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December 27, 2012

VIA OVERNIGHT DELIVERY

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

RECEIVED - FPSC
12 DEC 28 PM 12:00
COMMISSION CLERK

Re: Custom Tel, LLC

To Whom It May Concern:

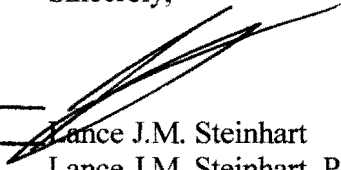
Enclosed please find one original and one (1) copy of Custom Tel, LLC's Application for Authority to Provide Telecommunications Company Service Within the State of Florida.

I also have enclosed the \$500.00 application fee payable to the Florida Public Service Commission to cover the cost of filing these documents.

Please return a stamped copy of the extra copy of this letter in the enclosed preaddressed prepaid envelope.

If you have any questions regarding this matter, please do not hesitate to call me. Thank you for your attention to this matter.

Sincerely,



- COM _____
- AFD _____
- APA _____
- ECO _____
- ENG _____
- GCL _____
- IDM _____
- TEL 1
- CLK NG

Enclosures
cc: Dan Coloney

RECEIVED - FPSC
08343 DEC 28 2012
FPSC-COMMISSION CLERK

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.

2. Name of company: Custom Tel, LLC

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

4. Official mailing address:

Street/Post Office Box: 698.5 South Ogden St.
City: Buffalo
State: New York
Zip: 14206

5. Florida address:

Street/Post Office Box: _____
City: _____
State: _____
Zip: _____

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, please specify:
Foreign Limited Liability Company | |

If individual, provide:

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

7. **If incorporated in Florida**, provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is:
8. **If foreign Limited Liability Company**, provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: M12000006346
9. **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:
10. **If a limited liability partnership**, please proof of registration to operate in Florida. The Florida Secretary of State registration number is:
11. **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: _____

12. **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:

13. Provide **F.E.I. Number**: 20-8619768

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

(a) The application:

Name: Lance J.M. Steinhart
Title: Attorney at Law
Street Name & Number: 1725 Windward Concourse, Ste. 150
Post Office Box:
City: Alpharetta
State: Georgia
Zip: 30005
Telephone No.: 770-232-9200
Fax No.: 770-232-9208
E-Mail Address: lsteinhart@telecomcounsel.com
Website Address: www.telecomcounsel.com

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

Name: Dan Coloney
Title: President
Street Name & Number: 698.5 South Ogden St.
Post Office Box:
City: Buffalo
State: New York
Zip: 14206
Telephone No.: 585-455-3461
Fax No.: 716-566-2621
E-Mail Address: dcoloney@custom-tel.com
Website Address: www.custom-tel.com

(c) Where will you officially designate as your place of publicly publishing your schedule (a/k/a tariffs or price lists)?

Florida Public Service Commission

Website – Website address:

Other – Please provide address:

15. List the states in which the applicant:

(a) has operated as a telecommunications company.

New York, Ohio, Pennsylvania, South Carolina (IXC)

(b) has applications pending to be certificated as a telecommunications company.

South Carolina (CLEC)

(c) is certificated to operate as a telecommunications company.

Ohio, New Jersey, Pennsylvania, South Carolina (IXC)

(d) has been denied authority to operate as a 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 another telecommunications entity, and the circumstances involved.

None

16. Have any of the officers, directors, or any of the ten largest stockholders 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. Yes No

If yes, provide explanation.

(b) granted or denied a certificate in the State of Florida (this includes active and canceled certificates). Yes No

If yes, provide explanation and list the certificate holder and certificate number.

(c) an officer, director, partner or stockholder in any other Florida certificated or registered telephone company. Yes No

If yes, give name of company and relationship. If no longer associated with company, give reason why not.

17. Submit the following:

(a) **Managerial capability:** resumes of employees/officers of the company that would indicate sufficient managerial experiences of each. Please explain if a resume represents an individual that is not employed with the company and provide proof that the individual authorizes the use of the resume.

(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. Please explain if a resume represents an individual that is not employed with the company and provide proof that the individual authorizes the use of the resume.

(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: *It is the applicant's burden to demonstrate that it possesses adequate managerial capability, technical capability, and financial capability. Additional supporting information can be supplied at the discretion of the applicant.*

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.

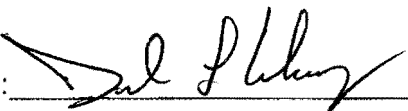
RECEIPT AND UNDERSTANDING OF RULES: I acknowledge receipt and understanding of the Florida Public Service Commission's rules and orders relating to the provisioning of competitive local exchange telecommunications company (CLEC) service in Florida.

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: Dan Coloney
Title: President
Telephone No.: 585-455-3461
E-Mail Address: www.custom-tel.com

Signature:  _____

Date: 9/13/12

LIST OF ATTACHMENTS

ATTACHMENT A - MANAGEMENT & TECHNICAL CAPABILITY INFORMATION

ATTACHMENT B – FINANCIAL INFORMATION

ATTACHMENT C - STATEMENT OF FINANCIAL CAPABILITY

ATTACHMENT A - MANAGEMENT & TECHNICAL CAPABILITY INFORMATION

Daniel L. Coloney

A demonstrated professional who offers over 15 years of experience leading sales and channel distribution teams. Proven effective in conveying meticulous concepts, utilizing concise and easily understood language to educate and inform diverse audiences. Skilled in collaborating with numerous departments and business segments, ensuring compliance with deadlines and budgetary constraints. Consistently attains customer satisfaction. Areas of expertise include:

Corporate Communications
Project Management
Strategic Planning
Time Management

Rapport Building
Training & Development
Contract Negotiations
Sales Channel Distribution

Forecasting
Proposal Preparation
Flexible, multi-tasked
Motivated, Self Starter

PROFESSIONAL CONTRIBUTIONS

- Recipient of monetary award for providing outstanding service and leadership.
- Member of Gold Club, obtaining 200% of quota.
- President Club Status, obtaining 182% of quota.
- Managed and coached up to 40 agents at one time selling throughout the United States.
- Created informative marketing materials correlating with a newly designed product.
- Assisted agents in closing sales calls.

CAREER PROFILE

Custom Tel President

2007-Present

- Plans, develops, and establishes policies and objectives of business organizations in accordance with board directives and corporation charter.
- Confers with company officials to plan business objectives, establish responsibilities, and procedures for attaining objectives.
- Reviews activity reports and financial statements to determine progress and status in attaining objectives and revises objectives and plans in accordance with current conditions.
- Directs and coordinates formulation of financial programs to provide funding for new or continuing operations to maximize returns on investments and to increase productivity.
- Evaluates performance of executives for compliance with established policies and objectives of firm and contributions in attaining objectives.
- Resides over all hiring and termination practices.
- Conducts strategic planning sessions to address forecasting, budgets, and allocation of resources.
- Devises sales plans and approaches to sell Telecommunications services to medium and large business.
- Serves as chairman of committees, such as management, executive, engineering, and sales.

Paetec Agent Manager

2000-2007

- Assisted agents in the sale of Telecommunications utilizing the knowledge of networks, and the communications industry.
 - Recruited and trained agents.
 - Co-designed networks.
 - Analyzed customer's communication needs and designed recommendations to streamline cost and enhance productivity.
 - Developed list of prospective customers by researching businesses and networking with associates.
 - Reviewed orders for ideas to expand services available to present customers.
 - Called on prospects to explain features of services, cost, and advantages.
 - Wrote orders and schedules initiation of services.
 - Conferred with customers and company officials to resolve complaints.
-

Daniel L. Coloney

CAREER PROFILE CONTINUED

ACC/AT&T

1998-2000

Agent Manager

- Directed staffing, training, and performance evaluations to develop and control sales program.
- Coordinated sales distribution by establishing sales territories, quotas, and goals.
- Advised dealers, distributors, and clients concerning sales and advertising techniques.
- Assigned sales territory to sales personnel.
- Analyzed sales statistics to formulate policy and to assist dealers in promoting sales.
- Reviewed market analyses to determine customer needs, volume potential, price schedules, and discount rates.
- Developed sales campaigns to accommodate goals of company.
- Directed product simplification and standardization to eliminate unprofitable items from sales line.
- Represented company at trade association meetings to promote product.
- Coordinated liaison between sales department and other sales-related units.
- Analyzed and controlled expenditures of division to conform to budgetary requirements.
- Prepared sales report showing sales volume and potential sales.
- Profit and Loss Assessment.

Outside Sales Representative

1996-1998

- Sold communications services to business accounts.
- Contacted and visited commercial customers to review phone service.
- Analyzed communication needs of business establishments, using knowledge of type of business, available telephone equipment, and traffic studies.
- Recommended additional services.
- Quoted rates for services and wrote up orders.

ACADEMICS

SUNY OSWEGO: **Bachelors of Arts - Economics, Minor in Math**

1990

Stephen G. Florczak

28A Coolbrook Court • Buffalo NY, 14051 • Home: 716-639-8292 • Email: sflorczak@aol.com

Senior Information Technology Executive

With 17 Years IT/Telecom Experience Delivering Profit Driven and Cost Effective Technology Solutions

Career Profile

Results-driven CIO with expertise envisioning and leading global, technology based, multi-million dollar revenue and growth initiatives grounded solidly on business and economic value. Impressive, fast track management career marked by demonstrated ability to build performing teams and achieve cross-functional business objectives. Valued member of senior executive teams, contributing a seasoned, broad-based perspective to create dynamic IT strategies and implementation plans designed for maximum return at the lowest possible costs.

Core EVP/CIO areas of expertise

- Strategic Planning
- Multi-Million Dollar Budgeting
- System Integration
- 24/7 Operating Environments
- Telecom Solutions Deployment
- Executive Leadership
- Large Scale Project Management
- Lead Security Officer
- Mergers and Acquisitions
- Outsourced Services
- Network Architecture
- Profit/Loss Management
- Disaster Recovery
- Vendor Management
- Contract Negotiation

Key Career Highlights:

- **Realize maximum value and return on IT investments** – Immediate gains and efficiencies realized through implementation of multi-million dollar CRM system, increased profits through multiple Dialer/IVR deployments, elimination of downtime through redundant network architecture and infrastructure for \$70 million revenue operation globally.
- **Champion and architect of secure, compliant environment** - SAS70 and ISO 17799/27002 Compliant since 2005. PCI Certified since 2006. Driving force behind company-wide commitment to protect the privacy, confidentiality and safeguarding of client/customer information in observance of PCI Standards, ISO Requirements, State and Federal Regulations.
- **IT Executive of all subsidiary financial companies** – IT Executive of financial subsidiaries Center One, LLC and First Center, LLC which operate as Customer Service Call Centers for Credit Card Issuers. Designed secure, segregated and stand-alone environments for operations leveraging Capital Management Services call center technology model.

Professional Experience

Custom Tel, LLC– Buffalo, NY

2007-Present

Switchless reseller of major Telecom Providers

Managing Partner – Manage Telecom operation striving to be industry leader of low cost, efficient solutions. Filed all documentation required of Federal and State requirements to operate as a reseller of communications nationwide. Solutions offered to current customers include Local, Long Distance, VoIP, Internet, Dedicated T-1 Access and MPLS based on analysis of client requirements. Active with Business Development.

Capital Management Services, LP – Buffalo, NY

2002-Present

Receivables Management Call Center Operation with multiple sites, over 1,500 employees and \$200m in annual revenue

Executive Vice President of IT

Lead team of national and international programming, networking, telecommunications, security, business analysts, help desk and financial reporting employees responding to client and business needs. Assigns and reviews all work while mentoring employees. Became EVP and company officer from Director of IT within 26 months. IT Executive of subsidiary customer support operations and Managing Partner of telecommunications operations included as part of overall responsibilities.

Key Results:

- Architect of four sites and two integrated sites onto company network.
- Deployed XenApp Servers for efficiencies and virtualization
- Reduced all skip service costs by 40% for the year 2009. Savings exceeded \$2 million.
- Cut production costs \$3 million for years 2006-07 and \$4 million for 2008-09.
- Instituted IVR to control flow of inbound call traffic, allow customers to pay systemically and free agents to focus on reaching more customers. Gain of 20% customer penetration realized
- Forecast growth plans of headquarters and remotes sites ensuring client requirements are met and operations has tools to exceed client expectations without loss of productivity
- Cut Long Distance costs by \$1 million annually through auditing of telecom charges
- Consolidated Network Connectivity onto redundant Sonet Ring, removing direct T-1's, creating failover while achieving a reduction in monthly telecom expenses
- Deployed data redundancy across all AS400 platforms to allow each site to operation independently of other sites for true Disaster Recovery operation
- Achieved 100% success rate on all external client audits specific to IT functions.
- Attained ISO 17799/27002 Compliance through Independent Auditing.
- Created IT processes including, but not limited too, Disaster Recovery, Change Control, Help Desk, Client Integration, Data Security and Internal Auditing.
- Performed conversion of PC based database onto AS/400 platform at a cost of \$1.5m increasing productivity 200% over prior months. Performed integration of Predictive Dialers at a cost of \$2.5mk, doubling revenue two consecutive months after integration. Payback period for equipment realized within 8 months.
- Customized third party software package that initiated 300% growth in revenue in 2003 and 200% growth in 2004
- Restructured internal Help Desk/Customer Support department to support prioritized projects and deliverables through proprietary ticketing system. Immediate efficiencies resulted
- Resulting growth noted for Capital Management Services in *Buffalo News* for two consecutive years as a fast track company in Western New York.
- Trained or created training manuals for all departments that use customized third party software.
- Implemented Auto Pay and Auto Posting of transactions saving \$215K annually.
- Generated numerous credits for outsourcing as a result of recommending program and design upgrades for third party software package.

Great Lakes Collection Bureau - Buffalo, NY

1996 – 2002

Largest single site collection agency in U.S until purchased by GE in 1999

Senior Project Analyst (1997 - 2002)

Computer Programmer (1996 - 1997)

Rapid promotion to Senior Project Analyst. Specialized in coordinating and programming with responsibilities that included system design, development and maintenance. Involved in all major client integrations onto AS/400 platform and company interfaces with client system/networks.

Key Results:

- Produced programs and interfaces based on requirements of major clients such as Capital One Bank, GE, Citibank, Chase Manhattan and Discover. IT liaison for each of the aforementioned major clients.
- Used Six Sigma methodology in aspects of all projects.
- Created real-time statistics on AS/400 eliminating unnecessary reporting functions while saving \$80K annually.
- Led team of programmers in designing front end GUI for predictive dialing from AS/400 saving company \$62K in contracting.
- Designed a database to store programming requests for statistics and analysis.
- Mentored junior programming staff on how to introduce quality into each phase of the software development life cycle.
- Completed the following Harvard Mentor Management Programs via GE Online Learning Center: Delegating, Leading a Team, Capitalizing on Change, Leading and Motivating, Project Management, Negotiating, Managing Your Time and Solving Business Problems.

Education

Canisius College Wehle School of Business - Buffalo, NY

Master of Science: Telecommunications – 2004

Master of Science: Business Administration – 2002

State University of New York at Buffalo - Buffalo, NY

Bachelor of Science: Business Administration – 1995

Affiliations

Board of Directors – Collection Technology Magazine (2007 – Present)

- Featured in multiple articles relative to financial receivables industry

Collection Technology Summit 2007 – Panel Speaker on Predictive Dialers/IVR's

Collection Technology Summit 2008 – Panel Speaker on IT vs. Operations

Collection Technology Summit 2009 – Panel Speaker on Refining Analytics

Collection Technology Summit 2010 – Panel Speaker for On-Premise Equipment vs. Cloud Computing.

Lawrence A. Costa

VP Marketing Custom Tel 2007 - Present

Executive Vice President of Business Development for Capital Management Services, LP. and has held that position for 8 years during which Capital Management Services, revenue has increased from \$4Million to \$86 Million in annual revenues.

Prior to coming to CMS, Mr. Costa held Vice President of Sales and Marketing positions in the telecommunications industry.

21 Years of Telecommunications expertise with Companies such as AT&T, Sprint Canada, and Global Crossings.

MBA Canisius College 1990

Winner 2004 Business First Distinguished Sales and Marketing Executive

ATTACHMENT B – FINANCIAL INFORMATION

ATTACHMENT C - STATEMENT OF FINANCIAL CAPABILITY
Custom Tel, LLC

Applicant has sufficient financial capability to provide the requested service in the State of Florida and has sufficient financial capability to maintain the requested service and to meet its lease or ownership obligations. In support of Applicant's stated financial capability, a copy of its Balance Sheet and Income Statement as of December 2011 and December 2010 is attached to its application. Applicant intends to fund the provision of service through internally generated cash flow. Applicant also has the ability to borrow funds, if required, based upon its financial capabilities, to provide service in the State of Florida.