

ORIGINAL

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1720 Windward Concourse
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Alpharetta, Georgia 30005

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and Maryland

Telephone: (770) 232-9200
Facsimile: (770) 232-9208

August 21, 2002

VIA OVERNIGHT DELIVERY

Florida Public Service Commission
Attn: Walter D'Haeseleer
Competitive Markets & Enforcement
2540 Shumard Oak Blvd.
Gunter Bldg.
Tallahassee, Florida 32399
(850) 413-6600

RECEIVED - FPSC
02 AUG 22 AM 11:42
COMMISSION
CLERK

Re: NECC Telecom, Inc.

020911-TI

Dear Mr. D'Haeseleer:

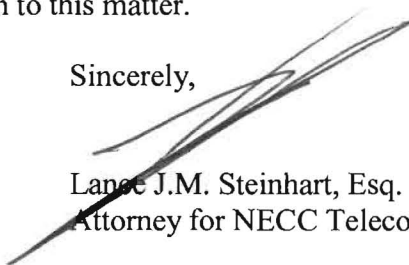
Enclosed please find one original and six (6) copies of NECC Telecom, Inc.'s Application for Authority to Provide Interexchange Telecommunications Service Within the State of Florida, along with an original and six (6) copies of NECC Telecom, Inc.'s proposed tariff.

I also have enclosed a check in the amount of \$250.00 payable to the Florida Public Service Commission to cover the cost of filing these documents.

Please return a stamped copy of the extra copy of this letter in the enclosed preaddressed prepaid envelope.

If you have any questions regarding the application or the tariff, please do not hesitate to call me. Thank you for your attention to this matter.

Sincerely,



Lance J.M. Steinhart, Esq.
Attorney for NECC Telecom, Inc.

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

Enclosures
cc: Lucia Popa

DOCUMENT NUMBER - DATE

08884 AUG 22 2002

FPSC-COMMISSION CLERK

Check received with filing and forwarded to Fiscal for deposit. Fiscal to forward a copy of check to RAR with proof of deposit.

Initials of person who forwarded check:





NECC TELECOM, INC.
 1-800-766-2642
 1209 WINDMILL LN
 JEFFERSONVILLE, IN 47130-7426

BANK ONE KENTUCKY, NA
 LOUISVILLE, KY
 21-13/830

1209

8/19/2002

Pay to the
Order of Florida Public Service Commission

\$ **250.00

Two Hundred Fifty and 00/100

Dollars  

Florida Public Service Commission

Wendy Podes

memo _____

© 1984 - 2000 INTUIT INC # 164 1-800-433-8810

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

DIVISION OF REGULATORY OVERSIGHT
CERTIFICATION SECTION

Application Form for Authority to Provide
Interexchange Telecommunications Service
Between Points Within the State of Florida

Instructions

- ◆ This form is used as an application for an original certificate and for approval of 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 Page 16).
- ◆ 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**

Note: **No filing fee is required** for an assignment or transfer of an existing certificate to another company.

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

**Florida Public Service Commission
Division of Regulatory Oversight
Certification Section
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6480**

1. This is an application for \sqrt (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:

NECC TELECOM, INC.

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

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

1209 Windmill Lane

Jeffersonville IN 47130

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

None

6.

Select type of business your company will be conducting \sqrt (check all that apply):

- Facilities-based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.

- () **Operator Service Provider** - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- (x) **Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- (x) **Switchless Rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- () **Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers, then offers resold service by enrolling unaffiliated customers.
- (x) **Prepaid Debit Card Provider** - any person or entity that purchases 800 access from an underlying carrier or unaffiliated entity for use with prepaid debit card service and/or encodes the cards with personal identification numbers.

7. Structure of organization;

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

8. **If individual**, provide:

Name: Not Applicable

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

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

(a) **The Florida Secretary of State Corporate Registration number:**

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

(a) **The Florida Secretary of State Corporate Registration number:**

F02000001864

11. **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:**

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

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

13. **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: _____

14. **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:** _____

15. Provide **F.E.I. Number** (if applicable): 30-0025116

16. Provide the following (if applicable):

(a) Will the name of your company appear on the bill for your services?
() Yes () No

(b) If not, who will bill for your services?

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

(c) How is this information provided?

17. Who will receive the bills for your service?

- | | |
|---|---|
| <input checked="" type="checkbox"/> Residential Customers | <input checked="" type="checkbox"/> Business Customers |
| <input type="checkbox"/> PATs providers | <input type="checkbox"/> PATs station end-users |
| <input type="checkbox"/> Hotels & motels | <input type="checkbox"/> Hotel & motel guests |
| <input type="checkbox"/> Universities | <input type="checkbox"/> Universities dormitory residents |
| <input type="checkbox"/> Other: (specify) _____ | |

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

(a) The application:

Name: Lance J.M. Steinhart

Title: Regulatory Counsel

Address: 1720 Windward Concourse, Suite 250

City/State/Zip: Alpharetta, Georgia 30005

Telephone No.: (770) 232-9200 **Fax No.:** (770) 232-9208

Internet E-Mail Address: lsteinhart@telecomcounsel.com

Internet Website Address: _____

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

Name: Daniel Popa

Title: President

Address: 1209 Windmill Lane
City/State/Zip: Jeffersonville IN 47130

Telephone No.: (812) 284-2819 **Fax No.:** (812) 280-8712
Internet E-Mail Address: userpo6788@aol.com
Internet Website Address: www.necc.us

(c) Complaints/Inquiries from customers:

Name: Ramona Cean

Title: Director of Customer Service Operation

Address: 1209 Windmill Lane
City/State/Zip: Jeffersonville IN 47130

Telephone No.: (812) 284-2819 **Fax No.:** (812) 280-8712
Internet E-Mail Address: userpo6788@aol.com
Internet Website Address: www.necc.us

19. List the states in which the applicant:

(a) has operated as an interexchange telecommunications company.
Iowa, Michigan, Montana, New Jersey, Texas, Utah and Virginia

(b) has applications pending to be certificated as an interexchange telecommunications company.
Applicant is in the process of filing Applications throughout the United States.

(c) is certificated to operate as an interexchange telecommunications company.

Iowa, Michigan, Montana, New Jersey, Texas, Utah and
~~Virginia~~

(d) has been denied authority to operate as an interexchange telecommunications company and the circumstances involved.

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

20. 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. If so, please explain.

No

(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.

No

21. The applicant will provide the following interexchange carrier services \checkmark (check all that apply):

a. _____ **MTS with distance sensitive per minute rates**

- _____ Method of access is FGA
- _____ Method of access is FGB
- _____ Method of access is FGD
- _____ Method of access is 800

b. _____ **MTS with route specific rates per minute**

- _____ Method of access is FGA
- _____ Method of access is FGB
- _____ Method of access is FGD
- _____ Method of access is 800

c. _____ **MTS with statewide flat rates per minute (i.e. not distance sensitive)**

- Method of access is FGA
- Method of access is FGB
- Method of access is FGD
- Method of access is 800

d. **MTS for pay telephone service providers**

e. **Block-of-time calling plan (Reach Out Florida, Ring America, etc.).**

f. **800 service (toll free)**

g. **WATS type service (bulk or volume discount)**

- Method of access is via dedicated facilities
- Method of access is via switched facilities

h. **Private line services (Channel Services)**
(For ex. 1.544 mbs., DS-3, etc.)

i. **Travel service**

- Method of access is 950
- Method of access is 800

j. **900 service**

k. **Operator services**

- Available to presubscribed customers
- Available to non presubscribed customers (for example, to patrons of hotels, students in universities, patients in hospitals).
- Available to inmates

1. **Services included are:**

- _____ Station assistance
- _____ Person-to-person assistance
- _____ Directory assistance
- _____ Operator verify and interrupt
- _____ Conference calling

22. Submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

23. Submit the following:

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

See Attached

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.

Applicant will use the network services of its underlying carrier to provide services to customers in the State of Florida.

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

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 its 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:

Daniel Popa

Print Name

President

Title

(812) 284-2819

Telephone No.

Fax No.

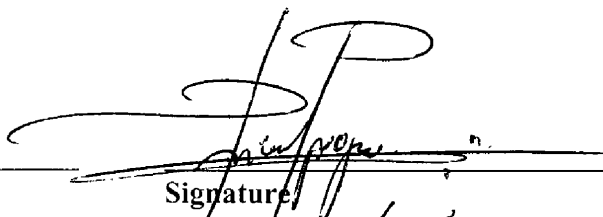
Address:

1209 Windmill Lane

Jeffersonville

IN

47130


Signature

02/14/2002
Date

(812) 280-8712

THIS PAGE MUST BE COMPLETED AND SIGNED

CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be provided in one of the following ways (applicant, please check one):

- () The applicant will **not** collect deposits nor will it collect payments for service more than one month in advance.

- () The applicant intends to collect deposits and/or advance payments for more than one month's service and will file and maintain a surety bond with the Commission in an amount equal to the current balance of deposits and advance payments in excess of one month.
(The bond must accompany the application.)

UTILITY OFFICIAL:

Daniel Popa

Print Name

President

Title

(812) 284-2819

Telephone No.

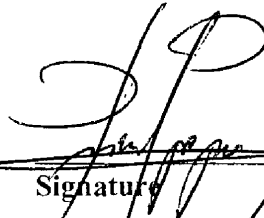
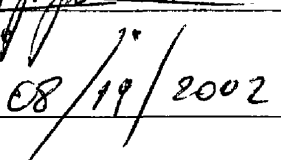
Address:

1209 Windmill Lane

Jeffersonville

IN

47130


Signature

Date

Date

(812) 280-8712

Fax No.

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:

Daniel Popa

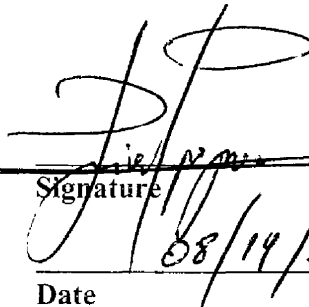
Print Name

President

Title

(812) 284-2819

Telephone No.



Signature

Date

(812) 280-8712

Fax No.

Address:

1209 Windmill Lane

Jeffersonville

IN

47130

CURRENT FLORIDA INTRASTATE SERVICES

Applicant **has** () or **has not** (**x**) previously provided intrastate telecommunications in Florida.

If the answer is has, fully describe the following:

a) What services have been provided and when did these services begin?

b) If the services are not currently offered, when were they discontinued?

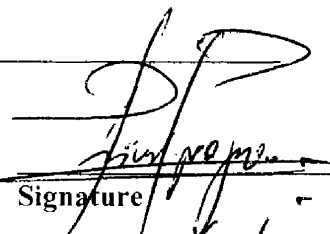
UTILITY OFFICIAL:

Daniel Popa
Print Name
President

Title
(812) 284-2819

Telephone No.
Address: 1209 Windmill Lane

Jeffersonville IN 47130


Signature
08/19/2002
Date
(812) 280-8712

Fax No.

CERTIFICATE TRANSFER, OR ASSIGNMENT STATEMENT

LIST OF ATTACHMENTS

PROPOSED TARIFF

FINANCIAL INFORMATION

MANAGEMENT INFORMATION

STATEMENT OF FINANCIAL CAPABILITY

PROPOSED TARIFF

TABLE OF CONTENTS

	Page
Title Sheet.....	1
Check Sheet.....	2
Table of Contents.....	3
Symbols.....	4
Tariff Format.....	5
Section 1 - Technical Terms and Abbreviations.....	6
Section 2 - Rules and Regulations.....	8
Section 3 - Description of Service.....	20
Section 4 - Rates.....	27

Issued: August 22, 2002

Effective:

By:

Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130

TARIFF FORMAT

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.
2.1
2.1.1
2.1.1.A
2.1.1.A.1
2.1.1.A.1.(a)
2.1.1.A.1.(a).I
2.1.1.A.1.(a).I.(i)
2.1.1.A.1.(a).I.(i).(1)

D. Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on Commission file.

Issued: August 22, 2002**Effective:****By:****Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130**

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Company's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission - Used throughout this tariff to mean the Florida Public Service Commission.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company or purchases a Company Prepaid Calling Card and/or originates prepaid calls using such cards, and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Company or NECC - Used throughout this tariff to mean NECC Telecom, Inc., a Indiana Corporation.

Dedicated Access - The Customer gains entry to the Company's services by a direct path from the Customer's location to the Company's point of presence.

Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Prepaid Account - An inventory of Telecom Units purchased in advance by the Customer, and associated with one and only one Authorization Code as contained in a specific Prepaid Calling Card.

Issued: August 22, 2002

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1209 Windmill Lane
Jeffersonville, Indiana 47130

SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of the Company**

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications services provided by the Company for telecommunications between points within the State of Florida. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement.

- 2.1.1 The services provided by the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.

Issued: August 22, 2002**Effective:****By:****Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130**

-
- 2.1.2 The rates and regulations contained in this tariff apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of the Company.
- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control, including, without limitation: lack of satellite or other transmission medium capacity; the revision, alteration or repricing of the Underlying Carrier's tariffed offerings; or when the use of service becomes or is in violation of the law or the provisions of this tariff.

2.2 Use and Limitations of Services

- 2.2.1 The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

Issued: August 22, 2002

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Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130

-
- 2.2.4 The Company's services are available for use twenty-four hours per day, seven days per week.
- 2.2.5 The Company does not transmit messages, but the services may be used for that purpose.
- 2.2.6 The Company's services may be denied for nonpayment of charges or for other violations of this tariff subject to Section 2.5.1 herein.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.

2.3 Liability of the Company

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.

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Jeffersonville, Indiana 47130

2.4 Responsibilities of the Customer

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 2.4.3 If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.
- 2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of the Company's equipment to be maintained within the range normally provided for the operation of microcomputers.
- 2.4.6 The Customer shall ensure that the equipment and/or system is properly interfaced with the Company's facilities or services, that the signals emitted into the Company's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not damage equipment, injure

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Effective:

By:

Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130

Section 2.4.6 Continued

personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with the telephone network, the Company will permit such equipment to be connected with its channels without the use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to Company equipment, personnel or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service.

- 2.4.7 The Customer must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.
- 2.4.8 The Customer must pay for the loss through theft of any Company equipment installed at Customer's premises.
- 2.4.9 If the Company installs equipment at Customer's premises, the Customer shall be responsible for payment of any applicable installation charge.
- 2.4.10 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

Issued: August 22, 2002**Effective:****By:****Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130**

2.5 Cancellation or Interruption of Services

- 2.5.1 Without incurring liability, upon five (5) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the Customer, the Company may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:
- 2.5.1.A For nonpayment of any sum due the Company for more than thirty (30) days after issuance of the bill for the amount due,
 - 2.5.1.B For violation of any of the provisions of this tariff,
 - 2.5.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over the Company's services, or
 - 2.5.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.
- 2.5.2 Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

Issued: August 22, 2002

Effective:

By:

Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130

- 2.5.3 Service may be discontinued by the Company without notice to the Customer, by blocking traffic to certain counties, cities or NXX exchanges, or by blocking calls using certain Customer authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.
- 2.5.4 The Customer may terminate service upon verbal or written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage and be responsible for payment until the Customer or its agent notifies its local exchange carrier and changes its long distance carrier.

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2.6 Credit Allowance - Interruption of Service

- 2.6.1 Credit may be given for disputed calls, on a per call basis.
- 2.6.2 Credit shall not be issued for unavailability of long distance services.
- 2.6.3 The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of any monthly service charges for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" - outage time in hours

"B" - monthly charge for affected activity

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2.7 Deposit

The Company does not require deposits.

2.8 Advance Payments

The Company requires advance payments for recurring and non-recurring charges. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

2.9 Payment and Billing

2.9.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon receipt.

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2.9.2 The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, subscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, subscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and non-recurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.

2.10 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated services, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company, will be determined by the court.

2.11 Taxes

All federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein.

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SECTION 3 - DESCRIPTION OF SERVICE

3.1 Computation of Charges

3.1.1 The total charge for each completed call may be a variable measured charge dependent on the duration, distance and time of day of the call. The total charge for each completed call may also be dependent only on the duration of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls are measured in increments as set forth in the Rates Section of this tariff. All calls are rounded up to the next whole increment.

3.1.2 Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers that are produced by Bell Communications Research in the NPA-NXX V&H Coordinates Tape and Bell's NECA Tariff No. 4.

Formula:

$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

Issued: August 22, 2002 Effective:
By: Daniel Popa, President
1209 Windmill Lane
Jeffersonville, Indiana 47130

3.2 Continued

Any objection to billed charges should be reported promptly to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. A Customer who is unable to resolve a billing dispute with the Company may contact the Commission by telephone at 1-800-342-3552 to intervene in the billing dispute.

3.3 Level of Service

A Customer can expect end to end network availability of not less than 99% at all times for all services.

3.4 Billing Entity Conditions

When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. The Company's name and toll-free telephone number will appear on the Customer's bill.

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1209 Windmill Lane
Jeffersonville, Indiana 47130**

3.5 Service Offerings**3.5.1 1+ Dialing**

This service permits Customers to originate calls via switched or dedicated access lines, and to terminate intrastate calls. The customer dials "1+" followed by "ten digits" or dials "101XXXX" followed by "1+ ten digits".

3.5.2 Travel Cards

The Customer utilizes an 11 digit "toll-free" access number established by the Company to access a terminal. Upon receiving a voice prompt, the Customer uses push button dialing to enter an identification code assigned by the Company, and the ten digit number of the called party.

3.5.3 Toll-Free Service

This service is inbound calling only where an 800, 888 or other toll-free prefix number rings into a Customer's premise routed to a specific telephone number or terminated over a dedicated facility.

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Jeffersonville, Indiana 47130**

Section 3.5.4 Continued

A card will expire on the date indicated on the card, or if no date is specified, 12 months from the date of first usage, or the date of last recharge, whichever is later. The Company will not refund unused balances.

A credit allowance for Company Prepaid Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. To receive the proper credit, the Customer must notify the Company at the designated toll-free customer service number printed on the Company Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed.

When a call charged to a Company Prepaid Calling Card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer will receive a credit equivalent of one Telecom Unit.

Credit allowances for calls pursuant to the Company Prepaid Card Service do not apply for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.

Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.

The Company will block all calls beginning with the NPA "900" and NXX "976" calls, therefore such calls can not be completed.

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Effective:

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1209 Windmill Lane
Jeffersonville, Indiana 47130

3.5.5 Directory Assistance.

Access to long distance directory assistance is obtained by dialing 1 + (area code) + 555-1212. When more than one number is requested in a single call, a charge will be applicable for each number requested, whether or not the number is listed or published.

3.5.6 Emergency Call Handling Procedures

Emergency "911" calls are not routed to company, but are completed through the local network at no charge.

3.5.7 Promotional Offerings

The Company may offer approved special promotions of new or existing services or products for limited time periods as approved by the Commission. These promotions will include specific tariffed starting and ending dates. All such promotions will be offered on a completely non-discriminatory basis. All such tariffed promotions must be approved by the Commission and must state exactly what charges are being reduced or waived, who is eligible, and what Customers have to do to be eligible.

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4.5 Directory Assistance

\$.95 per each number requested

4.6 Returned Check Charge

\$25.00

4.7 Rate Periods and Billing Increments

	Monday - Friday	Sat.	Sun.
8 a.m. to 5 p.m.*	Daytime Rate Period		
5 p.m. to 11 p.m.*	Evening Rate Period		Evening Rate Period
11 p.m. to 8 a.m.*	Night/Weekend Rate Period		

* To, but not including
When a message spans more than one rate period, total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. If the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

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Effective:

By:

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Jeffersonville, Indiana 47130

FINANCIAL INFORMATION

NECC TELECOM, INC Balance Sheet

	<u>Actual</u> <u>Jun 30, 02</u>
ASSETS	
Current Assets	
Checking/Savings	4,965.92
Accounts Receivable	272,423.70
Fixed Assets	
Accumulated Depreciation	-22,592.00
Furniture, Fixtures & Equipment	34,900.76
Intangible Asset	15,000.00
Leasehold Improvement	517.90
Office Equipment	
Computers	6,341.56
Telephone System	11,153.04
Total Office Equipment	<u>17,494.60</u>
Total Fixed Assets	<u>45,321.26</u>
TOTAL ASSETS	<u><u>322,710.88</u></u>
 LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	321,686.76
Long Term Liabilities	
Loans	
Total Liabilities	<u>321,686.76</u>
Equity	
Daniel Popa	-72,305.16
Net Income	73,329.28
Total Equity	<u>1,024.12</u>
TOTAL LIABILITIES & EQUITY	<u><u>322,710.88</u></u>

NECC TELECOM, INC
Profit Loss

	<u>Actual</u>
	<u>Jan - Jun 02</u>
Ordinary Income/Expense	
Income	
MLM	6,808.00
Sales	<u>893,598.68</u>
Total Income	<u>900,406.68</u>
Cost of Goods Sold	
Colocation	3,250.00
Commissions	
Ag. Commissions	27,048.04
MLM Commissions	<u>6,530.00</u>
Total Commissions	<u>33,578.04</u>
Credit Report	75.85
DS1 Cross Connect	1,500.00
ISP	6,209.00
Send Invoices	2,921.91
Third Part Verification	4,599.00
Underlying Carrier	<u>563,534.77</u>
Total COGS	<u>615,668.57</u>
Gross Profit	<u>284,738.11</u>
Expenses	
Advertising	17,114.42
Automobile Expenses	
Fuel	1,494.88
Insurance	681.37
Maintenance	3,494.93
Parking	<u>2.00</u>
Total Automobile Expenses	<u>5,672.98</u>
Bank Charge	7,672.73
Depreciation	
Gifts	582.29
Interest	1,222.40
Licenses & Taxes	8,758.25
Medical Insurance	6,817.91
Miscellaneous	15.74
Office Supply	
Books	95.20
Office Supply - Other	<u>4,127.53</u>
Total Office Supply	<u>4,222.73</u>
Payroll Expenses	79,820.60
Payroll Tax	6,209.52
Phones	
Cellular	1,806.26
Land Lines	5,524.29
Teleconference	<u>225.00</u>
Total Phones	<u>7,555.55</u>
Postage & Delivery	3,534.28
Printing	7,651.97
Professional Development	1,957.00
Professional Fees	
Accounting	9,266.35
Legal	12,855.50
Software Services	<u>10,924.50</u>
Total Professional Fees	<u>33,046.35</u>
Registered Agent Fee	4,974.00
Rent	6,392.00
Sales & Catering	876.14
Travel & Ent.	
Air Tickets	1,337.19
Bus	51.50
Hotels	2,054.18
Meals	<u>2,790.11</u>
Total Travel & Ent.	<u>6,232.99</u>
Utilities	39.00
Web Domain	<u>40.00</u>
Total Expense	<u>211,369.83</u>
Net Ordinary Income	<u>73,368.28</u>
Net Income	<u>73,368.28</u>

MANAGEMENT INFORMATION

Popa, Lucia T.

1519 Autumn Ridge Ct. #4

Jeffersonville, IN 47130

Tel. (812) 284-2819

e-mail: lucia.popa@necc.us

EDUCATION:

1993-1998

Master of Engineering specialized in **Production Systems** in the field of mechanical, electrical, civil, accredited by American Board of Education; studied in Romania at the **Polytechnic University of Timisoara** resulting in passage of the examination for the degree of *Licenta* (Licentiate) in 1998.

Diploma of recognition for these research projects:

- Marketing (1 year).
- Human Resources Management (1 semester).
- Financial Analysis, Bookkeeping and Accounting (2 years).

June 1999

Attend classes in **mechanical design** and **CATIA / CAD 2D, 3D, DRAWMODE**, basic facing and surfacing . Able to manipulate files using layers, filters, attribute, transfer between 2D and 3D, Dimensioning, advance curves, advance surfaceing, Solide , and **CATIA ADMINISTRATION**, etc.

Mandex Technology, Inc.

Tel: 248-844-9002

After attended classes, Mandex Technology, Inc. decided to hire me.

EXPERIENCE:

February 2002 to present.

NECC Telecom, Inc.

Position: **Business Analyst and CFO.**

Building and developing the company, data and billing processing, creating and implementing management and marketing solutions, coordinating Internet integrated software solution for customer service department, for financial department and provisioning department and all stuff for web design.

Responsible for the accounts receivable/payable.

April 2000 to January 2002

Work as a Telecommunication Agent for different telecommunication companies as, but not limited, Opex Telecom, World-Link, TeleGroup.

July 1999 to April 2000

Mandex Technology Inc.

Tel: 248-844-9002

Position: **Engineering designer** (part time, and from Jan. full time)

Utilizing **CATIA** I've been working on projects for companies like **3M** (Designing Letters), **Chrysler**, **Guardian Industry**, **General Motors**. I've used **AUTOWEB** for sending the files to our customers. I was trained also in **CATIA ADMINISTRATION** solving some of the problems, which arise.

February 1999 to December 1999

GENERAL MORTGAGE CORP.,
29777 Telegraph Road - Suite 1451
Southfield, MI 48034
Tel: 248-357-7770

Position: **Operations Research Analyst**

1997-1998

EUROCONSTRUCT, Timisoara, Romania
Position: **Engineering In Production Systems**

COMPUTERS SKILLS:

Ms Word; Ms Excel; Ms PowerPoint;

Ms Project + Delta, used in a Project in Production Preparations by a Construction Company. This Project contains the schedule and different timetables that are necessary for the smooth and continuous preparations for the work project. This way, everything will be done without any time gaps, so less money are lost in over stocks and by paying unnecessary workers at unnecessary times.

PERSONAL:

I am a quick learner, reliable, dedicated, hard working individual who is willing to do quality job.

Cean, Ramona V.

40256 Walter Dr.

Sterling Hgts, MI 48310

Tel. (586) 826-9545

Email: Ramona.Cean@necc.us

EDUCATION

1993-1998

Master of Engineering specialized in Production System in the field of mechanical, electrical, civil, accredited by American Board of Education;

Educated in Romania at the Polytechnic University of Timisoara resulting in passage of the examination for the degree of Licenta (Licentiate) in 1998.

Diploma of recognition for these research projects:

- Marketing (1 year).
- Human Resources Management (1 semester).
- Financial Analysis, Bookkeeping and Accounting (2 years) .

COMPUTER SKILLS

Ms Word; Ms Excel; MS Access; Power Point.

And various software applications made in-house for NECC Telecom.

EXPERIENCE

February 2002-present

NECC Telecom, Inc.

Position: Operations Manager.

I am in charge of customer service, telemarketing and agent support (including MLM agents), in-house software applications training for new employees, billing department coordinator, software development liaison.

1999-2002

CSG Telecom (an agent for several telecom carriers)

Position: Business developer.

In this position I was in charge of customer service (including complains) , telemarketing, keep track of accounts receivable, troubleshooting, agent support.

PERSONAL :

Outgoing, friendly, upbeat, goal oriented, self-motivated.

Dragan, Simona

815 S. Dwyer, Arlington Heights, 60005 USA

EXPERIENCE: 5 years

US CITIZENSHIP: Green Card

EDUCATION: Bachelor Degree

TELEPHONE: 1 (847) 870-9524

EMAIL: dragan_simona@hotmail.com, dragan.simona@necc.us

HOTTEST SKILLS: C/C++, SQL, Oracle, VB, Java\HTML\XML, Paradox, MSOffice Suite

EXPERIENCE

May 2002 NECC Telecom, Inc.. Jeffersonville, IN
IT Manager.

- Responsible for designing, analyzing, implementation for software solution for maintaining customer data base, developing internet integrated software solution for customer service department, for financial department and provisioning department.
- These were created using Visual BASIC, MS Access, SQL Server, ASP, HTML, XML, XSL, CS:.

Jan 2001 - Jun 2001 SSI-Schaefer Ltd. Timisoara, Romania
Programmer-Analyst

- Responsible for designing, coding and testing software systems for: management of large and automatic warehouses, conveying systems, order picking and sorting the merchandise, production provisions, assembly, inventory and commissioning, reports, links to any accounting programs, forecasting, financial analyze and inventory control system.
- These were created using Oracle 8, Centura, Erwin 3.5, C, C++, Java jdk1.3 (JSP and servlets, Applets), Tomcat web-server, XML, XSL, HTML, and JavaScript.

Jul 96-Jan 2001 Gemini Ltd. Timisoara, Romania
Programmer-Analyst

- Responsible for analyze, design, implementation, maintenance for customizable integrated software solutions for manufacturing companies (I am specialized in real-time software for supervising and management of technological flow in shoes manufacturing).
- I developed a various applications for Accounting Department of many large companies.
- I was also responsible for analysis, design, implementation and maintenance of internal software of the company.
- These applications were created using Paradox3.5, C++ Builder (MIDAS technology was used), Delphi, Visual Basic, Access, JBuilder, HTML, JavaScript and Paradox 3.5, Access, Interbase (through ODBC, JET, BDE, ADO connections) and Oracle as database support.
- For the two last years in this company I was in position of team leader (4 members team).

EDUCATION

Sep 91-Jul 96 West University Timisoara, Romania
Bachelor Degree Computer Science. GPA 3.68

Sep 87-Jul 91 High School Deva, Romania

QUALITIES

Self - motivated, efficient and hardworking, with a good team spirit. I have a superior mathematical skill, good analyzer, good programmer and quick learner. Team-leading and large project management experience.

TECHNICAL SKILLS

- Proficient** in Borland C++ Builder, Borland Delphi, Visual Basic, COM, Access, JavaScript, HTML, XML, XSL, SQL.
- Also knowledge of:** Java (Servlets), Visual C++, Fox Pro.
- Databases and related:** Oracle (and PL/SQL), Interbase, mySql (Windows version), SQL, ODBC, ADO, BDE, Paradox, FoxPro, Access. Solid background in database design with Erwin 3.5.
- Networks and OS:** Netware 4.11 (utilization and administration), Lantastic 7 and 8, NT 4, Wind: ws9x, Windows 2000.

REFERENCES

Available upon request.

RAUL TURCU

1715 Portsmouth Ln., Arlington Heights, Illinois, 60004
(847) 590 9673

EXPERIENCE

Feb. 02 – present **NECC Telecom**

Jeffersonville, IN

IT Consultant

Responsible for analyzing, designing, coding, testing and maintaining software systems. Provide application-programming expertise in building software solutions for applications for Customer Service Department, Financial Department, as well as the Internet communication between headquarter and branch, systems using Microsoft Visual Basic, ASP, Microsoft Access and Microsoft SQL Server and having the business logic integrated in a separate layer using the COM technology.

Jun 01-Feb. 02 **CSG Telecom** (an agent for various telecom carriers)

Detroit, Michigan

Consultant

Software development and implementation expert consultant, in charge of developing data base, supervising the development of billing software and providing technical support with the company daily software operations.

Feb 00-present **Townsend Analytics**

Chicago, Illinois

Programmer-Analyst

Responsible for analyzing, designing, coding, testing and maintaining software systems. Provide application-programming expertise in building software solutions for Business Management systems using Microsoft Visual Basic, ASP, C#, Microsoft Access and Microsoft SQL Server and having the business logic integrated in a separate layer using the COM technology.

- Performed analysis, design and implementation for two applications that managed the company's brokers and clients in a real time trading system. Each application contains a web interface as well.
- Responsible for requirement analysis, design, team management, development and implementation of the Account Manager application for the Terra Nova Trading, LLC intended to support daily activity of the Terra Nova's client trade managers. The application utilizes IIS 5.0, ASP-based front-end, HTML, VB COM+ components as a middle tier, SQL-Server 2000 as a back-end database. MTS (Com+ packages) have being used for the middle tier component development and deployment. Java Script language was utilized to support the client-side interaction
- Designed and developed various add-ins for the Microsoft's new platform NET.

Jan 98-Feb 00 **Strategic Systems**

Evanston, Illinois

Programmer-Analyst

Responsible for analyzing, designing, coding, testing and maintaining the software systems. Provide application-programming expertise in building software solutions for Business Risk Management, Inventory Control and Reservation systems using Microsoft Visual Basic, Microsoft Access and Microsoft SQL Server. The databases design was created in Logic Work ERwin 3.5.

- Performed analysis, design and implementation for an application that supports the paper purchasing, inventory management, and waste tracking processes. The application allows managers to estimate and forecast cost; electronically create purchase orders; receive, verify, and

- apply roll-over transactions through electronic or manual transactions
- Fully implemented a client-oriented software tool, which is designed to support the implementation of an integrated, enterprise-wide approach to business risk assessment and management. The system enables users to link entities, processes, risks and controls throughout the organization to provide enterprise-wide risk management capabilities
- Analyzed, designed and developed a system to assist school district management in creating and managing reservations for school district facilities. The managers can also approve, cancel and change reservations; track customers profile, facility requests and usage; and generate invoice statements for all approved reservations
- Designed and developed a Visual Basic application to make changes to a Microsoft Access application to make it Y2K compliant

Jun 96–Oct 97 RomOBTEC

Timisoara, Romania

Computer programmer

Project leader for software development on three applications for the German company Manesmann - OBTEC. The projects were developed in Centura (Gupta) under Windows NT 4.0 with the database servers SQLBase and MSSQL.

EDUCATION

Sep 92–Jul 97 West University
 Master Degree Computer Science
 GPA 8.5/10

Timisoara, Romania

Sep 88–Jul 92 High School of Mathematics and Physics
 Microsoft/Midwest MSDN network seminars in 1998–1999.

Otelu Rosu, Romania

QUALITIES

Fluent in Romanian, English and German.

Self motivated, efficient, with an extensive understanding of analytical mathematics, algebra and geometry.

TECHNICAL SKILLS

Proficient in Visual Basic, MSSQL, Access, C+/C/C++ (.NET Framework), ASP, Centura (Gupta) programming with SQLBase, SQLWindows, Delphi, FoxPro, Logic Work ERwin, Visio. Additional skills in MFC, Assembler and Microsoft Office.

REFERENCES

Available upon request.

URECHIATU, DANA

12464 BURTLEY DR.
STERLING HEIGHTS, MI 48313

Phone: (586) 731-0606

e-mail: dana.urechiatu@necc.us

EDUCATION

OAKLAND UNIVERSITY

Rochester, Michigan
Bachelors of Arts, History with English Minor
Bachelors of Arts, expected December, 2003
Teaching Major in History
Teaching Certification, expected May, 2004

MACOMB COMMUNITY COLLEGE

Warren, Michigan
Associates of General Studies
May 2001

EXPERIENCE

NECC Telecom, Inc.

February 2002 – Present
Position: **Customer Service Manager.**

Customer service supervisor and support, telemarketing training and support, data entry input and accuracy checking, input new orders, data entry administrator, office supply administrator.

CSG TELECOM

June 2001 - February 2002
Customer service support, telemarketing, data entry, input new orders, excessive use of Microsoft Windows 2000.

TRAINING and JOB DESCRIPTION

Customer service supervisor, customer service support, customer service training. Human resources, interviewing and hiring. Data entry administrator, checking accuracy of data entry, input new orders, telemarketing training and telemarketing support. Office supply administrator.

COMPUTER SKILLS

Computers and Information Principles.
Experience with programs of Carriers and IP's.
Experience with Microsoft Windows 95, 98, 2000, XP programs.
Experience with E-mail and Internet usage.

PHILOSOPHY

Create a positive self-esteem atmosphere for my co-workers, the customer, and myself. Designing and implementing an atmosphere that is leisurely to work in and assist customers with as little stress as possible.

1009 E. 13 Mile Rd.
Royal Oak, MI 48073

Phone (248) 585-4879
Fax (248) 680-8937
E-mail serban.apostolina@necc.us

Serban Apostolina

Objective

Decision-making responsibility in a position where organizational and interpersonal skills combined with imaginative thinking; and the ability to translate needs into result-producing action can be applied to achieve corporate goals.

Education

1995-1997 William Tyndale College Farmington Hills, MI
A.B.A. in Business Administration
1997-2001 Oakland University Auburn Hills, MI
B.S. in Criminal Justice
Honor Graduate, Summa Cum Laude

Languages

English (fluent)
Romanian (fluent)
French (working knowledge)

Work experience

February 2002-present NECC Telecom, Inc. Troy, MI
Secretary and Human Resources Manager
Customer service and teleselling coordinator, designing ads, conducting employment campaigns, interviewing, hiring, and processing new employees. Responsible for the account payable for the Michigan office. Filling various forms for telecommunication licensing and coordinating activities with the company's attorneys and CPAs.

June 2001-February 2002 CSG (agent for various telecom carriers) Troy, MI
Operations Manager
Customer service and teleselling coordinator (including training), developing and implementing advertising tactics, techniques, and strategies.

1995-1999 Printech Enterprises, Inc. Troy, MI
Hewlett Packard certified technician
Supervisor - ISC/Bunker Ramo Olivetti service department

Computer experience

Software applications: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Access, Corel WordPerfect.
Hardware: IBM and compatible personal computers, laser ink-jet printers, scanners, tape backup drives, digital cameras, fax machines, surge protectors, uninterruptible power supplies.
Operating Systems: Windows, Linux.

STATEMENT OF FINANCIAL CAPABILITY

NECC Telecom, Inc. has sufficient financial capability to provide the requested service in the State of Florida and has sufficient financial capability to maintain the requested service and to meet its lease or ownership obligations. In support of NECC Telecom, Inc.'s stated financial capability, a copy of the Balance Sheet as of June 30, 2002 and Profit and Loss Statement for the period ending June 30, 2002 is attached to its application. NECC Telecom, Inc. intends to fund the provision of service through internally generated cash flow. NECC Telecom, Inc. also has the ability to borrow funds, if required, based upon its financial capabilities, and the principals of the company are committed to providing any necessary capital if needed to provide service in the State of Florida.