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October 1, 2002

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COMMISSION  
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**BY HAND DELIVERY**

Ms. Blanca Bayó, Director  
The Commission Clerk and Administrative Services  
Room 110, Easley Building  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Docket Nos. 020653-TX and 020852-TI

Dear Ms. Bayó:

On behalf of Litestream Technologies, Inc., I am filing amended IXC and ALEC applications for Litestream Technologies, LLC. The revised or additional updated information is in the appropriate responsive sections of each application.

The amendments reflect the following changes:

1. Litestream hired a customer service manager, Michael Savage. His resume is filed as an exhibit to the ALEC Application.
2. Litestream terminated its consulting agreement with Heritage Technologies, Ltd. effective September 15, 2002.
3. Litestream has hired its own employees to perform all of the regulatory, technical and operational tasks necessary to operate its business.

The amended applications reflect the following clarification of events that have occurred subsequent to the original filings:

During the period prior to September 15, 2002, several employees of Heritage assisted Litestream with the training and transition of ongoing business operations to various Litestream employees pursuant to a consulting agreement with Heritage. In August 2002, Litestream

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R. V. W.

FPSC-BUREAU OF RECORDS

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Ms. Blanca Bayó, Director  
October 1, 2002  
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terminated the Heritage consulting agreement. Litestream's own employees will perform the technical, regulatory, and operational expertise necessary to manage and operate Litestream.

Additionally, from time to time Litestream has hired several former Heritage employees to assist in performing certain tasks. Specifically, Litestream hired Helen Morgan, Heritage's former Vice President of Regulatory Affairs, and Sandra Johnson, Heritage's former Vice President of Customer Services. Litestream does not anticipate that it will need to continue with these consultants on an ongoing basis due to two additional key hires. First, on July 8, 2002, Litestream hired David Drykerman, as Litestream's legal and regulatory counsel, who has assumed those tasks performed by Helen Morgan. On August 14, 2002, Litestream hired Michael Savage as its Customer Service Manager, who will assume those tasks undertaken by Sandra Johnston. Litestream now has sufficient of its own trained staff and does not anticipate using outside consultants on a material basis.

Since May 2002, Litestream has funded its operations entirely from its partners, TECO Partners, Inc. and R & R Partners, LLC. Financial information on TECO partners and R & R Partners was provided in the original applications and in the amended ALEC application. Heritage is not a partner in Litestream and has no financial responsibilities related to the going forward partnership operations.

With respect to the ALEC Application, the Consulting Agreement is filed as an exhibit. Since it has been terminated, it can be deleted from the filing.

With respect to both the ALEC and IXC Applications, the Litestream financial statements for the year ended December 31, 2001 should remain as exhibits to the applications even though they reference Heritage and Heritage's involvement with Litestream as of the end of 2001. The financial statements reflect the historical results of Litestream as of that period. There is no further information on TECO Partners or R & R Partners.

Finally, please add undersigned counsel as an additional contact point for the applications and for purposes of any orders, notices, pleadings, or other filings associated with these dockets.

Given the Company's need to obtain telephone numbers and other start up operations, Litestream respectfully requests that this amended information be expeditiously considered and that these applications be presented to the Commission for its consideration at the next scheduled Agenda Conference. If any other information is required to complete this process, please call me directly.

Ms. Blanca Bayó, Director  
October 1, 2002  
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Please acknowledge receipt of this letter by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

Sincerely yours,

  
Floyd R. Self

FRS/amb  
Enclosures

cc: Linda Dodson, Esq.  
Jessica Elliott, Esq.  
Ms. Brenda Hawkins  
Ms. Jackie Gilchrist  
Ms. Sally Simmons

**APPLICATION FOR AUTHORITY TO PROVIDE  
INTEREXCHANGE TELECOMMUNICATIONS SERVICE  
BETWEEN POINTS WITHIN THE STATE OF FLORIDA  
(Revised 10/1/2002)**

1. This is an application for an Original Certificate (new company)
2. The company name is: Litestream Technologies, LLC.
3. The name under which the company will do business is: Litestream Technologies.
4. The official mailing address is:

1500 San Remo Avenue, Suite 225  
Coral Gables, FL 33146.
5. The Company's Florida address is:

3550 W. Walters Avenue  
Tampa, FL 33614
6. The type of business the Company will be conducting is:
  - Facilities-based carrier
  - Reseller
7. The Company's structure is a Limited Liability Company.
8. N/A
9. The Company is a Limited Liability Company registered to operate in Florida which number, provided by the Secretary of State is: 982131
10. N/A
11. N/A
12. N/A
13. N/A
14. N/A
15. F.E.I. Number: 65-1119034

16. The Company name will appear on all bills for its services.
17. All those customers who receive any of our services will be billed this may include but is not limited to: Residential Customers, Hotels & Motels, and Business Customers.
18. The Company's liaison to the Commission with regard to this Application will be
- (a) David Drykerman  
Director of Regulatory & Marketing  
1500 San Remo Avenue, Suite 225  
Coral Gables 33146  
Phone: (305) 665-6681  
Fax: (305) 665-7218  
e-mail: [drykerman@litestreamtech.com](mailto:drykerman@litestreamtech.com)

Point of contact for continuing operations:

- (b) Robert Rubin  
President  
1500 San Remo Avenue, Suite 225  
Coral Gables, FL 33146  
Phone: (305) 665-8784  
Fax: (305) 665-7218  
e-mail: [rrubin@litestreamtech.com](mailto:rrubin@litestreamtech.com)

Contact for customer complaints:

- (c) **Mike Savage**  
**Customer Service Manager**  
3550 W. Walters Avenue  
Tampa, FL 33614  
**Phone: (813) 375-3376**  
**Fax: (813) 375-3484**  
e-mail: [msavage@litestreamtech.com](mailto:msavage@litestreamtech.com)

19. The states in which the Company:

- (a) Has operated as an interexchange telecommunications company  
None
- (b) has applications pending to be certified as an interexchange company.  
None

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

None

(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. (a) Nothing to report  
(b) Nothing to report

21. The Applicant may provide the following interexchange carrier services throughout the term of its license:

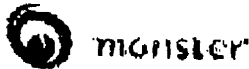
- (a) MTS with distance sensitive per minute rates  
the method of access used may be FGA, FGB, FGD or 800
- (b) MTS with route specific rates per minute  
the method of access may be FGA, FGB, FGD, or 800
- (c) Flat rates will per minute  
the method of access may be FGA, FGB, FGD or 800
- (d) Not provided
- (e) Not provided
- (f) 800 service
- (g) Not provided
- (h) Private line services may be provided
- (i) Travel service will be provided  
Method of access is 800
- (j) 900 services may be provided
- (k) Operator services will be provided to:  
Presubscribed customers
- (l) Services included are:  
Station assistance, person-to-person assistance, directory assistance, operator verify and interrupt, conference calling

## **Additional Information 10/1/2002**

**Litestream formerly utilized a consulting agreement with Heritage Technologies, Ltd. To provide technical and operational support to Litestream. This agreement was terminated effective September 15, 2002. On a going forward basis, Litestream's own employees have the technical, regulatory and operational expertise necessary to manage and operate Litestream.**

**Additionally, since May 2002, Litestream has from time to time utilized several former Heritage employees to perform certain tasks during Litestream's transition from Heritage. Specifically, Litestream has hired Helen Morgan, Heritage's former Vice President of Regulatory Affairs, and Sandra Johnston, Heritage's former Vice President of Customer Services. Litestream does not anticipate that it will need to continue with these consultants on an ongoing basis. David Drykerman, hired July 8, 2002, as Litestream's legal and regulatory counsel, will assume the tasks previously undertaken by Helen Morgan. In addition, Michael Savage, hired August 14, 2002, as Litestream's Customer Service Manager, will assume the tasks formerly performed by Sandra Johnston. Litestream now possesses its own trained employees to competently manage and operate the Company on a going forward basis, and Litestream does not anticipate using outside consultants on a material basis.**

**Since May 2002, Litestream has from funded its operations entirely from its partners, TECO Partners, Inc. and R & R Partners, LLC. Heritage is not a partner in Litestream and has no financial responsibilities related to the ongoing partnership operations.**



Mike Savage  
 131 Pompano Dr. SE  
 St. Petersburg, FL 33705  
 US  
[msavage@tampabay.rr.com](mailto:msavage@tampabay.rr.com)

Primary Phone: 727-692-7225  
 Secondary Phone: 727-502-5653  
 URL:  
<http://msavage@tampabay.rr.com>

## Customer Service/Call Center Manager

Resume #21951598

### OBJECTIVE

To obtain a position with an established, growing organization with whom I can share my 20+ years of Customer Service/Call Center experience. This includes, but is not limited to the following:

Hiring, training, mentoring and coaching of service representatives and supervisors to achieve a true team atmosphere where employees feel valued, and their positions are viewed as careers rather than "just jobs".

I believe that this can be achieved while still maintaining the highest levels of standards, be they corporate, state, federal or utility commission mandated.

### TARGET JOB

**Target Job Title:** Customer Service/Call Center Manager  
**Desired Job Type:** Employee  
**Desired Status:** Full-Time  
**Desired Salary:** 60,000.00 USD Per Year  
**Site Location:** On-Site  
**Description of my perfect job:**  
 The ideal job is with a company that values all employees and lines of communication are open and encouraged across all levels.  
**Career Level:** Management (Manager/Director of Staff)  
**Date of Availability:** Immediately

### TARGET COMPANY

**Company Size:** Medium (100 - 999)  
**Category:** Customer Service and Call Center  
**Description of my ideal company:**  
 As in my description of the ideal job, the ideal company is one that values all employees, and their input, from top to bottom. One where someone is not afraid to have new ideas, is encouraged to "think outside the box", and further encouraged to voice these ideas for the further growth and betterment of the company.

### TARGET LOCATIONS

**Relocate:** No  
 US-FL-Pt. Myers/Naples      US-FL-St. Petersburg      US-FL-Tampa

### WORK STATUS

US      I am authorized to work in this country for any employer.

### EXPERIENCE

4/2001 - 2/2002      Cox Communications      New Orleans, LA  
**Customer Operations Manager**  
 Managed 120 aent, 184 PTE inbound customer service, helpdesk and sales center. Mentored supervisors on monitoring and coaching of team leads and representatives. Worked closely with Call Center VP and Call Center Analyst to improve service level standards, including ASA, AHT and AWT. Utilized Aspect ACD reporting and TCS scheduling/forecasting to improve standards in all areas. Coordinated with outsourced call center for transfer of calls during peak traffic periods.

Project Managed the implementation of Virtual Hold software, allowing customers to choose their own callback time, thus lowering calls in queue and ASA during peak traffic periods, greatly contributing to achieving service level standards.



Established and trained separate customer service group for Cox's newest product, Residential Digital Telephony.

2/2000 - 11/2001                      Valor Telecom                      Irving, TX  
**Customer Service Call Center Manager**  
 Responsible for most aspects of start-up of new inbound call center, including hiring and oversight and revision of training for 144 FTE. Responsible for hiring/promotion and coaching of 10 assistant managers in the day to day business of a customer service call center, including call quality assurance monitoring and coaching, and ACD monitoring and reporting for attaining service level standards. This includes budget, staff forecasting, ASA, AHT, AWT and adherence to PUC standards. Worked closely with Vice President on budget development and management.

3/1996 - 1/2000                      International Telecom                      Seattle, WA  
**Director of Customer Operations**  
 Managed 24x7 call center comprised of Customer Service, Agent Operations, Inside Sales and International Sales. Worked closely with NCC Helpdesk, R & D and MIS departments troubleshooting, upgrading and implementation of new products and services. Monitored call quality/quantity, call acceptance and service level standards. Worked with CEO and marketing department on international product introduction/deployment programs.

3/1994 - 3/1996                      Customer Support Manager                      Redmond, WA  
**Customer Support Manager**  
 Consolidated sales and customer service departments for better efficiency, communication and profitability. Virtually eliminated customer service/sales rep turnover with improved training and incentive programs.

9/1989 - 3/1994                      MetroNat Services                      Seattle, WA  
**Customer Service Manager**  
 Instrumented new policies and procedures for daily dealings with counterparts at USWest, MCI and AT&T in streamlining service order processes for improved efficiency and communication. Responsible for all hiring, firing, training and evaluation of customer service reps.

6/1981 - 9/1989                      US West                      Seattle, WA  
**Customer Service Supervisor**  
 Started as customer service rep. Number 2 in inside sales for Oregon and Washington, 1984. Member of President's Club, 1984. Promoted to supervisor, 1985.

## EDUCATION

6/1981                      Seattle University                      US-WA-Seattle  
**Associate Degree**

## REFERENCES

**John Locke**                      Verizon Communications                      Market Development  
 Manager  
**Phone Number:**                      727-578-3916  
**Reference Type:**                      Professional

**Royce Nelson**                      Cox Communications                      Customer Operations Manager  
**Phone Number:**                      504-909-8142  
**Reference Type:**                      Professional

UPDATED 10/1/2002  
**\*\* FLORIDA PUBLIC SERVICE COMMISSION \*\***

**DIVISION OF REGULATORY OVERSIGHT**  
**CERTIFICATION SECTION**

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

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Instructions

- ◆ This form is used as an application for an original certificate and for approval of the assignment or transfer of an existing certificate. In the case of an assignment or transfer, the information provided shall be for the assignee or transferee (See Page 12).
- ◆ Print or type all responses to each item requested in the application and appendices. If an item is not applicable, please explain why.
- ◆ Use a separate sheet for each answer which will not fit the allotted space.
- ◆ Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of **\$250.00** to:

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

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

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

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## APPLICATION

1. This is an application for  (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:** Litestream Technologies, LLC

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

Litestream Technologies, LLC

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

1500 San Remo Avenue, Suite 225  
Coral Gables, FL 33146

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

3550 W. Waters Avenue  
Tampa, FL 33614

**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"/> Other (limited liability company) |  |

**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:

**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 company, provide proof of registration to operate in Florida:**

(a) The Florida Secretary of State registration number: 982131

12. **If a limited liability company**, provide name, title and address of all members and a copy of the operating agreement.

1. Name: TECO Partners, Inc.

Attention: Philip L. Holdbrooks

Address: 702 North Franklin Street

City/State/Zip: Tampa, Florida 33602

Telephone No.: (813) 228-4730 Fax No.: (813) 228-1527

Internet E-Mail Address: pholdbrooks@tecoenergy.com

Internet Website Address: tecoenergy.com

2. Name: R & R Partners, LLC

Attention: Robert D. Rubin

Address: 1500 San Remo Avenue, Suite 225

City/State/Zip: Coral Gables, Florida 33146

Telephone No.: (305) 665-8784 Fax No.: (305) 665-7218

Internet E-Mail Address: rrubin@litestreamtech.com

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): 65-1119034

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.

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.

yes, Robert Rubin, is an officer, director and member of Litestream and was the Chairman of Heritage Technologies, LLC, a certificated Alternative Local Exchange Company in the State of Florida. Litestream was owned in part by Heritage Technologies. An entity controlled by Mr. Rubin acquired Heritage's interest in Litestream in May 2002 and Robert Rubin resigned from Heritage to focus 100% of his time on Litestream. Robert Rubin was an officer and shareholder of Strategic Technologies, Inc. ("STI"), a subsidiary of Lennar Corporation (NYSE:LEN), from January 1996 to January 2001. STI was a certificated Alternative Local Exchange Company and Interexchange Carrier in the State of Florida. Mr. Rubin sold his interest in STI in January 2001. From August 1989 to December 1995, Mr. Rubin was an officer and director of Peoples Telephone Company, Inc., a coin-operated telephone provider in the State of Florida. Mr. Rubin resigned in December 1995 to join Lennar and establish STI.

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

(a) The application:

Name: Robert D. Rubin

Title: President

Address: 1500 San Remo Avenue, Suite 225

City/State/Zip: Coral Gables, FL 33146

Telephone No.: (305) 665-8784 Fax No.: (305) 665-8784

Internet E-Mail Address: rrubin@litestreamtech.com

Internet Website Address:

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

Name: Robert D. Rubin

Title: President

Address: 1500 San Remo Avenue, Suite 225

City/State/Zip: Coral Gables, FL 33146

Telephone No.: (305) 665-8784 Fax No.: (305) 665-7218

Internet E-Mail Address: rrubin@lifestreamtech.com

Internet Website Address:

(c) Complaints/Inquiries from customers:

Name: Mike Savage

Title: Customer Service Manager

Address: 3550 W. Waters Avenue

City/State/Zip: Tampa, FL 33614

Telephone No.: (813) 375-3376

Fax No.: (813) 375-3484

Internet E-Mail Address: msavage@lifestreamtech.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.

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.**

Please see the attached resumes for the senior management of the applicant as follows.

Robert Rubin      President

Rick Hager      General Manager

David Drykerman      Director of Legal and Regulatory Affairs



**Michael Savage    Customer Service Manager**

**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.**

John Reinke        Telecommunications Manager

Mike Tull            Senior Technical Manager

**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.

*Litestream was formed on June 20, 2001. Attached as Exhibit B are the audited financial statements for Litestream for the fiscal year ended December 31, 2001.*

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.

Litestream believes it has sufficient financial capability to provide the requested service in the geographic area proposed to be served, to maintain the requested service and to meet its lease and ownership obligations, all as outlined in its financial projections attached to this Application. Litestream is comprised of two members. One member, TECO Partners, Inc., is a wholly owned subsidiary of TECO Energy, Inc. (TE:NYSE). The other member, R & R Partners, LLC, has secured third party financing to meet its financial obligations to Litestream. Litestream has also filed with the Rural Utilities Service Commission, a federal agency, for debt financing to build its infrastructure. To date, Litestream has not financed any of its operations with debt. Attached to this Application are credit references and financial projections for Litestream.

**D. Additional Information, 10/1/02.**

**Litestream formerly utilized a consulting agreement with Heritage Technologies, Ltd. To provide technical and operational support to Litestream. This agreement was terminated effective September 15, 2002. On a going forward basis, Litestream's own employees have the technical, regulatory and operational expertise necessary to manage and operate Litestream.**

**Additionally, since May 2002, Litestream has from time to time utilized several former Heritage employees to perform certain tasks during Litestream's transition from Heritage. Specifically, Litestream has hired Helen Morgan, Heritage's former Vice President of Regulatory Affairs, and Sandra Johnston, Heritage's former Vice President of Customer Services. Litestream does not anticipate that it will need to continue with these consultants on an ongoing basis. David Drykerman, hired July 8, 2002, as Litestream's legal and regulatory counsel, will assume the tasks previously undertaken by Helen Morgan. In addition, Michael Savage, hired August 14, 2002, as Litestream's Customer Service Manager, will assume the tasks formerly performed by Sandra Johnston. Litestream now possesses its own trained employees to competently manage and operate the Company on a going forward basis, and Litestream does not anticipate using outside consultants on a material basis.**

**Since May 2002, Litestream has from funded its operations entirely from its partners, TECO Partners, Inc. and R & R Partners, LLC. Heritage is not a partner in Litestream and has no financial responsibilities related to the ongoing partnership operations.**

**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.

**Litestream Technologies, LLC**

UTILITY OFFICIAL:

See Original Submission  
Print Name

Signature

\_\_\_\_\_  
Title

Date

\_\_\_\_\_  
Telephone No.                  Fax No.

**Address:**

**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."

**Litestream Technologies, LLC**

**UTILITY OFFICIAL:**

**See Original Submission**

\_\_\_\_\_  
**Print Name**

**Signature**

\_\_\_\_\_  
**Title**

**Date**

\_\_\_\_\_  
**Telephone No.**

\_\_\_\_\_  
**Fax No.**

**Address:**

INTRASTATE NETWORK (if available)

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

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

1) \_\_\_\_\_ 2)

\_\_\_\_\_

3) \_\_\_\_\_ 4)

\_\_\_\_\_

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

1) \_\_\_\_\_ 2)

\_\_\_\_\_

3) \_\_\_\_\_ 4)

\_\_\_\_\_

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

POP-to-POP

OWNERSHIP

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

4) \_\_\_\_\_

## CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT

I, Robert D. Rubin, President of Litestream Technologies, LLC

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

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

of the above-mentioned certificate.

**UTILITY OFFICIAL:**

**See Original Submission**  
\_\_\_\_\_  
**Print Name**

**Signature**

\_\_\_\_\_  
**Title**

**Date**

\_\_\_\_\_  
**Telephone No.**

**Fax No.**

**Address:**



Mike Savage  
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### Customer Service/Call Center Manager

Resume #21951598

#### OBJECTIVE

To obtain a position with an established, growing organization with whom I can share my 20+ years of Customer Service/Call Center experience. This includes, but is not limited to the following:

Hiring, training, mentoring and coaching of service representatives and supervisors to achieve a true team atmosphere where employees feel valued, and their positions are viewed as careers rather than "just jobs".

I believe that this can be achieved while still maintaining the highest levels of standards, be they corporate, state, federal or utility commission mandated.

#### TARGET JOB

**Target Job Title:** Customer Service/Call Center Manager  
**Desired Job Type:** Employee  
**Desired Status:** Full-Time  
**Desired Salary:** 60,000.00 USD Per Year  
**Site Location:** On-Site  
**Description of my perfect job:**  
 The ideal job is with a company that values all employees and lines of communication are open and encouraged across all levels.  
**Career Level:** Management (Manager/Director of Staff)  
**Date of Availability:** Immediately

#### TARGET COMPANY

**Company Size:** Medium (100 - 999)  
**Category:** Customer Service and Call Center  
**Description of my ideal company:**  
 As in my description of the ideal job, the ideal company is one that values all employees, and their input, from top to bottom. One where someone is not afraid to have new ideas, is encouraged to "think outside the box", and further encouraged to voice these ideas for the further growth and betterment of the company.

#### TARGET LOCATIONS

**Relocate:** No  
 US-FL-Ft. Myers/Naples    US-FL-St. Petersburg    US-FL-Tampa

#### WORK STATUS

US    I am authorized to work in this country for any employer.

#### EXPERIENCE

4/2001 - 2/2002    Cox Communications    New Orleans, LA  
**Customer Operations Manager**  
 Managed 120 seat, 184 PTE inbound customer service, helpdesk and sales center. Mentored supervisors on mentoring and coaching of team leads and representatives. Worked closely with Call Center VP and Call Center Analyst to improve service level standards, including ASA, AHT and AWT. Utilized Aspect ACD reporting and TCS scheduling/forecasting to improve standards in all areas. Coordinated with outsourced call center for transfer of calls during peak traffic periods.  
 Project Managed the implementation of Virtual Hold software, allowing customers to choose their own callback time, thus lowering calls in queue and ASA during peak traffic periods, greatly contributing to achieving service level standards.

Established and trained separate customer service group for Cox's newest product, Residential Digital Telephone.

2/2000 - 11/2001                      Valor Telecom                      Irving, TX  
**Customer Service Call Center Manager**

Responsible for most aspects of start-up of new inbound call center, including hiring and oversight and revision of training for 144 FTE. Responsible for hiring/promotion and coaching of 10 assistant managers in the day to day business of a customer service call center, including call quality assurance monitoring and coaching, and ACD monitoring and reporting for attaining service level standards. This includes budget, staff forecasting, ASA, AHT, AWT and adherence to PUC standards. Worked closely with Vice President on budget development and management.

3/1996 - 1/2000                      International Telecom                      Seattle, WA  
**Director of Customer Operations**

Managed 24x7 call center comprised of Customer Service, Agent Operations, Inside Sales and International Sales. Worked closely with NCG Helpdesk, R & D and MIS departments troubleshooting, upgrading and implementation of new products and services. Monitored call quality/quantity, call acceptance and service level standards. Worked with CEO and marketing department on international product introduction/deployment programs.

3/1994 - 3/1996                      Customer Support Manager                      Redmond, WA  
**Customer Support Manager**

Consolidated sales and customer service departments for better efficiency, communication and profitability. Virtually eliminated customer service/sales rep turnover with improved training and incentive programs.

9/1989 - 3/1994                      MetroNet Services                      Seattle, WA  
**Customer Service Manager**

Instrumented new policies and procedures for daily dealings with counterparts at USWest, MCI and AT&T in streamlining service order processes for improved efficiency and communication. Responsible for all hiring, firing, training and evaluation of customer service reps.

6/1981 - 9/1989                      US West                      Seattle, WA  
**Customer Service Supervisor**

Started as customer service rep. Number 2 in inside sales for Oregon and Washington, 1984. Member of President's Club, 1984. Promoted to supervisor, 1985.

## EDUCATION

6/1981                      Seattle University                      US-WA-Seattle  
 Associate Degree

## REFERENCES

John Locke                      Verizon Communications                      Market Development  
 Manager  
 Phone Number:                      727-578-3916  
 Reference Type:                      Professional

Royce Nelson                      Cox Communications                      Customer Operations Manager  
 Phone Number:                      504-209-8142  
 Reference Type:                      Professional