

DEPOSIT DATE

FLORIDA PUBLIC SERVICE COMMISSION

CC# 1082

108 FEB 01 2011

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DIVISION OF REGULATORY ANALYSIS

1-31-11

APPLICATION FORM

RT

for

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

110046-TX

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COMMISSION CLERK

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 one copy of this form along with a non-refundable application fee of \$400.00 to:

Florida Public Service Commission
 Office of Commission Clerk
 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 Regulatory Analysis
 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850
 (850) 413-6600

REGISTRATION CENTER

11 JAN 31 10:11:12

- COM
- APA
- ECR
- GCL
- RAD**
- SSC
- ADM
- OPC
- CLK

FORM PSC/RAD 8 (5/08)
 Commission Rule Nos. 25-24.810,
 and 25-24.815

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

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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: GraciasVRS, LLC.

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

N/A There is no fictitious name.

4. Official mailing address:

Street/Post Office Box: 3700 Commerce Blvd
City: Kissimmee
State: Florida
Zip: 34741

5. Florida address:

Street/Post Office Box: 3700 Commerce Blvd
City: Kissimmee
State: Florida
Zip: 34741

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 taxed as a Corporation | | |

7. **If individual**, provide:

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

8. **If incorporated in Florida**, provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: State of Florida: L08000077186 and EIN: 26-3151842

9. **If foreign corporation**, provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: N/A, not a foreign corporation

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, no fictitious name used.

11. **If a limited liability partnership**, please 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.

Name: N/A, not a partnership
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: N/A not a foreign limited partnership.

14. Provide **F.E.I. Number**(if applicable): N/A

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

(a) The application:

Name: Gabrielle Joseph
Title: Vice President
Street name & number: 3700 Commerce Blvdq
Post office box:
City: Kissimmee
State: Florida
Zip: 34741
Telephone No.: 407-518-7900 ext 321
Fax No.: 407-518-7903
E-Mail Address: gabrielle@aslservices.com
Website Address: www.graciasvrs.com

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

Name: Vannessa Roth
Title: Director of Operations
Street name & number: 3700 Commerce Blvd
Post office box:
City: Kissimmee
State: Florida
Zip: 34741
Telephone No.: 407-518-7900 ext 333
Fax No.: 407-518-7903
E-Mail Address: vannessa@aslservices.com
Website Address: www.graciasvrs.com

(c) Complaints/Inquiries from customers:

Name: Samuel Ocana
Title: Customer Care
Street/Post Office Box: 3700 Commerce Blvd
City: Kissimmee
State: Florida
Zip: 34741
Telephone No.: 407-518-7900 ext 373
Fax No.: 407-518-7903
E-Mail Address: socana@aslservices.com
Website Address: www.graciasvrs.com

16. List the states in which the applicant:

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

N/A, GraciasVRS is pursuing this certification for the first time.

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

N/A, GraciasVRS is pursuing this certification for the first time.

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

N/A, GraciasVRS is pursuing this certification for the first time.

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

N/A, GraciasVRS is pursuing this certification for the first time.

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

N/A, No penalties have ever been imposed on GraciasVRS.

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

N/A, No civil court proceedings for GraciasVRS

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.

No.

(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.

No.

(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.

No.

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: Angela Roth
Title: President/CEO
Telephone No.: 407-518-7900
E-Mail Address: angela@aslservices.com

Signature: 

Date: 1/27/11

CERTIFICATE SALE, TRANSFER,
OR
ASSIGNMENT STATEMENT

As current holder of Florida Public Service Commission Certificate Number _____, I have reviewed this application and join in the petitioner's request for a

- sale
- transfer
- assignment

N/A

of the certificate.

Company Owner or Officer

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

Signature: _____

Date: _____

GraciasVRS is a company who provides Video Relay Interpreting to the Federal Government. GraciasVRS currently is working under the license of CSDVRS, LLC to provide such services.

Our company is in pursuit of obtaining direct FCC Certification to provide VRS Services to the public. Obtaining a (CLEC) license is a requirement within this process and vital to the operations of GraciasVRS.

GraciasVRS is currently providing services to the FCC under the certification of CSDVRS, LLC. The point of contact listed below under Technical Capability, Mr. Wegehaupt, is available to answer any questions needed to obtain this license.

A. Managerial Capability:

Angela Roth: President/CEO	Resume Attached
Gabrielle Joseph: Vice President	Resume Attached
Vannessa Mistelske: Director of Operations	Resume Attached

B. Technical Capability:

Contracted Company: CSDVRS, LLC.
Contact: Aaron Wegehaupt
Office: 727-254-5618
Email: awegehaupt@zvrs.com

C. Financial Capability

There are no audited financial statements for GraciasVRS at this time. Attached are unaudited financial statements signed by the Chief Executive Office (Angela Roth) and Operations Manager (Vannessa Mistelske).

Angela Roth, President of ASL Services, Inc., ASL Services Latino (Puerto Rico) and Gracias VRS served as two-term National Registry of Interpreters Certification Board Chair, National Hispanic Team Leader and consultant for the five year federal National Multicultural Interpreting Project, the RID-NAD Task Force (National Interpreting Council), Florida Licensure Task Force, and among other services, founder and current president of Mano a Mano, the only National Association of interpreters working in Spanish language influenced communities. She also has been a presenter, keynote speaker, and involved in numerous projects addressing a wide range of topics pertinent to professional development.

Through her involvement in such organizations, Angela Roth has helped many to expand their horizons and realize the benefit of looking for job related multicultural expertise.

CERTIFICATIONS

- Nationally Certified Language Interpreter (CSC)
- Registry of Interpreters for the Deaf (RID)
- Certified Instructor with the National Association of the Deaf (ASLTA formally SIGN)
- Member of Conference of Interpreter Trainers

TEACHING EXPERIENCE

- Seminole Community College
- Valencia Community College
- Rollins College
- Mid Florida Technical Institute

CURRENT PROJECTS:

- President of Mano a Mano, Inc.- National Organization of Sign Language Interpreters working in Spanish-speaking communities
- Member of Florida Task Force on Licensure under The Governor's Florida Coordinating Council of the Deaf and Hard of Hearing (FCCDHH)
- First Latino woman owner of National Video Relay Service as of September 2008. Major force behind VRS in Spanish and has now started her own company Gracias VRS.

OTHER QUALIFICATIONS:

- Served 2 terms as the Chairperson of the National Certification Board for the Registry of Interpreters for the Deaf, based in the Washington DC / Maryland area.
- Served as Chairperson of the Florida Quality Assurance Screening of Interpreters (1986 - 1987)
- Florida Registry of Interpreters of the Deaf, State ombudsman
- Region II Southeastern United States Representative for Interpreters and Transliterators of Color
- Originator and CO-Chair for the "Mano a Mano" National One Day Assembly - 1999. The first Assembly for interpreters working in Spanish speaking communities throughout the United States.
- Featured by HBJ Corporation Publishers in "Profiles in Communication"
- Keynote Speaker, Presenter, Panelist and moderator for National and State workshops, including the RID National Convention: El Paso, TX, 1989; Bethesda, Washington DC, 1991; Evansville, IN, 1993; New Orleans, LA, 1995.
- Keynote Presenter Region III Conference of Interpreters, Madison, WI, 1996.

INTERPRETING WORK HISTORY (INCLUDES)

- Part of a ten member NAD / RID National Task Force/NIC
- Consultant Presenter with the National Multicultural Interpreting Project, National Hispanic/Latino Team Leader.
- National Presenter and Trainer for RID, NMIP, CIT, Mano a Mano, Boston Hispanic DEAF conference and CO-Chair for 2001 national RID convention in Orlando.
- National Council De La Raza (Washington DC) and the Hispanic Deaf Council Conference (Boston, Mass.) - development of appropriate trilingual interpreting services.
- National Conventions for honored guests, including: President of the United States, William Clinton; Attorney General of the United States, Janet Reno; Secretary of Transportation, Pena; Secretary of Housing, Cisneros; Congressional Awards Banquets.
- Member of a specialized team of Sign Language Interpreters chosen by the prestigious Board of Directors of the International Conference, "Deaf Studies: Visions Past and Future" - Boston, 1995.
- Member of a seven person Interpreting Team for the 1996 National Democratic Convention.
- "Musical Interpreter" for Choral Arts Society, John F. Kennedy Center for the Performing Arts, Washington DC.
- Specialized in "artistic" interpreting at 7 major theme parks in Florida

GABRIELLE JOSEPH
1023 Whirlaway Drive
Kissimmee, FL 34744
321-437-5675
gabrielle@aslservices.com

QUALIFICATIONS

Vice President- Gracias VRS, LLC.

Five years' experience within the VRS Industry. Coordinated complete logistical and technological set up of four call centers, recruited and managed multiple teams of Interpreters, assisted with marketing and outreach education projects. Strengths include upper-level training and management, forecasting needs for scheduling, budgeting, cash management, and internal and external reporting.

PROFESSIONAL EXPERIENCE

Vice President

GraciasVRS, Kissimmee, FL

2008-Present

- Oversee the scheduling and management activities within all four call centers. (Florida and Puerto Rico)
- Review all reports used for forecasting and analysis of CDR records that are compiled from the GracaisVRS platform.
- Provided financial data and accounting oversight in connection with licensing requirements and guidelines stipulated by the FCC/NECA and CSDVRS,LLC..
- Established Marketing concepts and outreach training programs for targeted Latino communities within US and Puerto Rico.
- Point of Contact for all meetings and quarterly reviews with Accounting team
- Point of Contact for lawyer firm for organizational structure and state telecommunication licensing
- Point of contact for new contracts and contract renewals and negotiations
- Currently in pursuit of establishing GraciasVRS as a certified VRS provider through FCC/NECA

Vannessa C. Mistelske

1592 Compass Court
Kissimmee, FL 34744
(321) 624-8409

QUALIFICATIONS SUMMARY

A responsible, organized and disciplined individual, with fifteen years experience at American Sign Language Services. Experience includes managing and running Accounting, HR, Scheduling Departments/Teams and 50+ employees. Familiar with all Microsoft Office programs, QuickBooks Accounting Software. Successfully managed organization on all levels of personnel for 12 years including hiring, day to day management, disciplinary actions, terminations. Ability to work well with people on all levels of an organization.

1995-present- American Sign Language Services: Director of Operations
Has spent last 15 years maintaining and growing all areas of Operations/Company. Duties include but are not limited to oversight of: Accounting, Scheduling, HR, New Contracts, Contract Maintenance, Video Remote Interpreting (VRI) Services Promotions and Marketing. Services are managed 24 hours a day, seven days a week.

Contracts secured to date include but are not limited to: Walt Disney World, Disneyland California, Florida Hospital Systems, ORMC Hospital Systems, Disney Cruise Line, Carnival Cruise Line, Orange County Public School, Valencia Community Colleges, Norwegian Cruise Line, Steiner Institute, Apple Stores nationwide

ACCOMPLISHMENTS

- Completed public high school in 3 years in top percentile of graduating class
- Graduated from Valencia Community College in the Honors Program & obtained Associates in Arts Degree (AA)
- Granted Florida Gold Seal on Diploma and scholarship
- Reached top eight percentile of entire senior class as a graduating junior
- Maintained above a 3.0 GPA throughout all of college career and 3.5 throughout senior year in high school
- Selected as member of National Honor Society
- Awarded Walt Disney World's Dreamer and Doer award
- Advanced to number 20 out of 301 in senior class
- Achieved 3rd place in Regional Science Fair and 1st place in school science fair
- Awarded the Women's Engineering award
- Won Presidential Academic Fitness award
- Won Math Oscars top 10 individual competition for Osceola County

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Accrual Basis

Gracias VRS LLC
Profit & Loss
January through December 2008

	<u>Jan - Dec 08</u>
Ordinary Income/Expense	
Income	
Sales	617,033.57
Total Income	<u>617,033.57</u>
Cost of Goods Sold	
Sponsorships	500.00
Subcontract Labor	684,811.99
Total COGS	<u>685,311.99</u>
Gross Profit	-68,278.42
Expense	
Advertising and Promotion	12,164.84
Bank Service Charges	45.00
Meals and Entertainment	14,519.57
Office Expense	114,313.21
Postage and Delivery	4,724.07
Travel Expense	67,229.07
Utilities	279.22
Website Fees	45.00
Total Expense	<u>213,319.98</u>
Net Ordinary Income	<u>-281,598.40</u>
Net Income	<u><u>-281,598.40</u></u>

Angela Roth
Tanner Motelske

Gracias VRS LLC
Balance Sheet
As of December 31, 2008

	Dec 31, 08
ASSETS	
Current Assets	
Checking/Savings	
Suntrust Checking	6,436.20
Total Checking/Savings	6,436.20
Total Current Assets	6,436.20
TOTAL ASSETS	6,436.20
LIABILITIES & EQUITY	
Equity	
Owner's Capital	
Loan - ASL	288,034.60
Total Owner's Capital	288,034.60
Net Income	-281,598.40
Total Equity	6,436.20
TOTAL LIABILITIES & EQUITY	6,436.20

Aryela Pote
Tanner Mostert

Gracias VRS LLC
Profit & Loss
January through December 2009

	<u>Jan - Dec 09</u>
Ordinary Income/Expense	
Income	
Sales	4,021,015.14
Total Income	4,021,015.14
Cost of Goods Sold	
Early Payment Fee	24,917.38
International LD & T1 costs	337,269.96
Sponsorships	31,475.00
Subcontract Labor	3,570,652.28
Total COGS	3,964,314.62
Gross Profit	56,700.52
Expense	
Advertising and Promotion	11,408.00
Automobile Expense	20.65
Bank Service Charges	405.00
Meals and Entertainment	577.73
Miscellaneous Expense	1,950.00
NECA Short-pay	43,565.53
Office Expense	3,029.23
Telephone Expense	6.64
VRS Equipment	1,404.31
Total Expense	62,367.09
Net Ordinary Income	-5,666.57
Net Income	<u>-5,666.57</u>

Gryzela Gota
Tunrose Mostelka

Gracias VRS LLC
Balance Sheet
As of December 31, 2009

	<u>Dec 31, 09</u>
ASSETS	
Current Assets	
Checking/Savings	
Suntrust Checking	1,969.63
Total Checking/Savings	<u>1,969.63</u>
Total Current Assets	<u>1,969.63</u>
TOTAL ASSETS	<u><u>1,969.63</u></u>
LIABILITIES & EQUITY	
Liabilities	
Long Term Liabilities	
Loan - ASL	1,200.00
Total Long Term Liabilities	<u>1,200.00</u>
Total Liabilities	1,200.00
Equity	
Members Equity	-281,598.40
Owner's Capital	
Loan - ASL	<u>288,034.60</u>
Total Owner's Capital	288,034.60
Net Income	<u>-5,666.57</u>
Total Equity	<u>769.63</u>
TOTAL LIABILITIES & EQUITY	<u><u>1,969.63</u></u>

Yuzela Bora
Tanner Miskel

Gracias VRS LLC
Profit & Loss
January through December 2010

	<u>Jan - Dec 10</u>
Ordinary Income/Expense	
Income	
Sales	2,715,440.57
Sales Returns (Payback)	-171,077.49
Total Income	<u>2,544,363.08</u>
Cost of Goods Sold	
18% Early Pay Deduction	12,988.20
International LD & T1 costs	327,608.96
Sponsorships	25,560.00
Subcontract Labor	2,164,794.64
Total COGS	<u>2,530,951.80</u>
Gross Profit	13,411.28
Expense	
Bank Service Charges	440.00
Company Meeting	95.92
Meals and Entertainment	44.46
Miscellaneous Expense	387.89
Office Expense	4,309.05
Postage and Delivery	18.30
Telephone Expense	73.59
VRS Equipment	322.57
Z4 downloads	7,885.16
Total Expense	<u>13,576.94</u>
Net Ordinary Income	<u>-165.66</u>
Net Income	<u><u>-165.66</u></u>

Yvonne [Signature]
Hanessa M. [Signature]

Gracias VRS LLC
Balance Sheet
As of December 31, 2010

	Dec 31, 10
ASSETS	
Current Assets	
Checking/Savings	
Suntrust Checking	1,803.97
Total Checking/Savings	1,803.97
Total Current Assets	1,803.97
TOTAL ASSETS	1,803.97
LIABILITIES & EQUITY	
Liabilities	
Long Term Liabilities	
Loan - ASL	1,200.00
Total Long Term Liabilities	1,200.00
Total Liabilities	1,200.00
Equity	
Members Equity	-287,264.97
Owner's Capital	
Loan - ASL	288,034.60
Total Owner's Capital	288,034.60
Net Income	-165.66
Total Equity	603.97
TOTAL LIABILITIES & EQUITY	1,803.97

[Handwritten Signature]
[Handwritten Signature]