MARASHLIAN & DONAHUE, PLLC
THE *COMM*LAW GROUP

January 21, 2016

VIA MAIL

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

REDACTED

Re: Sonic Systems, Inc. – Application for Authority to Provide Telecommunications Company Service within the State of Florida/ Request for Confidential Treatment

Ladies and Gentlemen:

On behalf of Sonic Systems, Inc. ("Sonic," or the "Company"), transmitted herewith is Sonic's Application for Authority to Provide Telecommunications Company Service within the State of Florida (the "Application").   Also included is a check payable to the Florida Public Service Commission in the amount of $500.00 for the requisite application fee.

Sonic hereby requests confidential treatment of the documents and information provided in **Exhibit B** of the Application pursuant to Section 364.183(1) F.S., and FL PUC Rule § 25-22.006(5). The Application contains proprietary confidential business information, including financial information, as defined by Section 364.183(3) F.S. This information is competitively sensitive, and its disclosure would have a negative competitive impact on Sonic were it made publicly available.

Accordingly, enclosed are the following documents:

- One (1) original copy of the Application, including all confidential materials;
- One (1) copy of the Application highlighting the specific information claimed as confidential; and
- Two (2) edited/ redacted copies of the Application made available for public inspection.

Please date stamp and return the additional copy of the Application. Should you have any questions regarding the Application, please contact the undersigned.

COM _____
AFD _____
APA _____
ECO _____   Check received with filing and forwarded
                    to Fiscal for deposit. Fiscal to forward
ENG _____   deposit information to Records.
GCL _____   Initials of person who forwarded check:
IDM
TEL
CLK _____

Respectfully submitted,

Keenan Adamchak
Counsel for Sonic Systems, Inc.

Enclosures

FLORIDA PUBLIC SERVICE COMMISSION

OFFICE OF TELECOMMUNICATIONS

APPLICATION FORM
FOR
AUTHORITY TO PROVIDE TELECOMMUNICATIONS COMPANY SERVICE WITHIN THE STATE OF FLORIDA

REDACTED

Instructions

A. This form is used as an application for an original certificate and for approval of transfer of an existing certificate. In the case of a transfer, the information provided shall be for the 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 **$500.00** 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 **$500.00** is required for the transfer of an existing certificate to another company.

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

> **Florida Public Service Commission**
> **Office of Telecommunications**
> **2540 Shumard Oak Blvd.**
> **Tallahassee, Florida 32399-0850**
> **(850) 413-6600**

FORM PSC/TEL 162 (12/12)
Application to Provide Telecommunications Company Service
Within the State of Florida - Commission Rule No. 25-4.004, F.A.C.

Page 1 of 8

1. This is an application for (check one):

    ■ **Original certificate** (new company).

    ☐ **Approval of transfer of existing certificate:** <u>Example</u>, a non-certificated company purchases an existing company and desires to retain the original certificate of authority rather that apply for a new certificate.

2. Name of company: Sonic Systems, Inc.

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

    Sonic Systems, Inc. of Maryland

4. Official mailing address:

    Street/Post Office Box: 141 Grays Pond Lane
    City: Centreville
    State: Maryland
    Zip: 21617

5. Florida address:

    Street/Post Office Box: 1200 South Pine Island Road
    City: Plantation
    State: Florida
    Zip: 33324

6. Structure of organization:

    ☐ Individual   ☐ Corporation
    ☒ Foreign Corporation   ☐ Foreign Partnership
    ☐ General Partnership   ☐ Limited Partnership
    ☐ Other, please specify:

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 corporation,** provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: F15000005550. Please see Exhibit D
   for copy of Certificate of Foreign Qualification.

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**: 47-2983573

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

(a) The application:

Name:	Keenan P. Adamchak, Esq.
Title:	Counsel for Sonic Systems, Inc.
Street Name & Number:	1420 Spring Hill Road, Suite 401
Post Office Box:	
City:	McLean
State:	Virginia
Zip:	22102
Telephone No.:	(703) 714-1323
Fax No.:	(703) 563-6222
E-Mail Address:	kpa@commlawgroup.com
Website Address:	www.commlawgroup.com

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

Name:	Andre DeMattia
Title:	Chief Executive Officer
Street Name & Number:	141 Grays Pond Lane
Post Office Box:	
City:	Centreville
State:	Maryland
Zip:	21617
Telephone No.:	(240) 687-7551
Fax No.:	
E-Mail Address:	sales@SonicCommunication.com
Website Address:	soniccommunication.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*: www.soniccommunication.com

☐ Other – *Please provide address*:

FORM PSC/TEL 162 (12/12)   **Page 4 of 8**
Application to Provide Telecommunications Company Service
Within the State of Florida - Commission Rule No. 25-4.004, F.A.C.

15. List the states in which the applicant:

(a) has operated as a telecommunications company.

N/A. See Exhibit C.

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

Applicant will concurrently be filing applications in Texas and New York

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

N/A. See Exhibit C.

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

No

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

No

(f) has been involved in civil court proceedings with another telecommunications entity, and the circumstances involved.

No

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, <u>provide explanation.</u>

(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. See Exhibit A

(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. See Exhibit A

(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,   See Exhibit B
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 telecommunications company 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 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."*

I understand that any false statements can result in being denied a certificate of authority in Florida.

COMPANY OWNER OR OFFICER

Print Name:	Andre DeMattia
Title:	CEO
Telephone No.:	(240) 538-1609
E-Mail Address:	sales@SonicCommunication.com

Signature: _____   Date: 1/14/16

Exhibit A

Managerial and Technical Capacity – Resumes

André T. DeMattia

208 Devon Drive • Chestertown Maryland 21620 • (240) 538-1609 • AndreTodd@Verizon.Net

Professional Qualities and Strengths

- Over 17 years effectively leading union, management and vendor employees.
- Consistently recognized for cost effective solutions to challenging technical issues.
- Excellent analytical and organizational skills
- Equally successful in both team and self-directed settings
- Superior customer service focus
- Finalist for Verizon Excellence Award
- Consistently received outstanding performance evaluations
- Ability to quickly learn and master new technology
- Proficient in a range of computer systems, languages, tools and testing methodologies
- 14 years of experience in programming in VB 6, C#, VB.Net and VBA, Managing IIS Web Farm and SQL 2000-2012 SQL Server developer and administrator.

Professional Experience

Verizon Communications   *2000 - Present*

Call Center Business   *2013- Present*
- Managed the Vendor reporting projects for quality assurance. Duties include meeting with our vendors weekly to obtain necessary requirements, analyzing data and documentation.
- Reports are created in SSRS and data repositories are from Oracle, and Microsoft SQL Server.
- Created Vendor and Tech support Hierarchy utilizing LDAP data feeds and SQL Server 2014 backend

New Products and Services   *2012 -2013*
- Product manager for Verizon New Products and services. This included participation on calls with the system owners and IT for design and requirements. I was responsible for making sure the call volume wasn't impacted in tech support due to a new product and service change.
- Communications and process documentations and Methods and Procedures.
- Met 100% on time new product delivery scheduled to ensure zero negative impact to the call centers.

Vendor Manager   *2010 – 2012*
- Managed contractors and supervisors in the Verizon High Speed Internet team to reduce Churn, improved On-Time performance and volume reduction for the Order Control Group (OCG).
- Perform internal audits to monitor vendor performance and compliance
- Provide guidance and coaching to vendor to ensure superior quality results
- Review vendor bills to detect billing discrepancies

- Instruct contracted employees on the High Speed Internet processes and order flows
- Institute procedural modifications to improve the provisioning process

Developer, Helpdesk Ticket System   *2006 - 2014*

- Utilized my in-depth knowledge and expertise in Broadband provisioning systems, operations and extensive programming skills; I developed a HSI order status and handoff tool called Verizon DSL Information *(VDI)* for our global technical support centers to easily view HSI provisioning orders. These changes reduced cost to the company, reduced average handle time and increased Net Promoter Score (NPS).
- Developed and maintained VDI utilizing ASP.Net, Silverlight, WCF, and SOAP services.

Call Center Manager, National Provisioning Control Center   *2006 - 2010*

- Managed a team of 130 employees consisting of 8 Supervisors and 122 associates for HSI Fallout and escalation teams.
- Responsible for tracking, analyzing and monitoring High Speed Internet orders for fallout trends and past due orders and identify root causes for order fallout.
- Identified roadblocks, developed resolutions and coordinating with other Verizon offices to eliminate extra touches for order fallout.
- Partnered with IT for system-related issues and system changes to reduce Full Time Equivalent.
- Responsible for appraisals, feedback, objective-setting and employee development for 1st level managers
- Formed an enhanced escalation team and process to ensure expedited provisioning for critical HSI orders

Specialist, Data Analysis Team   *2003 - 2006*

- Responsible for implementing significant changes to HSI provisioning processes through analyzing HSI fallout trends, data interpretation, and identifying root causes.
- Created the next generation End to End Metrics web site for executive reporting.

Supervisor, National Provisioning Control Center   *2000 - 2003*

- Supervised the Customer Advocacy Team consisting of 19 associates trained in handling DSL related trouble calls
- Utilized resources in multiple organizations to resolve Network provisioning issues
- Provided mentoring and leadership training to the associates customer service and DSL related troubles
- Developed and wrote organizational Methods and Procedures
- Created, designed and programmed Customer Care Database to track data for customer trouble calls, escalations and presidential appeals
- Enhanced the Customer Care Database to include productivity tracking and workforce management functionality, serving as prototype for further work distribution tools

Business Owner   *1996 -2000*

At 19 years old opened and managed a restaurant. Responsibilities included:

- Managed 15 employees
- Interviewing and Hiring
- Meet with advertisers and created ad campaigns
- Payroll and employee assessments
- New products, purchasing.

Applications Developed

Verizon DSL Information (VDI) – VDI is a real-time trouble ticketing system and management application used in the provisioning, inquiry and repair of the DSL product. This application is used world-wide by 15,000 + employees across Verizon's footprint. VDI provides a full-featured, rich web-based custom database application.

The application provides complete information on a specific customer on the time they contact the call center by pulling the data from various external systems and databases through (SOAP) web services, Linq to SQL, ADO.Net and WCF services. When required the operator may also issue a technical ticket to handle the customer's complaints and difficulties.

VDI incorporates ASP.Net Master Pages, Ajax, third party control Toolset by Intersoft, SQL Server, CSS, JavaScript, Silverlight 4.0 and Microsoft VB, C#.

Customer Care Database – The Customer Care Database was the first call tracker and workflow distribution system for the DSL provisioning organization. The database kept track of customer complaints, order status and time reporting measurements. The application automated the task for quality checks and data analysis. This application utilized Microsoft Access, Oracle 7 and Microsoft VB 6.

Data Analysis Metrics web site – The Data Analysis Metrics web site contains national DSL provisioning data and performance. This web site is used by many entities in Verizon, including executive support. It was created in ASP.Net, C# and VB.Net with a SQL Server Database.

Technical Expertise

Systems: Windows 9X/NT/2000/XP/2K3/Win 7, Win 8, Server 2008 R2/2012 R2

Databases: Microsoft SQL Server 2000-2014, Microsoft Access

Languages: Visual Basic 6, VBA, Visual Basic .Net 4.0, C# 4.0, SQL, HTML, ASP.Net 4.0, CSS, JavaScript

Software: Visual Studio 2008/2012, Microsoft Access, IIS 6, IIS 7.0/7.5, Expressions Blend (WPF & Silverlight 5.0), Adobe Photoshop, Intersoft Controls

Other: ASP.Net Master Pages, WCF, XML SOAP Web Services, AJAX, LINQ, lambda expressions, ADO.Net, Entity Framework, Microsoft Messaging Queue, requirements gathering and documentation. MVVM (Model-View-View Model) coding pattern.

Education

University of Maryland University College *(VB 6, Advanced VB, C#)*
Pluralsite .Net Training – Instructor lead WCF and Microsoft Workflow
Pima Community College *(A+, Net+, CCNA)*
Alcatel lucent ATM & Frame Relay
Leadership Training John C. Maxwell's *21 Irrefutable Laws of Leadership*

Andrew DeMattia

141 Grays Pond Ln Centreville MD • (240) 6877551 • aademattia@comcast.net

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Professional Qualities and Strengths

- Over 17 years effectively leading union, management employees.
- Consistently recognized for cost effective solutions to challenging technical issues.
- Excellent analytical and organizational skills
- Equally successful in both team and self-directed settings
- Superior customer service focus
- Finalist for Verizon Excellence Award
- Consistently received outstanding performance evaluations
- Ability to quickly learn and master new technology
- Proficient in a range of computer systems, languages, tools and testing methodologies
- 14 years of experience in programming in VB 6, C#, VB.Net and VBA, Managing IIS Web Farm and SQL 2000-2012 SQL Server developer and administrator.

Professional Experience

Verizon Communications   *2000 - Present*

Data analyze team and Staff Support   *2010- Present*
- Managed fallout and create trouble reports.
- Reports are created in SSRS and data repositories are from Oracle, and Microsoft SQL Server.
- DBA SQL servers.
- Creator of internal Auto dialer
- Automation Scripts

Data analyze team   *2007 -2010*

- Creator of internal Auto dialer
- Automation Scripts
- DBA and data reporting.
- Deep dive analytics
- Responsible for implementing significant changes to HSI provisioning processes through analyzing HSI fallout trends, data interpretation, and identifying root causes.
- Created the next generation End to End Metrics web site for executive reporting.

Team Lead   *2000 – 2007*
- Managed Order Fallout team for Internet services
- Managed Union employees

Business Owner   *1996 -2000*
At 19 years old opened and managed a restaurant. Responsibilities included:

- Managed 15 employees
- Interviewing and Hiring
- Meet with advertisers and created ad campaigns
- Payroll and employee assessments
- New products, purchasing.

Applications Developed

Verizon DSL Information (VDI) – VDI Workflow is a real-time trouble ticketing system and management application used in the provisioning, inquiry and repair of the DSL product. This application is used world-wide by 15,000 + employees across Verizon's footprint. VDI provides a full-featured, Windows Client

The application provides complete information on a specific customer on the time they contact the call center by pulling the data from various external systems and databases through (SOAP) web services, Linq to SQL, ADO.Net and WCF services. When required the operator may also issue a technical ticket to handle the customer's complaints and difficulties.

VDI incorporates WCF, .net Remoting, SQL Server, Cobra Silverlight 4.0 and Microsoft VB, C#.

Automation scripts that reduce touches.

Auto dialer created off open source stack.

Technical Expertise

Systems: Windows 9X/NT/2000/XP/2K3/Win 7, Win 8, Server 2008 R2/2012 R2

Databases: Microsoft SQL Server 2000-2014, Microsoft Access

Languages: Visual Basic 6, VBA, Visual Basic .Net 4.0, C# 4.0, SQL, HTML, ASP.Net 4.0, CSS, JavaScript

Software: Visual Studio 2008/2012, Microsoft Access, IIS 6, IIS 7.0/7.5, Expressions Blend (WPF & Silverlight 5.0), Adobe Photoshop, Intersoft Controls

Other: ASP.Net Master Pages, WCF, XML SOAP Web Services, AJAX, LINQ, lambda expressions, ADO.Net, Entity Framework, Microsoft Messaging Queue, requirements gathering and documentation. MVVM (Model-View-View Model) coding pattern.

Education

University of Maryland University College *(VB 6, Advanced VB, C#)*
Pluralsite .Net Training – Instructor lead WCF and Microsoft Workflow
Pima Community College *(A+, Net+, CCNA)*
Alcatel lucent ATM & Frame Relay
Leadership Training John C. Maxwell's *21 Irrefutable Laws of Leadership*

Exhibit B

Financial Capability
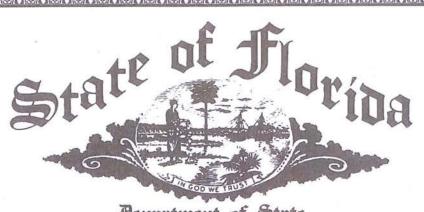
Confidential. Not for public inspection.

Exhibit C

Response to Question 15(a)

Sonic Systems, Inc. d/b/a Sonic Communication is currently operating as a Voice over Internet Protocol ("VoIP") service provide in the State of Maryland. However, pursuant to Maryland law, the company is not required to register with the Maryland Public Service Commission.

Exhibit D

Corporate Documents

State of Florida

IN GOD WE TRUST

Department of State

I certify from the records of this office that SONIC SYSTEMS, INC. doing business in Florida as SONIC SYSTEMS, INC OF MARYLAND, is a corporation organized under the laws of Maryland, authorized to transact business in the State of Florida, qualified on December 15, 2015.

The document number of this corporation is F15000005550.

I further certify that said corporation has paid all fees due this office through December 31, 2015, and its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this the
Sixteenth day of December, 2015

GREAT SEAL OF THE STATE OF FLORIDA
IN GOD WE TRUST

Ken Detzner
Secretary of State

CR2E022 (1-11)