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OF COUNSEL

JOHN T. PETERS, JR.

VINCENT T. EARLY  
(1922-2001)

JOSEPH J. BURGIE  
(1926-1992)

THOMPSON BENNETT  
(1912-2004)

July 21, 2006

Blanca Bayó  
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Common Pointe Networks of Florida, LLC

Dear Ms. Bayó:

Enclosed herewith for filing with the Commission, please find an original and two (2) copies of the above captioned corporation's Application for Authority to Provide Competitive Local Exchange Telecommunications Services along with a nonrefundable application fee of \$400.00.

Also enclosed is an exact duplicate of this letter. Please stamp the duplicate received and return same in the postage-paid envelope attached thereto.

Please contact me if you have additional questions or concerns.

Very truly yours,

EARLY, LENNON, CROCKER & BARTOSIEWICZ, P.L.C.

  
Patrick D. Crocker

PDC/bmr

enc

DOCUMENT NUMBER-DATE

06591 JUL 26 06

FPSC-COMMISSION CLERK

**BEFORE THE STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION**

Application of )  
COMMON POINTE NETWORKS OF FLORIDA, LLC )  
For Authority to Provide Competitive Local ) CASE NO.  
Exchange Telecommunications Service )  
Within the State of Florida )

**APPLICATION**

Patrick D. Crocker  
Early, Lennon, Crocker & Bartosiewicz, P.L.C.  
900 Comerica Building  
Kalamazoo, MI 49007  
Telephone: (269) 381-8844  
Facsimile: (269) 381-8822  
Email: pcrocker@earlylennon.com

**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 rather than apply for a new certificate.
- Approval of assignment of existing certificate:** Example, a certificated company purchases an existing company and desires to retain the certificate of authority and tariff.

**2. Name of company:**

Common Pointe Networks of Florida, LLC

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

Not Applicable ("N/A")

**4. Official mailing address:**

200 South Wacker Drive, Suite 3100  
Chicago, IL 60606

**5. Florida address:**

N/A. Applicant does not have an office in the State of Florida.

**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 <u>Florida Limited Liability Company</u> |  |

7. **If individual, provide:** N/A  
 Name:  
 Title:  
 Address:  
 City/State/Zip:  
 Telephone No.:  
 Fax No.:  
 Internet E-Mail Address:  
 Internet Website Address:
8. **If incorporated organized in Florida,** provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: **L06000037093**  
**Proof of Authority to Operate in Florida is attached hereto as Exhibit A**
9. **If foreign corporation,** provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is:
10. **If using fictitious name—d/b/a,** provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida. The Florida Secretary of State fictitious name registration number is: N/A
11. **If a limited liability partnership,** provide proof of registration to operate in Florida. The Florida Secretary of State registration number is: N/A
12. **If a partnership,** provide name, title and address of all partners and a copy of the partnership agreement. N/A  
 Name:  
 Title:  
 Address:  
 City/State/Zip:  
 Telephone No.:  
 Fax No.:  
 Internet E-Mail Address:  
 Internet Website Address:
13. **If a foreign limited partnership,** provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable. The Florida registration number is: N/A

14. Provide F.E.I. Number (if applicable): 20-2828618

15. Who will serve as liaison to the Commission in regard to the following?

(a) The application:

Patrick D. Crocker  
Early, Lennon, Crocker & Bartosiewicz, P.L.C.  
900 Comerica Building  
Kalamazoo, MI 49007  
Telephone: (269) 381-8844  
Facsimile: (269) 381-8822  
Email: pcrocker@earlylennon.com

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

John Barnicle, CEO  
Common Point Networks of Florida, LLC  
300 South Wacker Drive, Suite 3100  
Chicago, IL 60606  
Telephone: (312) 543-1660  
Facsimile: (312) 264-0179  
Email: johnbarnicle@yahoo.com

(c) Complaints/Inquiries from customers:

Customer Service  
Common Point Networks of Florida, LLC  
300 South Wacker Drive, Suite 3100  
Chicago, IL 60606  
Telephone: (312) 642-6286  
Facsimile: (312) 264-0179  
Toll Free: (888) 380-2721  
Email: customerservice@commonpointnetworks.com

**16. List the states in which the applicant:**

- (a) has operated as a Competitive Local Exchange Telecommunications Company.

Applicant has not operated as a Competitive Local Exchange Telecommunications Company in any jurisdiction.

- (b) has applications pending to be certificated as a Competitive Local Exchange Telecommunications Company.

Applicant has no applications pending in any jurisdiction.

- (c) is certificated to operate as a Competitive Local Exchange Telecommunications Company.

Applicant's affiliate, Common Pointe Networks of Illinois, LLC is certificated to operate as a Competitive Local Exchange Telecommunications Company ("CLEC") in the State of Illinois. Applicant's affiliate, Common Pointe Networks of New York, LLC, is certificated to operate as a CLEC in New York.

- (d) has been denied authority to operate as a Competitive Local Exchange Telecommunications Company and the circumstances involved.

Applicant has not been denied authority to operate as an alternative local exchange company in any jurisdiction.

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

Applicant has had no regulatory penalties imposed for violations of telecommunications statutes.

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

Applicant has not been involved in any civil court proceedings with an interexchange carrier, local exchange company, or other telecommunications entity.

**17. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:**

- (a) adjudged bankrupt, mentally incompetent (and not had his or her competency restored), or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, provide explanation.

None have been adjudged bankrupt, mentally incompetent, or guilty of any felony or of any crime.

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- (b) granted or denied a competitive local exchange certificate in the State of Florida (this includes active and canceled competitive local exchange certificates). If yes, provide an explanation and list the certificate holder and certificate number.

None have been granted or denied a competitive local exchange certificate in the State of Florida.

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- (c) an officer, director, partner or stockholder in any other Florida certificated or registered telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

None are an officer, director, partner or stockholder in any other Florida certificated or registered telephone company.

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**18. Submit the following:**

- (a) Managerial capability: resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

See Exhibit B

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- (b) Technical capability: resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance.

See Exhibit B

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- (c) Financial capability: 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. 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.*

See Exhibit C

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**THIS PAGE MUST BE COMPLETED AND SIGNED**

**REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee. Regardless of the gross operating revenue of a company, a minimum annual assessment fee, as defined by the Commission, is required.

**RECEIPT AND UNDERSTANDING OF RULES:** I acknowledge receipt and understanding of the Florida Public Service Commission's rules and orders relating to the provisioning of competitive local exchange telecommunications company (CLEC) service in Florida.

**APPLICANT ACKNOWLEDGEMENT:** 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 competitive local exchange telecommunications 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.**"

Company Owner or Officer

Print Name: Richard Knight  
Title: President  
Telephone No.: (312) 543-8217  
E-Mail Address: rknight@commonpointnetworks.com

Signature: Richard Knight

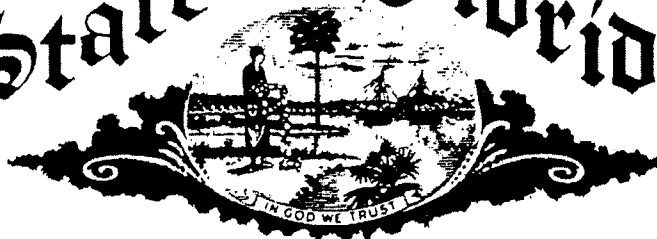
Date: 3/14/2006



**EXHIBIT A**

**Articles of Organization**

# State of Florida



## Department of State

I certify from the records of this office that COMMON POINTE NETWORKS OF FLORIDA, LLC, is a limited liability company organized under the laws of the State of Florida, filed on April 6, 2006.

The document number of this company is L06000037093.

I further certify that said company has paid all fees due this office through December 31, 2006, and its status is active.

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Tenth day of April, 2006



CR2EO22 (01-06)

*Sue M. Cobb*  
Sue M. Cobb  
Secretary of State

**ARTICLES OF ORGANIZATION FOR FLORIDA LIMITED LIABILITY COMPANY**

**ARTICLE I - Name:**

The name of the Limited Liability Company is:

COMMON POINTE NETWORKS OF FLORIDA, LLC

(Must end with the words "Limited Liability Company," "Limited Company" or their abbreviation "LLC," or "L.C.,")

**ARTICLE II - Address:**

The mailing address and street address of the principal office of the Limited Liability Company is:

**Principal Office Address:**

**Mailing Address:**

27 North Wacker, Suite 444  
Chicago, IL 60606

\_\_\_\_\_  
\_\_\_\_\_

**ARTICLE III - Registered Agent, Registered Office, & Registered Agent's Signature:**

(The Limited Liability Company cannot serve as its own Registered Agent. You must designate an individual or another business entity with an active Florida registration.)

The name and the Florida street address of the registered agent are:


Edwin F. Blanton, Esq.  
Name

810 Thomasville Road  
Florida street address (P.O. Box **NOT** acceptable)

Tallahassee, FL 32303  
City, State, and Zip

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SECRETARY OF STATE  
DIVISION OF CORPORATIONS  
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*Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 608, F.S..*

  
\_\_\_\_\_  
Registered Agent's Signature (REQUIRED)

**ARTICLE IV- Manager(s) or Managing Member(s):**

The name and address of each Manager or Managing Member is as follows:

**Title:**

"MGR" = Manager

"MGRM" = Managing Member

**Name and Address:**

MGRM

Common Pointe Networks, LLC

27 North Wacker, Suite 444

Chicago, IL 60606

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

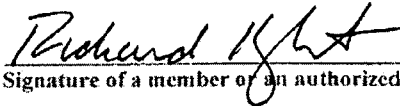
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(Use attachment if necessary)

**ARTICLE V:** Effective date, if other than the date of filing: \_\_\_\_\_ (OPTIONAL)

(If an effective date is listed, the date must be specific and cannot be more than five business days prior to or 90 days after the date of filing.)

**REQUIRED SIGNATURE:**



Signature of a member or an authorized representative of a member.

(In accordance with section 608.408(3), Florida Statutes, the execution of this document constitutes an affirmation under the penalties of perjury that the facts stated herein are true.)

Common Pointe Networks, LLC By: Richard F. Knight, member  
Typed or printed name of signee

**Filing Fees:**

\$125.00 Filing Fee for Articles of Organization and Designation  
of Registered Agent

\$ 30.00 Certified Copy (Optional)

\$ 5.00 Certificate of Status (Optional)

**EXHIBIT B**

**Management Resumes**

**John Barnicle**  
5216 S. Central Ave.  
Western Springs, IL 60558  
johnbarnicle@yahoo.com  
(312) 543-1660

## **Experience**

Oct. 2005 – May 2006                      **Lynch Interactive Corp.**                      Rye, NY  
**President and Chief Executive Officer**

- Completed “going dark” process necessary to take the company private to minimize impact of Sabanes-Oxley requirements of public companies.
- Started initiative to grow non-regulated revenue streams to reduce company’s reliance on USF support. Non-regulated revenue was on pace to grow 20% year over year.
- Completed refinancing of all or portions of six operating company loan agreements.

Feb. 2003 – October 2005                      **Neutral Tandem, Inc.**                      Chicago, IL  
**President and Chief Operating Officer**

- Co-founder of Neutral Tandem. The company grew organically from inception to an annualized revenue run rate of over \$40 million in only twenty months. It became EBITDA positive within twelve months of providing service. Customers included every major competitive wireless and wireline carrier in the country.
- Responsibilities included overseeing sales, marketing, engineering, operations and IS departments, with full P&L responsibility.
- Instrumental in raising over \$35 million in equity and debt capital at a challenging time in the telecom industry.

May 1996 – Oct. 2002                      **Focal Communications**                      Chicago, IL  
**President and Chief Operating Officer**

- Co-founder of Focal Communications. The company grew organically to annualized revenue run rate of approximately \$350 million, with nearly 1 million DS-0 equivalents of voice and data services in service across twenty-three markets
- Customers included half of the Fortune 100, wireless and VOIP providers and ISPs
- Services included local phone service (POTS, T-1s, Primary Rate ISDN), long distance, private lines, internet access, managed modem, co-location, and DSL
- Responsibilities included overseeing marketing, engineering, operations and IS departments, and various aspects of sales
- Service-related customer churn averaged about 1% per year, and the company won various awards for customer service and its IS systems implementation from customer groups, Innovation Week and CIO Magazine
- Full P/L responsibility, including responsibility for the capital budget, which peaked at nearly \$300 million per year.
- Participated in private and public fund raising including an IPO, two high yield bond offerings, bank credit facility and a private recapitalization raising over \$800 million

Feb. 1996 – May 1996  
April 1992- Sept. 1994

**MFS Communications**

Oak Brook Terrace, IL

**Vice President – Marketing**

- Responsible for marketing all MFS services throughout North America. Led the integration the disparate marketing organizations of several MFS subsidiaries (Datanet, Intelenet, Telecom) when MFS underwent a major reorganization
- Developed and managed MFS' ILEC co-location business, responsible for everything from regulatory lobbying, budgeting, construction management, systems modifications, sales compensation plan adjustments, and sales support
- Participated on the team of people that developed MFS' switched services offering, which eventually grew into MFS Intelenet
- Responsible for negotiating MFS' first interconnection agreement with Ameritech
- Became the only employee of an MFS subsidiary (MFS Telephone), which acted as an agent to sell MFS Intelenet services to large businesses and internet services providers
- Provided technical sales support on the full range of services for MFS largest clients

Sept. 1994 – Feb.1996

**Duff & Phelps Credit Rating Co.**

Chicago, IL

**Vice President**

- Issued credit ratings and related research reports on public debt instruments of communications companies
- Clients included top IXC, Cable TV, wireless and emerging wireline carriers
- Met with senior management teams of rating clients to understand strategic direction of companies, performed extensive financial analysis on business plans, financial reports and debt issuance documents to assess relative credit risk that helped establish and maintain appropriate interest rates on these debt instruments

June 1986 – April 1992

**Centel**

Various locations

**Staff Engineer/Sr. Manager, Business Services**

- Responsibilities included all marketing efforts and resources associated with providing equipment and services to all business customers, representing approximately nearly \$100 million per year in revenue
- Developed a plan to utilize emerging competitive access providers to transport local telephony services outside of landlocked franchise territory boundaries into the greater metropolitan area served by Ameritech
- Planned and oversaw the initial introduction of Signaling System #7 in various Centel switching centers to support 800 number portability and CLASS services
- Planned all of Centel's 911/E911 implementation across 1.5 million access lines in nine states

**Education**

- M.B.A. Finance (with Distinction), DePaul University, 1995
- B.S. Electrical Engineering with an emphasis on RF communications systems, University of Illinois at Champaign, 1987

**Richard Knight**  
645 North Kingsbury #1302  
Chicago, IL. 60610  
312-642-6286  
[rfk312@gmail.com](mailto:rfk312@gmail.com)

**Summary** 17 years of award winning business-building experience encompasses launching new technologies and products, creating local and national marketing programs, acquiring customers and directly impacting corporate margins by increasing gross revenues. I have developed, sold, supported, engineered and implemented customer solutions that achieved high-margin revenues. Experience includes Fortune 500, affinity and wholesale market segments.

## **Career History**

**Origin Communications** (10/2002 – Present)  
Chicago, IL.  
*Founder/President*

Origin Communications provides customers in the call center and telecommunications markets with the latest cost savings technological solutions. Our programs increased customers' efficiencies and profitability by a minimum of 50%. Areas of expertise include Voice over Internet Protocol and sales and marketing strategies. Origin Communications delivers results to Small to Medium Enterprise (SME) Markets to the Fortune 500 Companies that positively impact profitability. Key accounts included Gateway Computers, TeleGuam Holdings, RWT Telephone, Excel Energy, Bramah Security Systems UK

**Focal Communications** (08/1997 – 10/2002)  
Chicago, IL.  
*National Vice President Sales and Support*

Executive responsible for developing rapid growth segments, driving network efficiencies, maximizing bottom line recurring revenues and minimizing SG&A costs. Effort included building a team that grew from 1 to over 120 sales, customer relations and technical support that was recognized as the industry leader in service quality.

- Drove revenue by creating Focal's first wholesale, strategic and agent business channels where my team sold network solutions to high-tech companies such as Time Warner/AOL, Excel Energy, Comcast, EarthLink, Bell South and Qwest.
- Increased revenues from \$0 to over \$280M or 80% of Focal's revenue.
- Inherited the declining business segment, the Data Services Group, which had lost \$40M or 33% of its revenues. Reversed the trend and began a 10% growth rate within 8 months.
- Maintain the lowest expense to revenue, bad debt to revenue, churn and highest revenue per team member.



**MCI Communications (4/1995 – 8/1997)**

Atlanta, GA.

*Executive Manager*

Led efforts on two initiatives to grow the Carrier business segment from \$300M to \$4B. Supervised 14 staff and a \$15.8M budget. The key was to build a marketing team and organizational structure from scratch. Recruited 14 product marketing and development managers internally from MCI divisions and led them to create segment specific products and programs.

- Introduced 6 new products worth \$1.7B in contracted revenue.
- Created MCI's first ever online, e-commerce services for our carrier customers to allow them to view order status and billing for their customer base.
- Provided training to over 300+ Carrier Services personnel.
- Implemented product strategies that minimized end-user confusion and regulatory risk.

**MCI Communications (11/1993 – 04/1995)**

Atlanta, GA.

*Senior Manager*

Developed and implemented new product segment strategies. Focused on new market entries that would diversify revenues and differentiate MCI from its key competitors.

- Initiated new programs that generated \$18M in annual revenue in the first 60 days.
- Introduced 3 new products representing over \$5M in monthly revenue.

**MCI Communications (04/1991 – 11/1993)**

Washington, DC

*Marketing Manager*

Managed Interexchange Carrier and Independent Telco Segments. Led national program development, implementation, support and strategy.

- Implemented initiatives that increased revenue over 75%, from \$350M to \$550M.
- Signed 8 Independent Telcos within the first 120 days.

**MCI Communications (08/1990 – 04/1991)**

Washington, DC

*Partner Marketing Manager*

Responsible for sales strategy to capture affinity marketing business revenues and then create the direct marketing campaigns to support revenue growth once the affinity partners signed-on.

- Established 7 new sales agents and affinity programs, which generated over \$1.5M in monthly revenues.
- Key accounts sold and managed included GE, American Home Builders Association and the American Bar Association

**Education**

M.B.A.	DePaul University	Chicago, IL.
B.B.A.	University of Iowa	Iowa City, IA.

## CAREER SUMMARY

Senior telecommunications and customer care industry executive with proven entrepreneurial leadership, vision, and mentoring skills. Demonstrated expertise in the full spectrum of customer care operational and quality functions including acquisition, fulfillment, retention, and life cycle management of large national customer bases. Established track record in the area of developing and implementing strategic plans leading to improved business performance. Effective leadership combining a comprehensive understanding of marketing, business operations, and finance with a commitment to team excellence.

- Site Selection, Implementation, Management
- Public and Private Offering
- Profitable P&L Experience
- Re-engineering
- Strategy Planning
- Inbound & Outbound Telemarketing
- Customer Management System Development
- Mergers & Joint Ventures

## PROFESSIONAL EXPERIENCE

### TELETECH HOLDINGS / NEXTEL COMMUNICATIONS

#### Vice President Customer Care – Western Region, Denver, CO

**1999 – 2003**

Managed 1,250-person customer care and contact center for 5th largest wireless provider. Center handles 500,000 inbound calls and over 50,000 customer contacts monthly. Re-engineered customer contact process and managed all billing exceptions created during enterprise's twelve-month billing conversion for customer base of 16 million. Recognized by J.D. Power & Associates in 2001. Awarded #1 for Customer Satisfaction in the wireless industry.

- Increased overall customer satisfaction from 65% to 72%
- Reduced cost per call by 36%
- Obtained highest increase in employee satisfaction from 1999 to 2001
- Reduced employee attrition 12.0% from 2000 to 2001
- Increased productivity to lead all Nextel call centers by improving service levels from 35% - 80% in one year

### ATLAS TECHNOLOGY GROUP

#### Vice President, Call Center Services, Denver, CO

**1998 - 1999**

Provided specialized management consulting services to Global Fortune 500 Companies focusing on call center operations. Concentrated experience in benchmarking and improving service levels, productivity and financial efficiency. Consistently delivered over \$500,000 in savings – tripling client's return on investment.

- Managed a 28-state consolidation by an industry-leading organization into one national call center operation resulting in a \$4 million annualized savings to the Field Services Operation
- Increased call center operating efficiencies by 35% within 90 days, reducing operating costs by \$100,000 for the quarter
- Developed integrated voice response application that increased automated call handling by 35% leading to reduced staffing costs of \$300,000
- Created and delivered a business plan proposal within the direct broadcast satellite industry that captured \$2 million in additional outsourcing services for the client

### PRIMESTAR INC.

#### Vice President, Sales & Service, Denver, CO

**1995 - 1998**

Directed profitable management, customer care delivery, and administration of over 1,200 customer service employees in Denver and Boise. Oversaw annual budget of \$39 million with sales revenue in excess of \$45 million.

- Achieved national recognition from J.D. Powers & Associates as Best in Class (#1 in Customer Satisfaction and Quality) within the cable and DBS industries
- Managed merger of five companies and 2,800 employees into new publicly held company totaling \$280 million in revenue
- Created sales team in 90 days that generated over \$90 million in revenue during its first two years in existence
- Formulated a tele-services joint venture that generated \$10 million in revenue within first year
- Increased operating efficiencies by 25% while expanding the seating capacity of the organization by 500 workstations
- Developed an intra-net, online reference application across multiple sites reducing training times by 30%
- Improved customer satisfaction from 62% to 84% in eight months as measured by Gallup Surveys

**MCI TELECOMMUNICATIONS****Director, Consumer Markets, Customer Service, Hunt Valley, MD****1994 - 1995**

Managed National Consumer Service and Outbound Sales Organization with the product specialization in cellular, international long distance, and airline affiliation programs. Annual sales revenue was in excess of \$132 million.

- Directed three locations, 900 employees, and an operating budget of \$28 million while recognized as MCI's top quality center
- Reduced customer loss by 15% within the most profitable segment of the business generating \$25 million in additional revenue
- Managed National Consumer Markets addressing all consumer inquiries concerning senior executive complaints, Better Business Bureau letters, Attorney General correspondence and press inquiries surrounding new product rollouts
- Consolidated two in-language (Asian) call centers, reducing operating expenses by \$10 million

**Sr. Manager, Business Markets, Customer Service Support, Atlanta, GA****1992 - 1993**

Governed national product rollouts, marketing initiatives, training development, and company communications supporting four business markets' customer service centers located in Atlanta, Chicago, New York, and Florida. Directed service initiatives for over 1,800 employees and over \$750 million in revenue.

- Oversaw site selection, construction and grand opening of a 450-seat, \$15 million Call Center in Pinellas Park, Florida
- Implemented new product offering with national television exposure that generated revenue of \$250 million in one year
- Introduced customer management system that increased productivity by 25% and decreased operating incomes by \$8 million

**Sr. Manager, MCI/Telecom USA Customer Service, Cedar Rapids, IA****1990 - 1992**

Controlled total profit, loss and re-engineering of Telecom/USA's corporate call center facility. Generated revenues in excess of \$25 million annually for 700 employees located in three major sites.

- Introduced new product, doubling revenue in one year
- Reduced fulfillment times from seven to two days, saving \$14 million in operating budget
- Decreased order entry error rates by 40% resulting in \$100K per month reduction in staffing costs
- Received highest employee opinion survey results in entire company within nine months after merger
- Developed recognition program that reduced employee turnover by 25% below industry standards

**EDUCATION & HONORS**

B.A. Industrial Relations and Human Resources Management, University of Iowa

1984

J.D. Powers &amp; Associates Award

2001, 1998, 1997

MCI Top Center Quality Award

1995

MCI Top Center Sales, Quality and Productivity Award

1994

MCI Commendation Award for Outstanding Performance

1993

MCI Circle of Excellence Award

1987

## **EXHIBIT C**

### **Financial Capability**

Applicant is a newly-formed company and does not have audited financials for the three most recent years. Following are Applicant's financials for the period ending June 30, 2006.

**COMMON POINTE NETWORKS OF FLORIDA, LLC**

Income Statement	2003		2004		2005	6/30/2006
Total Revenue	\$	-	\$	-	\$	-
Direct Costs	\$	-	\$	-	\$	-
Gross Margin	\$	-	\$	-	\$	-
SG&A	\$	-	\$	-	\$	5,000
EBITDA	\$	-	\$	-	\$	(5,000)
Depreciation	\$	-	\$	-	\$	-
Interest Expense	\$	-	\$	-	\$	-
Interest Income	\$	-	\$	-	\$	-
Income Taxes	\$	-	\$	-	\$	-
Net Income	\$	-	\$	-	\$	(5,000)
Statement of Cash Flows	2003		2004		2005	6/30/2006
Net Income	\$	-	\$	-	\$	(5,000)
Depreciation & amortization	\$	-	\$	-	\$	-
Other non-cash items	\$	-	\$	-	\$	-
Change in working capital	\$	-	\$	-	\$	-
Change in non-current assets & liabilities	\$	-	\$	-	\$	-
Cash from Operations	\$	-	\$	-	\$	(5,000)
Capital Expenditures	\$	-	\$	-	\$	-
Other Investments	\$	-	\$	-	\$	-
Cash from Investing	\$	-	\$	-	\$	-
Issuance (Repayment) of debt	\$	-	\$	-	\$	-
Common stock	\$	-	\$	-	\$	-
Preferred stock	\$	-	\$	-	\$	10,000
Other	\$	-	\$	-	\$	-
Cash from Financing	\$	-	\$	-	\$	-
Beginning cash balance	\$	-	\$	-	\$	-
Change in cash	\$	-	\$	-	\$	5,000
Ending cash balance	\$	-	\$	-	\$	5,000

Balance Sheet	2003	2004	2005	6/30/2006
Cash & marketable securities	\$ -	\$ -	\$ -	\$ 5,000
Accounts receivable	\$ -	\$ -	\$ -	\$ -
Other current assets	\$ -	\$ -	\$ -	\$ -
Current Assets	\$ -	\$ -	\$ -	\$ 5,000
Gross PP&E	\$ -	\$ -	\$ -	\$ -
Accumulated depreciation	\$ -	\$ -	\$ -	\$ -
Net PP&E	\$ -	\$ -	\$ -	\$ -
Other non-current assets	\$ -	\$ -	\$ -	\$ -
Non-current assets	\$ -	\$ -	\$ -	\$ -
Total Assets	\$ -	\$ -	\$ -	\$ -
Accounts payable	\$ -	\$ -	\$ -	\$ -
Short-term debt	\$ -	\$ -	\$ -	\$ -
Accrued liabilities	\$ -	\$ -	\$ -	\$ -
Current liabilities	\$ -	\$ -	\$ -	\$ -
Long-term debt	\$ -	\$ -	\$ -	\$ -
Other non-current liabilities	\$ -	\$ -	\$ -	\$ -
Non-current liabilities	\$ -	\$ -	\$ -	\$ -
Total Liabilities	\$ -	\$ -	\$ -	\$ -
Preferred stock	\$ -	\$ -	\$ -	\$ 10,000
Common stock	\$ -	\$ -	\$ -	\$ -
Additional paid-in capital	\$ -	\$ -	\$ -	\$ -
Deferred compensation	\$ -	\$ -	\$ -	\$ -
Retained earnings (deficit)	\$ -	\$ -	\$ -	\$ (5,000)
Total shareholders equity	\$ -	\$ -	\$ -	\$ 5,000
Total Liabilities & Shareholders Equity	\$ -	\$ -	\$ -	\$ 5,000