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COMMISSION  
CLERK

March 8, 2005

Florida Public Service Commission  
Division of the Commission Clerk and Administrative Services  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Certification Application for NationsLine Florida, Inc.  
DOCKET 050107-TX

Dear Sir or Madam:

Enclosed please find an original and five copies of a revised Exhibit A to the application previously filed herein in the above captioned docket. Please feel free to contact me at (540) 444-2169, or [sathanson@nationsline.com](mailto:sathanson@nationsline.com). Thank you for your attention to this matter.

Very Truly Yours,

Stephen Athanson  
General Counsel  
NationsLine Florida, Inc.

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## **Exhibit A**

# **Managerial and Technical Qualifications**

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## **Biographies of Corporate Officers and Key Technical Staff**

NationsLine is a recently incorporated company that intends to provide low cost residential phone service to a client base consisting of predominately credit challenged individuals. With the implementation of facilities based service NationsLine, hopes to provide a more valuable service to that customer and attract more mainstream customers as well.

### **President**

Norman D. Mason is the President and CEO of NationsLine. Mr. Mason is the Chairman of NALA. He has eighteen plus years of experience in the lease-to-own business, maintaining thirty-two such stores in six states. This experience prepared him for the complex challenges of running a customer service driven telecommunications business. While the NationsLine remains headquartered in Virginia, service is provided in many different states/districts. Mr. Mason's dedication to quality customer service has resulted in a well-trained staff using high quality technology to interface between NationsLine's customer base and the various companies whose services have been resold. After researching the pros and cons of facilities based service Mr. Mason felt it was in the best interest of the customer and company growth to expand into this area.

### **Vice-President, Operations**

Steve Fralin is the Vice President of Operations at NationsLine. Mr. Fralin is a graduate of Ferrum College with a BA in Business Management and Finance. Additionally, Mr. Fralin has over twelve years experience in networking, telephony, and software development industry. His experience in these areas has helped Mr. Fralin employ a highly skilled technical team that is able to handle the increasing demands of the telecommunications industry.

### **General Counsel/Secretary**

Stephen Athanson is the General Counsel and Secretary of NationsLine. He graduated from Washington and Lee School of Law in 2000. He also holds an undergraduate degree from the State University of New York at Buffalo, and a Masters Degree from Niagara University. He has practiced law in the State of Virginia for four years, and has practiced telecommunications law since 2003. He is responsible for the overall regulatory compliance of NationsLine, as well as all licensing issues, and the negotiation of interconnection agreements with other carriers.

### **General Manager**

Jennifer W. Lowman will manage the day-to-day operations of the call center. She is a graduate of North Carolina State University with a BA in Communications. Ms.

necessary for sales and the processing of orders. Ms. Lowman keeps her staff updated on any change of rules and regulations enabling the customer service representatives to provide quality service to the NationsLine customer.

### **Regulatory Assistant**

Debra Waller will deal directly with state regulatory agencies. Ms. Waller is a graduate of the University of South Carolina and has a paralegal degree. Her previous legal experience is utilized to maintain compliance with state rules and regulations. Ms. Waller will file state mandated reports, update tariffs and tariffs promotions. She will also address the formal complaints filed by customers.

### **Accounting**

Sandra Houseman will head NationsLine's accounting department. Ms. Houseman has a BA in Accounting from James Madison University. She has over 16 years of financial and managerial experience. She oversees a staff well trained in telecommunications reporting and taxes.

### **Information Technology Manager**

Steve Wilhelm has an Applied Science, Management Information Systems degree and is responsible for providing essential systems solutions for NationsLine's data and information needs. Mr. Wilhelm and his staff design and develop applications unique to this industry to enable customer account tracking, provisioning interfaces with ILECs and external payment centers as well as bill reconciliation of customer accounts and ILEC accounts. The goal of his department is to complement the efforts of the operational staff by streamlining and automating day-to-day tasks. Mr. Wilhelm provides guidance and direction so NationsLine can stay on the leading edge of telecommunications systems technology.

### **Systems Administrator**

Matt Campbell is Director of Networking at Nationsline. Mr. Campbell has over 8 years experience working with computer and telephony networks. Matt is in charge of the day-to-day operations of Nationsline's network systems and staff; this includes but is not limited to Microsoft and RedHat server platforms, Cisco equipment, Class V switching, DLC equipment, design engineering, et. al. Mr. Campbell has received certification for Tekelec T-7000 Class V switches and Microsoft certifications.

### **Telephony Systems Engineer**

H.C. Burke has 8 years of experience with telephony systems. Mr. Burke has installed and maintained Panasonic line sharing systems at NationsLine and many other business locations, for Prime Time Rentals. Mr. Burke is certified to

install & maintain the NEC NEAX 2400 IMX PBX. Mr. Burke is also certified to program & maintain routing & rating for a NACT class 4 tandem switch that is used for NationsLine long distance customers. Recently, Mr. Burke has received certification on the Lucent Technologies AnyMedia Access System & the Tekelec 7000 class 5 soft switch.

### **Telephony Administrator**

Laura Parr is the Telephony Administrator at NationsLine. Mrs. Parr is in charge of numerous administrative tasks, including but not limited to establishing and maintaining relationships with companies such as NeuStar, NPAC, and NANPA. She maintains NationsLine's BIRRDS and LERG information as well as pooling forecasts, NRUF forecasts, LRN requests and others. In addition to her Associates Accounting Degree from NBC, Mrs. Parr has participated in SNET's LIDB/CNAM class, various ILEC classes, and has received LTI training from the NPAC.

### **Telephony Engineer**

Bill Curry is a graduate of Virginia Polytechnic Institute with a major in Management Science and Information Technology with an emphasis in computer based decision support systems. Mr. Curry has experience with E911 and SS7 connectivity and processing. Additionally, he has experience with end-office and Class V switch wiring. Recently Mr. Curry has acquired Tekelec T-7000 class V switch and Lucent AnyMedia Access System certifications.