

090444

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT

APPLICATION FORM
for
AUTHORITY TO PROVIDE COMPETITIVE LOCAL EXCHANGE
TELECOMMUNICATIONS COMPANY SERVICE
WITHIN THE STATE OF FLORIDA

Instructions

- A. This form is used as an application for an original certificate and for approval of sale, assignment or transfer of an existing certificate. In the case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee (See Page 8).
- B. Print or type all responses to each item requested in the application. If an item is not applicable, please explain.
- C. Use a separate sheet for each answer which will not fit the allotted space.
- D. Once completed, submit the original and two (2) copies of this form along with a non-refundable application fee of \$400.00 to:

Florida Public Service Commission
 Division of the Commission Clerk and Administrative Services
 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850
 (850) 413-6770

- E. A filing fee of \$400.00 is required for the sale, assignment or transfer of an existing certificate to another company (Chapter 25-24.815, F.A.C.).

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

Florida Public Service Commission
 Division of Competitive Markets and Enforcement
 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850
 (850) 413-6600

COM _____
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FORM PSC/CMP-8 (01/06)
 Required by Commission Rule Nos. 25-24.810,
 and 25-24.815

Note: To complete this interactive form
 using your computer, use the tab key - DATE
 to navigate between data entry fields.

09375 SEP 10 08

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 existing certificate of authority and tariff.

2. Name of company: Crystal Link Communications, Inc.

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

Crystal Link Communications, Inc.

4. Official mailing address:

Street/Post Office Box: 3339 Virginia Street, Suite 323.

City: Coconut Grove

State: FL

Zip: 33133

5. Florida address:

Street/Post Office Box: 3339 Virginia Street, Suite 323

City: Coconut Grove

State: FL

Zip: 33133

6. Structure of organization:

Individual
 Foreign Corporation
 General Partnership
 Other,

Corporation
 Foreign Partnership
 Limited Partnership

7. **If individual**, provide:

Name: Caceres Richard V
Title:
Street: 3339 Virginia Street, Suite 323
City: Coconut Grove
State: FL
Zip: 33133
Telephone No.: (305) 445-2436
Fax No.: 954/678-4004
E-Mail Address: Ricardo@Cryslink.com
Website Address: www.Cryslink.com

8. **If incorporated in Florida**, provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: P01000106379

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:

11. **If a limited liability partnership**, please proof of registration to operate in Florida. The Florida Secretary of State registration number is:

12. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.

Name:
Title:
Street/Post Office Box:
City:
State:
Zip:
Telephone No.:
Fax No.:
E-Mail Address:
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:

14. Provide **F.E.I. Number**(if applicable): 651105163

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

(a) The application:

Name: Cruz, Ricardo
Title: Street: 3339 Virginia Street, Suite 323
City: Coconut Grove
State: FL
Zip: 33133
Telephone No.: (305) 445-2436
Fax No.: 954/678-4004
E-Mail Address: Ricardo@Cryslink.com
Website Address: www.Cryslink.com

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

Name: Cruz, Ricardo
Title: Secretary
Street name & number: 3339 Virginia Street, Suite 323
Post office box:
City: Coconut Grove
State: FL
Zip: 33133

Telephone No.: (305) 445-2436

Fax No.: 954/678-4004
E-Mail Address: Ricardo@Cryslink.com
Website Address: www.Cryslink.com

(c) Complaints/Inquiries from customers:

Name: Cruz, Ricardo
Title: Secretary
Street/Post Office Box: 3339 Virginia Street, Suite 323
City: Coconut Grove
State: FL
Zip: 33133
Telephone No.: (305) 445-2436
Fax No.: 954/678-4004
E-Mail Address: Ricardo@Cryslink.com
Website Address: www.Cryslink.com

FORM PSC/CMP-8 (01/06)
Required by Commission Rule Nos. 25-24.810,
and 25-24.815

Note: To complete this interactive form
using your computer, use the tab key
to navigate between data entry fields.

16. List the states in which the applicant:

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

None.

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

None.

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

None.

(d) has been denied authority to operate as a Competitive Local Exchange 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.

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.

(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 explanation and list the certificate holder and certificate number.

None.

(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.

18. Submit the following:

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

(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.

(c) Financial Capability: applicant's audited financial statements for the most recent three (3) years. If the applicant does not have audited financial statements, it shall so be stated. 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.

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: Caceres, Richard V
Title: President
Telephone No.: (305) 445-2436
E-Mail Address: Ricardo@Cryslink.com



Signature: _____ Date: August 12, 2009

**Before The Florida Public
Service Commission**

Application of)
Crystal Link Communications, Inc.)
for Authority To provide Competitive Local)
Exchange Telecommunications Services)
Within the State of Florida)

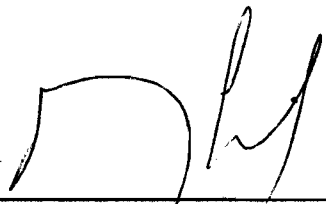
Docket No. _____

Financial Verification

I, Richard V Caceres, am the President of the Applicant in the above-entitled matter, and I am authorized to make this financial verification on its behalf. The Applicant is financially solvent and has sufficient funds to provide Competitive Local Exchange Telecommunications Services within the State of Florida. Additionally, I respectfully request the confidential treatment of the Crystal Link Communications, Inc.'s financial statements provided due to the documents highly sensitive and proprietary nature.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on Sept 1, 2009.



Richard V Caceres

RICHARD V. CACERES

August 18, 2009

PROFFESIONAL EXPERIENCE:

An experienced executive with a proven results record and with extensive multinational finance experience. Have managed finances for both private and public companies. Have also experience operating within large multinational organizations as well as small entrepreneurial ones. Developed start-up projects, joint ventures as well as having turned-around money losing operations. Accustomed to lead and develop corporate financial organizations in different operating environments under the most difficult of local conditions. Have extensive experience in multinational Business Development. Prior to acquiring operating management line experience had executive posts in headquarters for major multinational corporations managing the finances for several Latin American divisions.

PDEX USA:

Director of Finance and Business Development. Miami Florida. 2008

As Finance Director created all financial and reporting functions for a major cable and internet communications and equipment exporter. Established subsidiary reporting and developed banking relationships in several markets. Implemented cost standards and accounting procedures for contract manufacturing projects in China and in Mexico. Instituted operating export and sales systems as well as appropriate cash-flow standards to maintain and increase liquidity and profitability. Achieve positive cash flow in less than a year and increased company ROI to over 40% on an annualized basis in four operating quarters.

As Business Development executive introduced product line in six markets and established distribution channels throughout the Latin American region.

GREYSTONE INVESTMENTS:

Vice-president & General Manager, Miami FL

From 2001 to 2007 developed Greystone as a private investment vehicle and business development advisory firm to serve successful entrepreneurs and their private ventures in the areas of acquisitions and turn-around situations. Participated and led capital acquisitions, joint ventures, and product line licensing as well as market introductions. Managed the finances and business development for several private operating divisions in Europe and Latin America.

**2901 Florida Avenue, Suite PH-3
Miami, FL 33133 USA
Cell:305-586-9885 * Hm.305-444-0530
Email: rbrcac@yahoo.com**

RICHARD V. CACERES

CRYSTAL LINK COMMUNICATIONS :

General Manager, 1994-1999, Panama City, Panama. Miami, Florida.
Introduced communications and franchise business for Crystal Link in Latin America, Europe and Asia by selectively opening markets and developing local partners. Develop financial controls and planning manuals for local organizations and established joint ventures in Venezuela, India, Holland and smaller Latin American markets.

SHERING-PLOUGH CORPORATION: Regional manager, Panama City, Panama

From 1981 to 1992 in charge of Central America, Caribbean Area, Peru and Bolivia for S/P pharmaceutical and consumer products divisions. Also opened South Korean market in 1985. Achieved number one market position in area of operations three times in seven years. Responsible for over one hundred sales representatives, marketing and financial staffs. Managed three pharmaceutical and consumer product plants during that period. Also in charge of all Treasury and Financial/Controller operations for all local subsidiaries and distribution operations.

PERSONAL INFORMATION:

US citizen, fluent in several languages, educated in the USA. Have degree in Economics form University of Florida. Attended graduate school on finance at UF, University of Chicago and FIU.

Have worked in many countries for major multinationals. Started as financial analyst in Abbott Labs in Chicago, pharmaceutical division, right out of college. Had financial positions in Headquarters as Financial, Treasurer and Business Development Manager for Latin American operations. Licensed by Securities Industry in the US and Europe.

Yours truly,



Richard V. Caceres
President

**2901 Florida Avenue, Suite PH-3
Miami, FL 33133 USA
Cell:305-586-9885 * Hm.305-444-0530
Email: rbrcac@yahoo.com**

Ricardo Cruz

3339 Virginia Street, Unit #323
Coconut Grove, FL 33133 USA
Tel.305-445-2436
Email: Ricardo@Cryslink.com

International Marketing, Sales & Business-Development Executive

Expert in U.S. and Latin American Telecommunications Industry

Key Top-level Contacts/Organizational Leadership/International Operations

Fluent: English & Spanish

Professional qualifications & experience 25 + years of International sales, marketing operations & logistics. Develop profitable nationwide distribution networks, introduced new technology and business models, successful sales operations and operate key organizations in existing/emerging Latin American markets.

Core Skills

- Building active dealer/distributor networks
- Latin American telecommunications & business protocol expertise
- Developing key strategic partnerships/alliances
- New products/service launch
- Strategic market-analysis/business development
- Communications skills (verbal & written)
- Strategic planning & implementation
- Advertising, marketing, sales & promotion

Professional Experience

International Telnet, Inc.
President

1994 to Current

- Founded, managed & directed a telecommunication and satellite carrier company. Hold all required state & federal licenses.
- Have owned and operated earth stations/teleports in 8 different in Latin America & Caribbean.
- Have built a substantial sales/customer base to provide our telecommunication services on a wholesale level.
- Own & operate our own tandem switching facilities.

Transglobal Communication Enterprises, Inc. 1990 to Current
President

- Founded, managed & directed a telecommunication long distance provider on a retail level.
- Pioneers in the pre-paid calling card industry in South America

RCI Exports, Inc. 1981 to 1990
President

- Founded, managed & directed an Export company.
- Specialized in the exporting of heavy equipment parts to various countries in South America.

Education

Business Curriculum: Miami, Florida

- Import/Export & Freight Forwarding
- Real Estate (hold Florida Sales license)
- International Commerce
- Business Management

Professional Organizations

- Real Estate Project Development
- International Commercial Board
- Business Management Council

References Furnished upon Request



Vivian Robey

1886 SE Balleto St, Port St Lucie, FL 34952
Phone: 7865436677 Alt: 7723985939
E-Mail: vivian@inttel.net

OBJECTIVE

To pursue and achieve excellence in work and produce fantastic results above industry standards. Gain knowledge and utilize it to enhance production and ultimately make a difference.

PROFILE

Results-driven professional with 8 years of extensive experience spanning VoIP, Soft switching, Tandem switching, Networking, Systems, Creating Front-end GUIs for management and administration and leading technology implementations. Ability to grasp new ideas and integrate them into desired results using excellent interpersonal and analytical skills. Easily understand and solve technical problems.

PROFESSIONAL EXPERIENCE

October 2004 to Present

International Telnet Inc.
Manager Communications
Miami, FL

- ◆ Install and support Oracle 9i and Crystal Reports v8.0 based billing system for Lucent EXS2000 Class 5 TDM switch for on Windows 2003
- ◆ Switching using Lucent ADS GUI v5.0 for Route Plan, Resource Groups, Digit Tables, ISDN T1 and E&M T1, DS3 circuits and trunks.
- ◆ Performance Tuning of Database with help from Oracle Tech support.
- ◆ Install and support of ASP.net online CDR view using CodeCharge Studio.
- ◆ Responsible for team developing the Customer Management System using VB.net
- ◆ Install, configuration and support Linux-Asterisk SIP border controller and nat-traversal enabling provisioning of DID's to clients in remote destinations.
- ◆ Install and support IP-PBX (Linux-Asterisk)
- ◆ Create and Support a Basic Trouble Ticket System.
- ◆ Install and support Linux-Asterisk based gateways to replace Cisco AS5300/2600 thus providing cost-reduction in excess of \$100,000.00 each year.
- ◆ Oracle client installation for Oracle DBI (Perl) and Oracle OCI8 (PHP)
- ◆ Database upgrade and migration to Oracle 10g on Linux Fedora Core 7 including configuration of Enterprise Manager Web Console
- ◆ Responsible for Customer Manager System Migration from ASP to PHP with AJAX (Sajax library).
- ◆ Responsible for team developing Core1100 a predictive dialer using Isomorphic AJAX GUI and Sajax library.
- ◆ Responsible for team developing store.inttel.net and integration with payment gateway.
- ◆ Responsible for setup of international voice origination services from 39 countries.
- ◆ Manage Dealer Web Interface for orders, credit, payments and invoices.
- ◆ Manage and Coordinate NOC team and Field Engineers working with onsite and remote clients.
- ◆ Manage and Coordinate team responsible for MACs at CO and CPE.
- ◆ Independent Liaison with Vendors such as Sprint, AT&T, Qwest Communications, Paetec, XO Communications in data and voice delivery.
- ◆ Interact with Long Distance Carriers and EDPs such as Sprint, AT&T, Qwest Communications, Paetec, XO Communications, GE Arbinet in maintaining an efficient network with a 99.99% uptime.
- ◆ Install and Support Mail Management Platform using Zimbra.

International Telnet Inc. Singapore Pte Ltd
Telecom Consultant
Singapore

January 2003 to October 2004

- ◆ Installation of VoIP network for Call Termination and Call Re-Origination for International Telnet Inc SPL.
- ◆ Installation of carrier side VoIP network for Media Ring Singapore (Eunos, Singapore)
- ◆ Quality and Consistency test for Voice and Fax Network for NewCall Singapore (Suntec City, Singapore)
- ◆ Installation of carrier side VoIP network based on Netrix Networks for International Telnet Inc (Miami, USA)
- ◆ Installation of carrier side VoIP network based on Netrix Networks for Codify Systems Inc (Freemont, California).

XLComnet Pvt Ltd
Manager Network Deployment and Support
Bangalore, India

August 2001 to December 2002

- ◆ Scratch Install of network and system infrastructure
- ◆ Setup LAN and installation of BRI Internet
- ◆ Trained team in setup and handling of LAN, WAN and VoIP networks
- ◆ Managed team in installation of WAN over Leased Line
- ◆ Managed team in installation of carrier side and client side VoIP network
- ◆ Managed and supervised team in setup and operation of monitoring centre for 24/7 carrier and client support. Responsible to monitor, manage and troubleshoot network servers.
- ◆ Installed and Configured Netrix servers using FXO DPT and ISDN PRI and BRI for VoIP call termination

Saum Emulative Software Pvt Ltd
Network Engineer
Bangalore, India

October 1999 to July 2001

- ◆ Oct 1999 – Joined as Team Member, MT Network Support Group where the responsibilities included daily maintenance for the machines in the Medical Transcription Division
- ◆ Jan 2000 – Responsibilities increased to management of file system on Win NT servers, daily backup of completed files, download of voice files from specified locations and upload document files to specified locations.
- ◆ Mar 2000 – Instrumental in migrating Win NT server system to Red Hat Linux version 6.0. Thereby saving further upgrade charges and hardware costs by replacing NT servers with a single Linux server with Samba shares. Also migrated mail system to Linux based SMTP4 and POP3. This saved the company in excess of US\$10000.00 per year per server.
- ◆ June 2000 – Transferred to network installation and support for IPLC based voice services. Trained in VoIP networks by engineers from New Jersey, USA.
- ◆ December 2000 – Promoted to Network Engineer
- ◆ Jan 2001 – Worked with team in design of client side VoIP and Data network and implementation providing excellent quality and consistency of voice.
- ◆ Mar 2001 – Worked in implementing a Local Area – Multi building wireless network on 2.5GHz Frequency with up to 2Mbps transfer capability. Tested wireless solution for maximum distance of 34Km.
- ◆ Created a team to remotely manage and maintain client side VoIP / Data network with team size of 8 support engineers.
- ◆ Independent handling of carrier relations for carrier side VoIP / Data network.

EDUCATION

BDPS Diploma Computer Applications Bangalore, Karnataka	1999
SLN Polytechnic Diploma Communication Engineering Bangalore, Karnataka	1997
Christ College Grade XII Bangalore, Karnataka	1993
Bangalore Public School Grade X Bangalore, Karnataka	1991



SKILLS

Voice: Tandem Switching, Soft Switching, Installation, configuration and maintenance of: Asterisk, Cisco 2600, 3800, Netrix 2210, Pleiades, CAC, Polycom, Linksys, Digium, Adtran, Lucent
Networking: Cisco 800, 1700, 2500, 2600, 3800, 5300 Cisco PIX 500, Linksys
Protocols: SIP, H323, IAX, TCP/IP, UDP, ICMP, SNMP, BGRP
Technologies: LAN, WAN, Routing, VoIP, VPN, IPPBX, IVR, Mobile VoIP, T1, T3, DS1, DS3, FR
Web: Apache2, PHP 5, Dreamweaver, Photoshop
OS: Windows XP, Vista, 2000, 2003 Unix - Red Hat Linux, Fedora, Suse
Script: PHP, Javascript, Perl, Asterisk AGI, Bash
Databases: Oracle 8i, 9i, 10g MySQL 5.0
Reports: Crystal Reports 8.0
Mail: Zimbra (www.zimbra.com)
Others: VB.net, Smartdraw, MSOffice, Keptools for Oracle

REFERENCES

Ricardo Cruz
President, International Telnet Inc. 3054452436
ricardo@inttel.net

Paul Barrientos
3057947317
pbarrien1@yahoo.com

FLORIDA DEPARTMENT OF STATE DIVISION OF CORPORATIONS					
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Detail by Entity Name					
<u>Florida Profit Corporation</u>					
CRYSTAL LINK COMMUNICATIONS, INC.					
<u>Filing Information</u>					
Document Number	P01000106379				
FE/EIN Number	651105163				
Date Filed	11/05/2001				
State	FL				
Status	ACTIVE				
Last Event	AMENDMENT				
Event Date Filed	07/07/2009				
Event Effective Date	NONE				
<u>Principal Address</u>					
3339 VIRGINIA STREET SUITE 323 COCONUT GROVE FL 33133					
Changed 04/07/2009					
<u>Mailing Address</u>					
3339 VIRGINIA STREET SUITE 323 COCONUT GROVE FL 33133					
Changed 04/07/2009					
<u>Registered Agent Name & Address</u>					
CACERES, RICHARD V 3339 VIRGINIA STREET, SUITE 323 COCONUT GROVE FL 33133 US					
Name Changed: 04/07/2009					
Address Changed: 04/07/2009					
<u>Officer/Director Detail</u>					
<u>Name & Address</u>					
Title PSTD					
CACERES, RICHARD V 3339 VIRGINIA STREET, SUITE 323 COCONUT GROVE FL 33133					

Title S

CRUZ, RICARDO
3339 VIRGINIA STREET, SUITE 323
COCONUT GROVE FL 33133

Annual Reports

Report Year Filed Date

2007	04/23/2007
2008	05/12/2008
2009	06/21/2009

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