

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** October 9, 2009  
**TO:** Ann Cole, Commission Clerk – PSC, Office of Commission Clerk  
**FROM:** Toni J. Earnhart, Regulatory Analyst II, Division of Regulatory Compliance *JE*  
**RE:** Docket No. 090416-TX; International Integrated Solutions, LLC d/b/a  
International Network Solutions, LLC

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Please add to the above docket file, the attached email correspondence with additional company information requested as well as additional Officer resumes.

Call 413-6532, if you have any questions.

Attachments

DOCUMENT NUMBER-DATE

10421 OCT-9 8

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**Toni Earnhart**

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**From:** Becky Heggelund [bheggelund@nbglaw.com]  
**Sent:** Tuesday, October 06, 2009 4:14 PM  
**To:** Toni Earnhart  
**Subject:** RE: Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX  
**Attachments:** Lisa Remsa - Resume2009 INS.doc; Kevin Kirkeide.docx; Marty Martin.docx

Hi Toni:

Attached please find the additional management profiles for the filing below. The states in which International has filed applications are MA, MS, NH, NC and VT as of today. They will eventually obtain certification in 15 states. The FCC 214 application is being drafted and should be filed within the next day or so.

Working on obtaining the statement about the financials,

Becky

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**From:** Toni Earnhart [mailto:TEarnhar@PSC.STATE.FL.US]  
**Sent:** Monday, October 05, 2009 1:35 PM  
**To:** Becky Heggelund  
**Subject:** RE: Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX

Hey Becky,

Sorry for the second email. As I am going through the file, I also noticed I don't have the other information I asked for outside of the Tariff and Price List changes, I got those from you already.

The information I requested in my September 11, 2009 email.

Especially the other states applied too, the FCC licensing, and the financials statement with the CFO/CEO's signatures on a statement that the financials, though not audited, are true and correct. Along with the technical expertise and other managerial biographies.

Toni

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**From:** Becky Heggelund [mailto:bheggelund@nbglaw.com]  
**Sent:** Monday, October 05, 2009 2:25 PM  
**To:** Toni Earnhart  
**Subject:** RE: Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX

Thanks for the heads up, Toni. Will bug him again!

Becky

**From:** Toni Earnhart [mailto:TEarnhar@PSC.STATE.FL.US]  
**Sent:** Monday, October 05, 2009 1:24 PM  
**To:** Becky Heggelund  
**Subject:** RE: Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX

DOCUMENT NUMBER-DATE  
10421 OCT-9 8

10/8/2009

FPSC-COMMISSION CLERK

Becky,

I need the additional management biographies by Thursday this week if this company doesn't want to wait another month for certification to process. Just following up with you.

Let me know,

Toni

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**From:** Becky Heggelund [mailto:bheggelund@nbglaw.com]  
**Sent:** Wednesday, September 23, 2009 4:14 PM  
**To:** Toni Earnhart  
**Subject:** RE: Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX  
Here you go, Toni. Sorry for the delay.

I have asked Eric Mostrom again today for the additional management biographies.

Becky

**From:** Toni Earnhart [mailto:TEarnhar@PSC.STATE.FL.US]  
**Sent:** Tuesday, September 15, 2009 10:20 AM  
**To:** Becky Heggelund  
**Subject:** RE: Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX

One last thing... The Price List needs the effective date removed. We stamp the effective date. Can you resend it without an effective date.

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**From:** Toni Earnhart  
**Sent:** Tuesday, September 15, 2009 11:18 AM  
**To:** 'Becky Heggelund'  
**Subject:** FW: Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX  
**Importance:** High  
Becky,

Did Mr. Mostrom send you this email with the Application Questions?

Toni Joy McCoy-Earnhart  
Regulatory Analyst  
Florida Public Service Commission  
Division of Regulatory Compliance  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850  
[TEARNHAR@PSC.STATE.FL.US](mailto:TEARNHAR@PSC.STATE.FL.US)  
850/413-6532 Direct Line  
850/413-6533 Fax Line

10/8/2009

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**From:** Toni Earnhart  
**Sent:** Friday, September 11, 2009 9:11 AM  
**To:** Toni Earnhart; 'emostrom@internationalnetworksolutions.net'  
**Subject:** Followup RE: Florida PSC Docket Nos. 090412-TI/090416-TX  
**Importance:** High  
Mr. Mostrom,

In reviewing the CLEC application, Question 16(b) asked if the company has pending CLEC applications in other states; you answered "15" but did not list the states the company has applied to. Could you please list those states in your email reply. Part of the application's due diligence requires we monitor the company's activities in other states. I also noticed that an FCC search didn't bring up your company name. Have you applied for your licensing with the FCC yet? If so, under what name, maybe I searched it wrong?

I have your resume, but no information/resumes on the other Florida listed company officers: Kirkeide, Martin, or Remsa. Florida requires at least a resume or general paragraph giving information about them professionally and how they are involved with the company requesting certification. All officers of Florida certificated CLEC's are considered responsible for the management of the applying company whether they are directly or indirectly involved in the day to day operations.

Mr. Mostrom, your resume more than meets the managerial criteria, but your technical expertise is not detailed. Are you providing the company with technical expertise or do you have someone else working in the company taking care of that for you? If so, we need that person's resume detailing their technical expertise or a paragraph stating how technical expertise is being managed?

The Financials submitted are complete, though not audited, which requires a signed statement by the CFO & CEO specifically stating they are 'not audited, yet as the CFO and CEO, we testify they are true and correct'.

The Price List looks good, but the the company name needs to be reversed to read as INTERNATIONAL INTEGRATED SOLUTIONS, LLC d/b/a INTERNATIONAL NETWORK SOLUTIONS, LLC throughout the document and delete the effective date. Commission Staff date stamps Price Lists with the effective date once the certification is complete.

Please make these changes and email the additional information with the revised Price List. Call if you have any questions.

Toni Joy McCoy-Earnhart  
Regulatory Analyst  
Florida Public Service Commission  
Division of Regulatory Compliance  
2540 Shumard Oak Blvd.  
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[TEARNHAR@PSC.STATE.FL.US](mailto:TEARNHAR@PSC.STATE.FL.US)  
850/413-6532 Direct Line  
850/413-6533 Fax Line

10/8/2009

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**From:** Toni Earnhart  
**Sent:** Thursday, September 10, 2009 3:07 PM  
**To:** 'emostrom@internationalnetworksolutions.net'  
**Subject:** Florida PSC Docket Nos. 090412-TI/090416-TX  
**Importance:** High  
Mr. Mostrom

I am the Analyst processing your Florida IXC Registration and CLEC Application.

I have a minor edit for you to make on the IXC Tariff. I am still reviewing the CLEC application, if I have any questions I will contact you as needed.

Your Company is registered with a cross reference name with the Florida Secretary of State (see detail below).

Given the cross reference name, Florida will recognize the Company as INTERNATIONAL INTEGRATED SOLUTIONS, LLC d/b/a INTERNATIONAL NETWORK SOLUTIONS, LLC. The tariff needs to reference your Company with this name format. Please 'find and replace' INTERNATIONAL NETWORK SOLUTIONS, LLC with INTERNATIONAL INTEGRATED SOLUTIONS, LLC d/b/a INTERNATIONAL NETWORK SOLUTIONS, LLC in the Florida tariff and email it back to me for replacement.

Call if you have any questions.

Toni Joy McCoy-Earnhart  
Regulatory Analyst  
Florida Public Service Commission  
Division of Regulatory Compliance  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850  
[TEARNHAR@PSC.STATE.FL.US](mailto:TEARNHAR@PSC.STATE.FL.US)  
850/413-6532 Direct Line  
850/413-6533 Fax Line

Detail by Entity Name  
Foreign Limited Liability Company  
INTERNATIONAL INTEGRATED SOLUTIONS, LLC  
Cross Reference Name  
INTERNATIONAL NETWORK SOLUTIONS, LLC  
Filing Information  
Document Number M09000002979  
FEI/EIN Number NONE  
Date Filed 08/03/2009

10/8/2009

State DE  
Status ACTIVE

Principal Address  
225 WEST STONE AVE  
GREENVILLE SC 29609

Mailing Address  
225 WEST STONE AVE  
GREENVILLE SC 29609

# LISA REMSA

446 NE 2<sup>nd</sup> Avenue • Ft. Lauderdale, FL • (561) 628-6739 • lremsa@comcast.net

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## PROFESSIONAL EXPERIENCE

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### **Vice President Product Development, 2009 – Present** INTERNATIONAL NETWORK SOLUTIONS – Greenville, SC

Assisted in shaping and developing company organization and strategy with regard to both sales and operations in terms of product development, offering, marketing, and implementation. Advise the President/CEO on strategic business development and key corporate planning issues that relate and impact the operations of the company. Lead managers to evaluate and take actions that are consistent with the company's overall strategy. Set performance goals, both technical and sales-related, tailored to each department and monitor performance against goals to ensure progress. Manage optimization of technical customer satisfaction/retention/acquisition through improved operations.

Track and report all marketing programs. Maintain communication with management to ensure marketing activities aligned with business goals. Report directly to the CEO.

#### ***Selected Contributions:***

- ✓ Implementation of productivity/quality metrics and of operations and technical support performance programs designed to minimize costs and enhance efficiency
- ✓ Implementation of productivity/quality metrics and of agent incentive performance programs designed to establish strong agent relationships to facilitate the acquisition of profitable accounts and billable revenue
- ✓ Maximizing of company workforce and Improvement of quality by researching best practices and identifying new/needed skills, processes, or methods

### **DIRECTOR OF MARKETING, 2005 – 2009** BOCA INFORMATION SCIENCES GROUP, INC – Boca Raton, FL

Develop, execute, and manage comprehensive marketing plan encompassing integrated marketing initiatives designed to grow targeted vertical markets and increase brand recognition. Design all marketing publications including direct mail pieces, email invitations/announcements, and corporate newsletters. Coordination of all trade show events and various additional interactive events focused at expanding company's footprint in targeted markets.

Track and report all marketing programs. Maintain communication with management to ensure marketing activities aligned with business goals. Report directly to the CEO.

DOCUMENT NUMBER-DATE ...Continued...

10421 OCT-98

FPSC-COMMISSION CLERK

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***Selected Contributions:***

- ✓ Coordinates and promotes quarterly client-education event series, in conjunction with various vendor partners such as Microsoft, Cisco Systems, Hewlett Packard, and BMW America. Such events allow new products/services to be introduced to current and potential clients in a casual discussion forum.
- ✓ Successfully secures joint marketing funds on a quarterly basis from our top vendor partnerships.

**SALES/MARKETING AGENT SUPPORT MANAGER, 2001 – 2005**  
BCN TELECOM (Formerly NORCOM, INC) – Boca Raton, FL

Provided daily marketing and pre-sales support to over 150 independent telecom sales agents that generated 65% of the company's overall in-direct sales revenue. Defined and evaluated product marketing collateral, programs, and analyses. Played an integral role in product development and creation of sales incentive programs. Responsible for recognizing superior agent revenue potential and new agent recruitment. Reported directly to the Vice President of Sales/Marketing.

***Selected Contributions:***

- ✓ Successfully created, grew and expanded an Agent Support Department that did not previously exist.
- ✓ Planned and led execution of promotional campaign and telecom agent recruitment program that led to a significant increase in annual sales volume among top ten highest-producing sales agents.

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**EDUCATION & CREDENTIALS**

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**Bachelor of Science Degree, 2000 • Barry University – Miami Lakes, FL**

Selected as a member of Cisco Systems Marketing Advisory Council

AMA Advanced Course in Strategic Marketing and Harnessing New Media

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**SKILLS**

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***High Proficiency In:***

MS Office Suite, Photoshop, GIMP, CRM Applications, Exact Target, HTML

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**REFERENCES**

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Peter Lazor, Former VP of Sales/Marketing, BCN Telecom  
Email: lazor@yahoo.com  
Phone: 908-642-4700



## Kevin Kirkeide

Kevin, a key founding member of the International Network Solutions team, brings fifteen years experience in the telecom industry for multiple companies, including over five years as an officer for Network Solutions, Inc. Kevin's experience includes managing a multiple location business and the employee's within each office as well as consulting multiple organizations on how to manage large numbers of independent agents in a telecom setting. He received his Bachelor's in Business Management from the University of Miami with a minor in Human Resources. Kevin's goal is to bring his understanding of a comprehensive, adaptable business plan to International Network Solutions.

DOCUMENT NUMBER-DATE

10421 OCT-98

FPSC-COMMISSION CLERK

## Marty Martin

Marty has been in the telecom industry in many capacities since 1991; including almost eight years as the Chief Financial Officer for Telerite, Inc. He utilizes his strong financial background to focus on increasing profit and reducing overhead costs within telecom resellers and carriers; with his most recent work being financial consulting for large corporations. Marty received his Bachelors in Finance from Princeton University with a minor in Business Management. As an officer at International Network Solutions, Marty's goal is to create a strong financial foundation with high profit margins and low overhead that is built to accommodate quick growth.

DOCUMENT NUMBER-DATE

10421 OCT-98

FPSC-COMMISSION CLERK