&T WIRELESS SERVICES

3/95 – 11/00

8/99 to 11/00

Area Manager – Alternate/Indirect Channel Sales

Atlanta, Georgia

- Managed and developed a team of seven Account Managers to lead the National Retail agent channel to exceed sales goals by an average of 40% monthly for the Southeast Region.
- Achieved a monthly run-rate of \$5 million in customer revenue after first fiscal year.
- Ranked #1 in company for maintaining a 25% lower acquisition cost (CPGA) versus all other markets.
- Prepared annual budget including sales, revenue, churn, compensation and expense targets utilizing key business indicators and forecasting techniques to achieve a 30% growth rate year over year.
- Increased Atlanta National Retail footprint by an average of 25% quarterly by prospecting and effectively targeting leads, making clear presentations and negotiating fair contracts, and providing on-going support.
- Provided frequent consultation with NR Stakeholders regarding the optimal use of COOP and MDF to maximize category exposure and advertising strategies to stay ahead of competition and changing market conditions.
- Selected for project team which managed the design, testing, and execution of Wireless IP. Achieved a market penetration of 7% after first month in operation.

6/98 to 8/99

Operations Manager – Alternate/Indirect Channel Sales

West Palm Beach, Florida

- Managed and developed a team of 16 Representatives to exceed department goals by consistently providing effective operational support to National Retail Chain sales channel.
- Improved call center performance to exceed target of answering 80% of all inbound calls within 20 seconds.
- Created and implemented a call-monitoring program that improved satisfaction scores to above 90%.
- Lead an inbound sales team to efficiently close and validate many DMDR campaigns.
- Deployed a revolutionary CRM tool for customers which utilized a new VRU and call scripting technology.
- Worked with cross-functional leaders to synchronize various OTM offers from an operational perspective.
- Promoted to Area Manager-Alternate/Indirect Channel Sales.

6/96 to 6/98

Account Executive – Alternate/Indirect Channel Sales Fort Lauderdale, Florida

- Managed all aspects of the relationship between AT&T and its National Retail Chain stakeholders.
- Developed ten accounts to exceed their sales targets by an average of 25% annually.
- Implemented and managed a supplemental staffing program to increase floor sales opportunities.
- Assisted in the negotiation and acquisition of new Retail Chains to represent AT&T.
- Reduced operating costs by 10% quarterly through sales and staffing efficiencies.
- Launched new products successfully by training and motivating Retailer sales teams.
- Negotiated floor space opportunities and special event business strategies with retailer Senior Management.
- Promoted to Operations Manager-Alternate/Indirect Channel Sales.

3/95 to 6/96

Sales Representative – Direct Sales Fort Lauderdale, Florida

- Effectively targeted leads and prospected to successfully sell wireless service and equipment.
- Ranked #1 on sales team for exceeding monthly sales goals by an average of 40%.
- Focused on building lasting relationships with customers that resulted in referral business.
- Promoted to Account Executive-Alternate/Indirect Channel Sales.

ACCOMPLISHMENTS:

- Invited to join the Family Advisory Council for the development of the NBHD Chris Evert Children's Hospital.
- Won the 2001 Independent Agents Network, "Circle Of Excellence" award for building and maintaining a world-class agent program as compared to all others in the telecom industry.
- Nominated for two 'Circle of Excellence' Awards for outstanding achievement.
- Selected to attend the 1997 AT&T Leadership Development Program.
- Nominated to facilitate the 1998 AT&T Leadership Development Program.

EDUCATION:

9/89 - 5/93

FLORIDA SOUTHERN COLLEGE Lakeland, Florida
Bachelor of Science in Business Administration, May 1993

- **Concentration in Marketing Management.**
- Awarded semester internship in WALT DISNEY WORLD DOLPHIN RESORT Sales and Marketing department.
- Delta Sigma Pi - Vice President and Chancellor of Professional Business Fraternity.

SOFTWARE:

Microsoft Windows Operating Systems

- Windows 2000 Professional
- Windows 98
- Access, Excel, Explorer, Outlook, PowerPoint, Publisher, Word

REFERENCES:

Professional references provided upon request.

Debra Short

5467 SW 11th St., #B

Margate, FL 33068

954-917-0027

Summary

I have over fifteen (15) years experience working in different capacities within a professional office setting and performing administrative, support and management duties.

Education

Florida Metropolitan University, Ft. Lauderdale, FL Paralegal Studies	Spring 1998
DePaul University, Chicago, IL Criminal Justice	1992-1993
Mississippi State University, Starkeville, MS	1985-1986
Ruleville Central High School, Ruleville, MS Accomplishment: Class Salutatorian	May 1985 (Graduation Date)

Work Experience

TelecomSmart.com, Ft. Lauderdale, FL <i>Customer Relations Manager</i>	February 2000 – Present
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- Implemented Order Processing Procedures and Customer Service Procedures
- Conducted a telemarketing campaign to visitors of the Website
- Responsible for maintaining accurate product/rate information for all providers
- Provide customer service for Long Distance, Local, Internet Access and Web Hosting products
- Responsible for manual and automated order processing
- Prepare service proposals as requested by prospective customers
- Prepare cost analysis reports as requested by prospective customers
- Maintain customer database
- Track monthly revenue
- Prepare monthly sales reports
- Prepare monthly commission statements

Intermedia Communications, Ft. Lauderdale, FL <i>Executive Assistant for District Sales Manager</i>	July 1998 – February 2000
--	---------------------------

- Tracked the daily sales of ten (10) Account Managers
- Prepared daily, weekly and monthly sales reports
- Tracked all expenses and prepared expense reports for the Account Managers and the District Sales Manager
- Prepared proposals for Account Managers
- Coordinated and arranged travel schedules
- Prepared customer correspondence

Nu-Tel Communications, Ft. Lauderdale, FL

August 1997 – June 1998

Executive Assistant/Office Manager

- Managed the switchboard (new business calls and trouble report calls)
- Coordinated the installation/repair schedules for four (4) technicians
- Dispatched technicians for service calls
- Prepared proposals/letters
- Maintained customer database
- Programmed minor phone systems
- Tracked and ordered office supplies and technicians stock inventory

LaSalle National Bank, Chicago, IL

October 1995 – February 1996

Telephone Banking Assistant

- Assisted existing customers in maintaining their accounts via the phone
- Assisted new customers in opening accounts via the phone
- Verified most current interest rates, loan rates, etc. as requested by existing customers via the phone
- Updated customers computerized records

Harris Trust & Savings Bank, Chicago, IL

August 1986 – May 1995

Banking Services Assistant

- Assisted existing customers in maintaining their accounts
- Assisted new customers in opening accounts
- Verified most current interest rates, loan rates, etc. as requested by customers
- Updated customers computerized records

Computer Skills

Type 55+ wpm

Windows Me

Microsoft Office 2000: Access, Excel, Outlook, PowerPoint and Word

C. 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.

April 15, 2002

Florida PSC

ALEC Application for National Telecom & Broadband Services, LLC (here on referred to as NTBS)

Financial Capability

NTBS was founded by veteran Florida Telecommunications executive, Mark Mansour. The company counts among its shareholders several former Florida Telecom executives including James Mansour and John Mansour. NTBS is financially backed by these three veteran telecom executives with a cumulative net worth of over one hundred million dollars. The company is a newly formed corporation and all future capital requirements will be met primarily by the existing shareholders. NTBS is a descendant of Telecomsmart.com and National Telecommunications of Florida, Inc. We are committed to creating and maintaining a profitable and strong competitive local exchange carrier that is able to bring Florida consumers the benefits of competitive telecom services including lower costs, excellent customer care, and innovative services.

Telecomsmart has worked over the past two years in developing two telecom distribution channels, Agent Partners and Internet e-commerce, as a master distributor for several competitive carriers. NTBS was formed to offer competitive local services as an outgrowth of the needs our customers and our agent distribution partners for a quality alternative to the incumbent LEC that can provide excellent customer care.

Upon approval NTBS will enter the Florida competitive market in phases as follows:

- Phase I - Local Voice Service in BellSouth Territory utilizing Unbundled Network Elements – Platform (UNE-P) a/k/a loop-port combinations
- Phase II - Interexchange Service (IXC) statewide utilizing owned or leased switching.
- Phase III - Local Voice Service in Sprint/United Territory utilizing UNE-P.
- Phase IV - Statewide Local Voice Service utilizing a combination of UNE-P and Enhanced Extended Loops (EELs) with owned or leased switching capabilities.

This implementation strategy will limit the demands on up-front capital and allow us to perfect our service offering, customer support systems, and Operating Support Systems (OSS) interfaces prior to making large fixed capital investments in switching and transmission. We believe this common-sense approach will keep our debt low, our service quality high, and our cash flow and balance sheet strong.

All successful and financially independent service providers start with one thing, satisfied customers. Satisfied customers are the product of fair dealings and excellent operations. The founder and CEO, Mark Mansour, has extensive operating knowledge and experience in CLEC, IXC, and IP operations with particular expertise in Billing,

Operational Support Systems, and Customer Care. We believe this experience will greatly enhance our operational efficiency and thus our cash flows and combined with our strong financial backing will create an enduring service provider capable of maintaining service for its customers.

The company has very few lease or ownership obligations and does not see those obligations significantly increasing given the current phased implementation strategy. Obligations will be primarily comprised of office rent and business machine leases.

4:11 PM
04/16/02
Cash Basis

National Telecom & Broadband Services, LLC
Balance Sheet
As of April 16, 2002

	<u>Apr 16, 02</u>
ASSETS	0.00
LIABILITIES & EQUITY	
Liabilities	
Long Term Liabilities	
Founder's Loan	250,000.00
Total Long Term Liabilities	<u>250,000.00</u>
Total Liabilities	250,000.00
Equity	
Opening Bal Equity	-250,000.00
Total Equity	<u>-250,000.00</u>
TOTAL LIABILITIES & EQUITY	<u><u>0.00</u></u>

Myant G. Myannon
president
4/16/02

THIS PAGE MUST BE COMPLETED AND SIGNED

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:

MARK A. MANSOUR
Print Name

mark a. mansour
Signature

PRESIDENT
Title

4/16/02
Date

954.771.3622x12 954.771.7608
Telephone No. Fax No.

Address: 2400 E. Commercial Blvd.
 suite 720
 Ft. Lauderdale, FL 33308

THIS PAGE MUST BE COMPLETED AND SIGNED

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:

MARK A. MANSOUR
Print Name

Mark A. Mansour
Signature

president
Title

4/16/02
Date

954.771.3622 x12 954.771.7608
Telephone No. Fax No.

Address: 2400 E. Commercial Blvd.
Suite 720
Ft. Lauderdale, FL 33308

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) n/a 2) _____

3) _____ 4) _____

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

1) n/a 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.

POP-to-POP

OWNERSHIP

1) n/a _____

2) _____

3) _____

4) _____