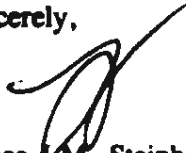


Florida Public Service Commission
January 14, 1999
Page 2

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Lance M. Steinhart". The signature is fluid and cursive, with a long, sweeping flourish extending upwards and to the right.

Lance M. Steinhart, Esq.
Attorney for Southern Telemanagement Group, Inc.

Enclosures
cc: Frank Brown

Lance J.M. Steinhart
Attorney At Law
6455 East Johns Crossing
Suite 285
Duluth, Georgia 30097

Also Admitted in New York
and Maryland

Telephone: (770) 232-9200
Facsimile: (770) 232-9208

January 14, 1999

VIA OVERNIGHT DELIVERY

Florida Public Service Commission
Division of Administration
2540 Shumard Oak Blvd.
Gunter Bldg.
Tallahassee, Florida 32399-0850

Re: Southern Telemanagement Group, Inc.

Dear Sir/Madam:

Enclosed please find one original and six (6) copies of Southern Telemanagement Group, Inc.'s Application for Authority to Provide Interexchange Telecommunications Service Within the State of Florida, along with an original and six (6) copies of OneStar Long Distance, Inc.'s proposed tariff.

Southern Telemanagement Group, Inc. was granted a Certificate to Provide Alternative Local Exchange Telecommunications Services in Docket No. 980094-TX pursuant to Order PSC-98-0438-POF-TX effective April 18, 1998.

Southern Telemanagement Group, Inc. has sufficient financial capability to provide the requested service in the State of Florida and has sufficient financial capability to maintain the

4254



SOUTHERN TELEMANAGEMENT GROUP, INC.
33 GULF BREEZE PARKWAY, SUITE A
GULF BREEZE, FLORIDA 32561

COMPASS BANK
PENSACOLA, FLORIDA (80)
63-8067-2832

1/7/99

PAY TO THE ORDER OF **FLORIDA PUBLIC SERVICE COMMISSION**

\$ **250.00

Two Hundred Fifty and 00/100.....

DOLLARS

FLORIDA PUBLIC SERVICE COMMISSION

MEMO

**** FLORIDA PUBLIC SERVICE COMMISSION ***

DIVISION OF COMMUNICATIONS
BUREAU OF SERVICE EVALUATION

APPLICATION FORM
for
AUTHORITY TO PROVIDE INTEREXCHANGE TELECOMMUNICATIONS
SERVICE
WITHIN THE STATE OF FLORIDA

Instructions

- A. This form is used for an original application for a certificate and for approval of sale, assignment or transfer of an existing certificate. In case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee (See Appendix A).
- B. Respond to each item requested in the application and appendices. If an item is not applicable, please explain why.
- C. Use a separate sheet for each answer which will not fit the allotted space.
- D. If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Communications
Bureau of Service Evaluation
2540 Shumard Oak Blvd.
Gunter Building
Tallahassee, Florida 32399-0850
(904) 413-6600

- E. Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of \$250.00 to:

Florida Public Service Commission
Division of Administration
2540 Shumard Oak Blvd.
Gunter Building
Tallahassee, Florida 32399-0850
(904) 413-6251

FORM PSC/CMU 31 (11/91)

Required by Commission Rule Nos. 25-24.471, 25-24.473, 25-24.480(2)

1. Select what type of business your company will be conducting (check all that apply):

- Facilities based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
- Operator Service Provider** - company provides or plans to provide alternative operator services for IXC's; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- Switchless rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers. Then offers the resold service by enrolling unaffiliated customers.
- Prepaid Debit Card Provider** - any person or entity that purchases 800 access from an underlying carrier or unaffiliated entity for use with prepaid debit card service and/or encodes the cards with personal identification numbers.

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

- Original Authority (New company).**
- Approval of Transfer (To another certificated company).**
- Approval of Assignment of existing certificate (To a noncertificated company).**
- Approval for transfer of control (To another certificated company).**

3. Name of corporation, partnership, cooperative, joint venture or sole proprietorship:

Southern Telemanagement Group, Inc.

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

5. National address (including street name & number, post office box, city, state and zip code):

**33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561**

6. Florida address (including street name & number, post office box, city, state and zip code):

**33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561**

7. Structure of organization;

- | | |
|----------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Individual | <input checked="" type="checkbox"/> Corporation |
| <input type="checkbox"/> Foreign Corporation | <input type="checkbox"/> Foreign Partnership |
| <input type="checkbox"/> General Partnership | <input type="checkbox"/> Limited Partnership |
| <input type="checkbox"/> Other, _____ | |

8. If applicant is an individual or partnership, please give name, title and address of sole proprietor or partners.

- (a) Provide proof of compliance with the foreign limited partnership statute (Chapter 620.160 FS), if applicable.
- (b) Indicate if the individual or any of the partners have previously been:
 - (1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.
 - (2) officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

9. If incorporated, please give:

- (a) Proof from the Florida Secretary of State that the applicant has authority to operate in Florida.

Corporate charter number: P96000029178

- (b) Name and address of the company's Florida registered agent.

**Frank Brown
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561**

- (c) Provide proof of compliance with the fictitious name statute (Chapter 865.09 FS), if applicable.

Fictitious name registration number: _____

- (d) Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

- (1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.

No.

- (2) officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

No.

10. Who will serve as liaison with the Commission in regard to (please give name, title, address and telephone number):

(a) The application;

Lance J.M. Steinhart
6455 East Johns Crossing, Suite 285
Duluth, GA 30097
770-232-9200

(b) Official Point of Contact for the ongoing operations of the company;

Frank Brown, President
Southern Telemanagement Group, Inc.
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561
(850) 934-6444

(c) Tariff;

Lance J.M. Steinhart
6455 East Johns Crossing, Suite 285
Duluth, GA 30097
770-232-9200

(d) Complaints/Inquiries from customers;

Frank Brown, President
Southern Telemanagement Group, Inc.
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561
(888) 831-5233

11. List the states in which the applicant:

(a) Has operated as an interexchange carrier.

None

(b) Has applications pending to be certificated as an interexchange carrier.

None

(c) Is certificated to operate as an interexchange carrier.

None

(d) Has been denied authority to operate as an interexchange carrier 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.

12. What services will the applicant offer to other certificated telephone companies:

- | | | | |
|--------------------------|------------------------|--------------------------|-----------|
| <input type="checkbox"/> | Facilities | <input type="checkbox"/> | Operators |
| <input type="checkbox"/> | Billing and Collection | <input type="checkbox"/> | Sales |
| <input type="checkbox"/> | Maintenance | | |
| <input type="checkbox"/> | Other: _____ | | |

None.

13. Do you have a marketing program?

Yes.

14. Will your marketing program:

- Pay commissions?
- Offer sales franchises?
- Offer multi-level sales incentives?
- Offer other sales incentives?

15. Explain any of the offers checked in question 14 (To whom, what amount, type of franchise, etc.).

Applicant will pay commissions to sales representatives.

16. Who will receive the bills for your service (Check all that apply)?

- | | |
|-----------------------------------------------------------|--------------------------------------------------------|
| <input checked="" type="checkbox"/> Residential customers | <input checked="" type="checkbox"/> Business customers |
| <input type="checkbox"/> PATS providers | <input type="checkbox"/> PATS station end-users |
| <input type="checkbox"/> Hotels & motels | <input type="checkbox"/> Hotel & motel guests |
| <input type="checkbox"/> Universities | <input type="checkbox"/> Univ. dormitory residents |
| <input type="checkbox"/> Other (specify): _____ | |

17. Please provide the following (if applicable):

- (a) Will the name of your company appear on the bill for your services, and if not who will the billed party contact to ask questions about the bill (provide name and phone number) and how is this information provided?

Applicant's name and toll free number will appear on all end-users' bills.

- (b) Name and address of the firm who will bill for your service.

The Company intends to direct bill customers utilizing real-time completed call detail information from its underlying carriers.

18. Please provide all available documentation demonstrating that the applicant has the following capabilities to provide interexchange telecommunications services in Florida.

- A. Financial capability.

Regarding the showing of financial capability, the following applies:

The application should contain the applicant's financial statements for the most recent 3 years, including:

1. the balance sheet
2. income statement
3. statement of retained earning.

Further, a written explanation, which can include supporting documentation, regarding the following should be provided to show financial capability.

1. Please provide documentation that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
2. Please provide documentation that the applicant has sufficient financial capability to maintain the requested service.
3. Please provide documentation that the applicant has sufficient financial capability to meet its lease or ownership obligations.

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.

If available, the financial statements should be audited financial statements. If the applicant does not have audited financial statements, it shall be so stated. The unaudited financial statements should then be signed by the applicant's chief executive officer and chief financial officer. The signatures should affirm that the financial statements are true and correct.

B. Managerial capability.

See Attached.

C. Technical capability.

Applicant will use the network services of its underlying carrier to provide services to customers in the State of Florida.

19. Please submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.482 (example enclosed).

See Attached.

20. The applicant will provide the following interexchange carrier services (Check all that apply):

- MTS with distance sensitive per minute rates**
- Method of access is FGA**
- Method of access is FGB**
- Method of access is FGD**
- Method of access is 800**

- MTS with route specific rates per minute**
- Method of access is FGA**
- Method of access is FGB**
- Method of access is FGD**
- Method of access is 800**

- MTS with statewide flat rates per minute (i.e. not distance sensitive)**
- Method of access is FGA**
- Method of access is FGB**
- Method of access is FGD**
- Method of access is 800**

- MTS for pay telephone service providers**

- Block-of-time calling plan (Reach out Florida, Ring America, etc.)**

- 800 Service (Toll free)**

- WATS type service (Bulk or volume discount)**
- Method of access is via dedicated facilities**
- Method of access is via switched facilities**

- Private Line services (Channel Services)**
(For ex. 1.544 mbs., DS-3, etc.)

- Travel Service**
- Method of access is 950
- Method of access is 800

- 900 service**

- Operator Services**
- Available to presubscribed customers
- Available to non presubscribed customers (for example to patrons of hotels, students in universities, patients in hospitals)
- Available to inmates

Services included are:

- Station assistance
- Person to Person assistance
- Directory assistance
- Operator verify and interrupt
- Conference Calling

21. What does the end user dial for each of the interexchange carrier services that were checked in services included (above).

1 (or 101XXXX) + area code + number or 1-800-XXX-XXXX

21. **Other:**

**** APPENDIX II ****

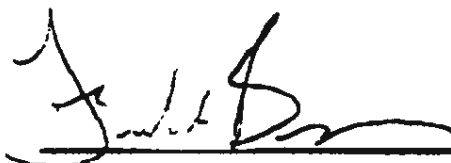
CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be responded to in one of the following ways (applicant please check one):

- (X) The applicant will not collect deposits nor will it collect payments for service more than one month in advance.

- () The applicant will file with the Commission and maintain a surety bond in an amount equal to the current balance of deposits and advance payments in excess of one month. (Bond must accompany application.)

UTILITY OFFICIAL:



Date

1/14/99

Frank Brown

President/Director 850-934-6444

Title Telephone No.

LIST OF ATTACHMENTS

PROPOSED TARIFF

FINANCIAL INFORMATION

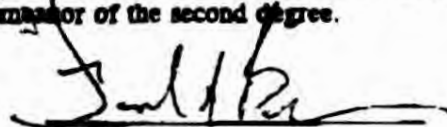
MANAGEMENT INFORMATION

PROPOSED TARIFF

**** APPLICANT ACKNOWLEDGEMENT STATEMENT ****

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of its gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** A non-refundable application fee of \$250.00 must be submitted with the application.
5. **RECEIPT AND UNDERSTANDING OF RULES:** I acknowledge receipt and understanding of the Florida Public Service Commission's Rules and Orders relating to my provision of interexchange telephone service in Florida. I also understand that it is my responsibility to comply with all current and future Commission requirements regarding AAV service.
6. **ACCURACY OF APPLICATION:** By my signature below, I the undersigned owner or officer of the named utility in the application, attest to the accuracy of the information contained in this application and associated attachments. I have read the foregoing and declare that to the best of my knowledge and belief, the information is a true and correct statement. 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.

UTILITY OFFICIAL:


 Signature

1/14/99
 Date

Frank Brown _____

President/Director _____ **850-934-6444**
 Title Telephone No.

TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by Southern Telemagement Group, Inc. ("Southern"), with principal offices at 33 Gulf Breeze Parkway, Gulf Breeze, Florida 32561. This tariff applies for telecommunications services furnished within the State of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

Issued: January 15, 1999 Effective:
By: Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

CHECK SHEET

The sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom right-hand side of this sheet.

<u>SHEET</u>	<u>REVISION</u>
1	Original*
2	Original*
3	Original*
4	Original*
5	Original*
6	Original*
7	Original*
8	Original*
9	Original*
10	Original*
11	Original*
12	Original*
13	Original*
14	Original*
15	Original*
16	Original*
17	Original*
18	Original*
19	Original*
20	Original*
21	Original*
22	Original*
23	Original*
24	Original*
25	Original*
26	Original*
27	Original*
28	Original*
29	Original*

* Original or Revised Sheet Included in the most recent tariff filing

Issued: January 15, 1999

Effective:

By:

Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- D - Delete or Discontinue
- I - Change Resulting In An
Increase to A Customer's Bill
- M - Moved from Another Tariff Location
- N - New
- R - Change Resulting In A
Reduction to A Customer's Bill
- T - Change in Text or Regulation
But No Change In Rate or Charge

Issued: January 15, 1999 Effective:
By: Frank Brown, President
 33 Gulf Breeze Parkway
 Gulf Breeze, Florida 32561

TARIFF FORMAT

A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be page 11.1.

B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A
- 2.1.1.A.1
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I
- 2.1.1.A.1.(a).I.(i)
- 2.1.1.A.1.(a).I.(i).(1)

D. Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on Commission file.

Issued: January 15, 1999

Effective:

By:

Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to Southern's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable Southern to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission - Used throughout this tariff to mean the Florida Public Service Commission.

Customer - The person, firm, corporation or other legal entity which orders the services of Southern or purchases a Southern Prepaid Calling Card and/or originates prepaid calls using such cards, and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Company or Southern - Used throughout this tariff to mean Southern Telemanagement Group, Inc., a Florida corporation.

Dedicated Access - The Customer gains entry to the Company's services by a direct path from the Customer's location to the Company's point of presence.

Holiday - New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays shall be billed at the evening rate from 8 a.m. to 11 p.m. After 11 p.m., the lower night rate shall go into effect.

Prepaid Account - An inventory of Telecom Units purchased in advance by the Customer, and associated with one and only one Authorization Code as contained in a specific Prepaid Calling Card.

Issued: January 15, 1999 Effective:
By: Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

Prepaid Calling Card - A card issued by the Company, containing an Authorization Code which identifies a specific Prepaid Account of Telecom Units, which enables calls to be processed, account activity to be logged, and balances to be maintained, on a prepayment basis.

Resn. Org - Responsible Organization or entity identified by an 800 service Customer that manages and administers records in the 800 database and management system.

Switched Access - The Customer gains entry to the Company's services by a transmission line that is switched through the local exchange carrier to reach the Company's point of presence.

Telecom Unit - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of Florida.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

Underlying Carrier - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

Issued: January 15, 1999

Effective:

By:

Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

- 2.1.2 The rates and regulations contained in this tariff apply only to the resale services furnished by Southern and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of Southern.
- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control, including, without limitation: lack of satellite or other transmission medium capacity; the revision, alteration or repricing of the Underlying Carrier's tariffed offerings; or when the use of service becomes or is in violation of the law or the provisions of this tariff.

2.2 Use and Limitations of Services

- 2.2.1 Southern's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2 The use of Southern's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of Southern's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

Issued: January 15, 1999

Effective:

By:

Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

-
- 2.2.4 Southern's services are available for use twenty-four hours per day, seven days per week.
 - 2.2.5 Southern does not transmit messages, but the services may be used for that purpose.
 - 2.2.6 Southern's services may be denied for nonpayment of charges or for other violations of this tariff subject to Section 2.5.1 herein.
 - 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
 - 2.2.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.

2.3 Liability of the Company

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.

Issued: January 15, 1999 Effective:
By: Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

- 2.3.4 The Company's liability, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects shall not exceed an amount equal to the charges provided for under this tariff for the long distance call for the period during which the call was affected. No other liability in any event shall attach to the Company, except as ordered by the Commission.
- 2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity or any other property whether owned or controlled by the Customer or others.
- 2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.
- 2.3.7 The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express or implied, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Issued: January 15, 1999

Effective:

By:

Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

2.4 Responsibilities of the Customer

- 2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by Southern on the Customer's behalf.
- 2.4.3 If required for the provision of Southern's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to Southern.
- 2.4.4 The Customer is responsible for arranging access to its premises at times mutually agreeable to Southern and the Customer when required for Southern personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of Southern's services.
- 2.4.5 The Customer shall cause the temperature and relative humidity in the equipment space provided by Customer for the installation of Southern's equipment to be maintained within the range normally provided for the operation of microcomputers.
- 2.4.6 The Customer shall ensure that the equipment and/or system is properly interfaced with Southern's facilities or services, that the signals emitted into Southern's network are of the proper mode, bandwidth, power and signal level for the intended use of the subscriber and in compliance with criteria set forth in this tariff, and that the signals do not

Issued: January 15, 1999

Effective:

By:

Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

Section 2.4.6 Continued

damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with the telephone network, Southern will permit such equipment to be connected with its channels without the use of protective interface devices. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to Southern equipment, personnel or the quality of service to other Customers, Southern may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, Southern may, upon written notice, terminate the Customer's service.

- 2.4.7 The Customer must pay Southern for replacement or repair of damage to the equipment or facilities of Southern caused by negligence or willful act of the Customer or others, by improper use of the services, or by use of equipment provided by Customer or others.
- 2.4.8 The Customer must pay for the loss through theft of any Southern equipment installed at Customer's premises.
- 2.4.9 If Southern installs equipment at Customer's premises, the Customer shall be responsible for payment of any applicable installation charge.
- 2.4.10 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

Issued: January 15, 1999**Effective:****By:****Frank Brown, President
33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561**

2.5 Cancellation or Interruption of Services

- 2.5.1 Without incurring liability, upon five (5) working days' (defined as any day on which the company's business office is open and the U.S. Mail is delivered) written notice to the Customer, Southern may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:
- 2.5.1.A For nonpayment of any sum due Southern for more than thirty (30) days after issuance of the bill for the amount due,
 - 2.5.1.B For violation of any of the provisions of this tariff,
 - 2.5.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over Southern's services, or
 - 2.5.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting Southern from furnishing its services.
- 2.5.2 Without incurring liability, Southern may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Customer and Southern's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

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- 2.5.3 Service may be discontinued by Southern without notice to the Customer, by blocking traffic to certain counties, cities or NXX exchanges, or by blocking calls using certain Customer authorization codes, when Southern deems it necessary to take such action to prevent unlawful use of its service. Southern will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.
- 2.5.4 The Customer may terminate service upon verbal or written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage and be responsible for payment until the Customer or its agent notifies its local exchange carrier and changes its long distance carrier.

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2.7 Deposit

The Company does not require deposits.

2.8 Advance Payments

The Company requires advance payments for recurring and non-recurring charges. This will be applied against the next month's charges, and if necessary, a new advance payment will be collected for the next month.

2.9 Payment and Billing

2.9.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon receipt.

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2.9.2 The customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, subscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, subscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and non-recurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.

2.10 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated services, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments, and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company, will be determined by the court.

2.11 Taxes

All federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipts taxes, and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein, except for prepaid calling cards.

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SECTION 3 - DESCRIPTION OF SERVICE3.1 Computation of Charges

- 3.1.1 The total charge for each completed call may be a variable measured charge dependent on the duration, distance and time of day of the call. The total charge for each completed call may also be dependent only on the duration of the call, i.e. a statewide flat rate per minute charge. The variable measured charge is specified as a rate per minute which is applied to each minute. All calls are measured in increments as set forth in the Rates Section of this tariff. All calls are rounded up to the next whole increment.
- 3.1.2 Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers that are produced by Bell Communications Research in the NPA-NXX V&H Coordinates Tape and Bell's NECA Tariff No. 4.

Formula:

$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

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Gulf Breeze, Florida 32561

3.1.3 Timing begins when the called station is answered and two way communication is possible, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. Timing for each call ends when either party hangs up.

3.1.4 Southern will not bill for uncompleted calls.

3.2 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561
(888) 831-5233

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33 Gulf Breeze Parkway
Gulf Breeze, Florida 32561

3.2 Continued

Any objection to billed charges should be reported promptly to Southern or its billing agent. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. A Customer who is unable to resolve a billing dispute with the Company may contact the Commission by telephone at 1-800-342-3552 to intervene in the billing dispute.

3.3 Level of Service

A Customer can expect end to end network availability of not less than 99% at all times for all services.

3.4 Billing Entity Conditions

When billing functions on behalf of Southern or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply. Southern's name and toll-free telephone number will appear on the Customer's bill.

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3.5 Service Offerings

3.5.1 1+ Dialing

This service permits Customers to originate call via switched or dedicated access lines, and to terminate intrastate calls. The customer dials "1+" followed by "ten digits" or dials "101XXXX" followed by "1+ ten digits".

3.5.2 Travel Cards

The Customer utilizes an 11 digit "toll-free" access number established by the Company to access a terminal. Upon receiving a voice prompt, the Customer uses push button dialing to enter an identification code assigned by the Company, and the ten digit number of the called party.

3.5.3 800 Service (Toll-Free)

This service is inbound calling only where an 800, 888 or other toll-free prefix number rings into a Customer's premise routed to a specific telephone number or terminated over a dedicated facility.

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3.5.4 Southern Prepaid Calling Cards

This service permits use of Prepaid Calling Cards for placing long distance calls. Customers may purchase Southern Prepaid Calling Cards at a variety of retail outlets or through other distribution channels. Southern Prepaid Calling Cards are available at a variety of face values ranging from five dollars (\$5.00), in one dollar (\$1.00) increments. Southern Prepaid Calling Card service is accessed using the Southern toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. Southern's processor tracks the call duration on a real time basis to determine the number of Telecom Units consumed. The total consumed Telecom Units for each call is deducted from the remaining Telecom Unit balance on the Customer's Southern Prepaid Calling Card.

All calls must be charged against Prepaid Calling Card that has a sufficient Telecom Unit balance. A Customer's call will be interrupted with an announcement when the balance is about to be depleted.

In order to continue the call, the Customer can either call the toll-free number on the back of the Southern Prepaid Calling Card and "recharge" the balance on the card using a nationally recognized credit card, or the Customer can throw the card away and purchase a new one. Calls in progress will be terminated by the Company if the balance on the Southern Prepaid Calling Card is insufficient to continue the call and the Customer fails to enter the number of another valid Southern Prepaid Calling Card prior to termination.

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Section 3.5.4 Continued

A card will expire on the date indicated on the card, or if no date is specified, 12 months from the date of first usage, or the date of last recharge, whichever is later. The Company will not refund unused balances.

A credit allowance for Southern Prepaid Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call. To receive the proper credit, the Customer must notify the Company at the designated toll-free customer service number printed on the Southern Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed.

When a call charged to an Southern Prepaid Calling Card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer will receive a credit equivalent of one Telecom Unit.

Credit allowances for calls pursuant to Southern Prepaid Card Service do not apply for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.

Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.

The Company will block all calls beginning with the NPA "900" and NXX "976" calls, therefore such calls can not be completed.

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3.5.5 Directory Assistance.

Access to long distance directory assistance is obtained by dialing 1 + 555-1212 for listings within the originating area code and 1 + (area code) + 555-1212 for other listings. When more than one number is requested in a single call, a charge will be applicable for each number requested, whether or not the number is listed or published.

3.5.6 Emergency Call Handling Procedures

Emergency "911" calls are not routed to company, but are completed through the local network at no charge.

3.5.7 Promotional Offerings

The Company may offer approved special promotions of new or existing services or products for limited time periods as approved by the Commission. These promotions will include specific tariffed starting and ending dates. All such promotions will be offered on a completely non-discriminatory basis. All such tariffed promotions must be approved by the Commission and must state exactly what charges are being reduced or waived, who is eligible, and what Customers have to do to be eligible.

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SECTION 4 - RATES

4.1 1+ Dialing

\$0.25 per minute switched

\$0.25 per minute dedicated

Calls are billed in one minute increments.
A \$5 per month service charge applies.

4.2 Travel Cards

\$.25 per minute

Calls are billed in one minute increments.
A \$.25 per call service charge applies.

4.3 Toll Free

\$0.25 per minute

A \$10 per month per number service charge applies.
Calls are billed in one minute increments.

4.4 Prepaid Calling Cards

\$.25 Per Telecom Unit

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Gulf Breeze, Florida 32561

4.5 Directory Assistance

\$.95 per each number requested

4.6 Returned Check Charge

\$20.00

4.7 Rate Periods

	Monday - Friday	Sat.	Sun.
8 a.m. to 5 p.m.*	Daytime Rate Period		
5 p.m. to 11 p.m.*	Evening Rate Period		Evening Rate Period
11 p.m. to 8 a.m.*	Night/Weekend Rate Period		

* To, but not including

When a message spans more than one rate period, total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. If the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

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4.8 Rates Applicable for Hearing/Speech Impaired Persons

For intrastate toll messages which are communicated using a telecommunications device for the deaf (TDD) by properly certified business establishments or individuals equipped with TDDs for communications with hearing or speech impaired persons, the rates shall be evening rates for daytime calls and night rates for evening and night calls.

Intrastate toll calls received from the relay service, each local exchange and interexchange telecommunications company billing relay call will be discounted by 50 percent of the applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call will be discounted 60 percent off the applicable rate for voice nonrelay calls.

Florida Public Service Commission Rules and Regulations require the Company to provide the first 50 directory assistance calls initiated per billing cycle by handicapped persons free of charge.

4.9 Employee Concessions

The Company does not offer employee concessions.

4.10 Late Charge

1.5% monthly or the amount otherwise authorized by law, whichever is lower.

4.11 Payphone Dial Around Surcharge

A dial around surcharge of \$.35 per call will be added to any completed INTRASTATE toll access code and subscriber 800/888 type calls placed from a public or semi-public payphone.

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FINANCIAL INFORMATION

SOUTHERN TELEMANAGEMENT GROUP INC
STATEMENT OF ASSETS, LIABILITIES AND EQUITY - INCOME TAX BASIS -
SEPTEMBER 30, 1998

ASSETS

CURRENT ASSETS

COMPASS BANK	\$	10,424
ACCRUED SEPT. SALES		132,489
		142,913

TOTAL CURRENT ASSETS 142,913

PROPERTY AND EQUIPMENT

DEPRECIABLE ASSETS		29,247
ACCUMULATED DEPRECIATION		<29,247>
		0

TOTAL PROPERTY AND EQUIPMENT 0

OTHER ASSETS

INVESTMENT IN LLC		460,000
DEPOSITS - ON ACCOUNTS		7,442
ORGANIZATION COSTS - NET		46
		467,488

TOTAL OTHER ASSETS 467,488

TOTAL ASSETS \$ 610,401

LIABILITIES AND CAPITAL

CURRENT LIABILITIES

NOTE PAYABLE	\$	200,000
NOTE PAYABLE		180,000
PAYROLL LIABILITIES		2,602
		382,602

TOTAL CURRENT LIABILITIES 382,602

LONG-TERM LIABILITIES

TOTAL LONG-TERM LIABILITIES 0

TOTAL LIABILITIES 382,602

CAPITAL

RETAINED EARNINGS		14,082
COMMON STOCK		1,000
DIVIDENDS		<86,822>
NET INCOME		299,539
		227,799

TOTAL CAPITAL 227,799

TOTAL LIABILITIES & CAPITAL \$ 610,401

SOUTHERN TELEMANAGEMENT GROUP INC
STATEMENT OF REVENUES AND EXPENSES - INCOME TAX BASIS -
FOR THE NINE MONTHS ENDING SEPTEMBER 30, 1998

	Year to Date	
REVENUES		
SALES - JANUARY - AUGUST	\$ 756,371	85.09
SALES - SEPTEMBER	132,489	14.91
TOTAL REVENUES	888,860	100.00
EXPENSES		
PAYROLL EXPENSES	255,819	28.78
ACCOUNTING	5,919	0.67
ADVERTISING	8,872	1.00
AUTO	2,825	0.32
EMPLOYEE AUTO	6,477	0.73
BANK FEES	94	0.01
COMMISSIONS	66,815	7.52
DUES AND SUBSCRIPTIONS	1,500	0.17
ENTERTAINMENT/MEALS	3,186	0.36
INSURANCE	6,257	0.70
INTEREST EXPENSE	1,803	0.20
LEASED EQUIPMENT	924	0.10
MISCELLANEOUS	625	0.07
OFFICE EXPENSE	34,739	3.91
PROFESSIONAL EXPENSES	27,848	3.13
RENT	51,264	5.77
REPAIRS/ MAINTENANCE	2,502	0.28
LICENSES/PERMITS	2,730	0.31
SUPPLIES	208	0.02
TAXES	26,194	2.95
TELEPHONE	21,993	2.47
TRAVEL	55,835	6.28
UTILITIES	2,741	0.31
REIMBURSEMENTS	2,151	0.24
TOTAL EXPENSES	589,321	66.30
NET INCOME	\$ 299,539	33.70

MANAGEMENT INFORMATION

6646 Scott Doby Loop Road South
 Mobile, AL 36688
 Work 334.602.6373
 Home 334.633.3300

DUNN, BYRON J.

Summary of qualifications

- Trainer on BellSouth LAN, internet, intranet, and desktop platform, including all commercial and proprietary applications. Have trained employees on Windows 95, Microsoft Office (Word, Excel, Power Point, and Access), Lotus SmartSuite (1-2-3, AmiPro, Freelance, and Approach), and Netscape.
- Accomplished public speaker, instructor, and presenter.
- Novel, Win95/3.x, TCP/IP LAN/WAN maintenance and end user support.
- Highly experienced and trained in all aspects of voice, video, and data communications. Twenty-four years experience in telecommunications.
- Proficient in Wide Area Network design and configuration, including transport, hardware, protocols, and network optimization.
- Highly experienced in internet and intranet applications, connectivity, protocols, firewalls, proxy services, and software. Limited HTML programming experience.
- Extremely knowledgeable on Frame Relay, SMDS, ISDN (BRI & PRI), Sonet, and older voice and data network and transport technologies.
- Experienced Project Manager.
- Microsoft Access and Lotus Approach database application development experience.

Education

1993 - 1995 University of Mobile Mobile, AL
Bachelor of Science
 • Major - Organizational Management

Professional experience

1995 - Present BellSouth Business Systems Mobile, AL
Senior Systems Designer
 • See Summary of Qualifications above.

1994 - 1995 BellSouth Mobile, AL
Project Manager
 • Total responsibility for customer satisfaction on communications services implementation and installation.
 • Project definition and planning.
 • Managed and scheduled necessary resources for project completion.

1993 - 1994 BellSouth Mobile, AL
Customer Premise Equipment Sales Specialist
 • Voice PBX, hardware and maintenance design and sales to major customers.

Steven C. Rockwell, Ph.D.
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(334) 809-1675 (W)
srockwell@cet1.acet.net

EDUCATION

August 1989 to May 1993: University of Alabama, Tuscaloosa, Ph.D. in Mass Communication. Major Area: Theory, Processes, and Effects. Cognate: New Communication Technologies.

August 1987 to May 1989: University of Alabama, Tuscaloosa, Master of Arts in Telecommunication and Film.

September 1980 to May 1985: University of South Alabama, Mobile, Bachelor of Arts. Major: English, Minor: History.

WORK AND PROFESSIONAL EXPERIENCE

June 1995 to present: Director, The Center for Telecommunications Technology, University of Alabama, Brewton, AL. Responsible for all facets of operation of this state funded center designed to increase the integration and utilization of telecommunications technology throughout the state.

November 1993 to present: President, Bay Area Multimedia. Designed and produced informational kiosks. Provided computer, multimedia, and telecommunications consultation services for various clients.

September 1993 to June 1995: Assistant Professor, University of South Alabama. Taught courses in new communication technologies, television production, media theory, and media effects. Supervised directed research projects and served on a number of graduate and thesis committees. Continued active research program investigating factors influencing user involvement with new communication technologies.

August 1992 to August 1993: Research Fellow, Institute for Communication Research. Managed day-to-day operations of the Institute. Conducted and supervised various research and technical endeavors including data acquisition, data analysis, and writing, resulting in several publications. Purchased, evaluated, and implemented new hardware and software for the Institute for Communication Research. Designed, installed, and administered a local area computer network. Served as data acquisition and statistical analysis consultant for faculty and Ph.D. students. Assisted in the evaluation of several systems for distance learning via satellite.

February 1992 to August 1993: Multimedia Systems Designer. Primary duties included serving as design consultant and coordinator for an interactive multimedia mathematics course developed at the University of Alabama.

August 1992 to May 1993: Adjunct Instructor. MC 101, *Introduction to Mass Communication*, Spring, 1993. Served as co-instructor (with Jennings Bryant) of MC 550, *Mass Communications Research Methods*, Fall, 1992.

January 1989 to July 1992: BellSouth Foundation Telecommunications Research Assistant. Duties included: Conducting or supervising various research endeavors resulting in several publications; planning, purchasing, and overseeing installation of equipment for the Institute for Communication Research; and assisting in the evaluation of distance learning systems and programs. Also served as administrative assistant to the BellSouth Foundation for a conference, *Telecommunications: Connecting College Students to the Information Age* (Atlanta, GA, October 6-8, 1990).

August 1989 to December 1990: Graduate Teaching Assistant (GTA). Teacher of Record for BFC 339, *Broadcast News Operation* (one-half time).

August 1989 to December 1990: Graduate Research Assistant (GRA). Research Assistant for Dr. Dan Riffe. Duties included data analysis, library research, and writing for various research projects (one-half time).

August 1988 to May 1989: Graduate Teaching Assistant, University of Alabama. Lab instructor for *Introduction to Media Writing*. Duties included lecturing, evaluation, and record keeping. Responsible for 70% of student's grade in the class.

August 1987 to May 1988: Graduate Teaching Assistant (GTA), University of Alabama. Duties included student grading, record keeping, and lecturing. Courses assisted: (1) *Motion Picture History and Criticism*, (2) *Telecommunication Aesthetics*.

November 1986 to May 1987: Graphics operator, production assistant, and camera operator, WCFT-TV, Tuscaloosa, AL. Served as assistant producer for one daily newscast. Responsible for creating graphics for three daily newscasts. Operated studio camera and ENG camera on a regular basis.

October 1985 to May 1986: 9th-12th grade English instructor, Marietta B. Johnson School, Fairhope, AL. Duties included the daily instruction, evaluation, counseling, and record keeping of students enrolled in high school level English courses at the school.

PUBLICATIONS

Rockwell, S. C., & Bryant, J. (under review) Interactivity and enjoyment in a multimedia entertainment application for children.

Bryant, J., & Rockwell, S. C. (under review). Three experimental investigations of the effects of background media on studying, doing homework, and learning.

Scott, C., & Rockwell, S. C. (In Press). The effect of communication, writing, and technology apprehension on likelihood to use new communication technologies. *Communications Educator*, January, 1997.

Bryant J., Rockwell, S. C., & Owens J. W. (1994). "Buzzer beaters" and "barn burners:" The effects of watching the game go "down to the wire." *Journal of Sport and Social Issues* 18(4), 326-339.

Bryant, J., & Rockwell, S. C. (1994). Effects of massive exposure to sexually-oriented primetime television programming on adolescents' moral judgment. In D. Zillmann, J. Bryant, & A. Huston (Eds.), *Media, children, and family: Social scientific, clinical, and psychoanalytic perspectives*. Hillsdale, NJ: Lawrence Erlbaum Associates.

Zillmann, D., Rockwell, S., Schweitzer, K., & Sundar, S. (1993). Does humor enhance discomfort tolerance? *Motivation and Emotion* 17(1), pp. 1-21.

Bryant, J. & Rockwell, S.C. (1993). Remote control devices in television program selection: Experimental evidence. In J. Walker (Ed.), *The remote control device in the new age of television*. New York: Praeger.

Bryant, J., & Rockwell, S. C. (1991). Integrating reception and reaction processes: Emerging and evolving models. In J. Bryant & D. Zillmann (Eds.), *Responding to the screen: Reception and reaction processes* (pp. 217-226). Hillsdale, NJ: Lawrence Erlbaum Associates.

TECHNICAL REPORTS

- Bryant, J., Maxwell, M., Rockwell, S., Love, C., Shastri, V., Oppliger, P., & Pope, J. (1993). *Violence in children's animated television programs: Cro, Teenage Mutant Ninja Turtles, and The New Adventures of Winnie the Pooh*. Tuscaloosa, AL: Institute for Communication Research [46 pp.]
- Bryant, J., Rockwell, S., Maxwell, M., Love, C., Oppliger, P., & Shastri, V. (1993). *Audience responses to Cyberculture*. Tuscaloosa, AL: Institute for Communication Research [55 pp.]
- Bryant, J., Maxwell, M., Scott, L., Rockwell, S., & Love, C. (1990). *TI-IN United Star Network evaluation report 1989-1990: Vol. I: Introduction and overview*. Tuscaloosa, AL: Institute for Communication Research. [19 pp.]
- Bryant, J., Love, C., Maxwell, M., Rockwell, S., & Scott, L. (1990). *TI-IN United Star Network evaluation report 1989-1990: Vol. II: Technical reports: Site visits*. Tuscaloosa, AL: Institute for Communication Research. [177 pp.]
- Bryant, J., Copeland, G., Rockwell, S., Love, C., Maxwell, M., Owens, J., & Wood, C. (1990). *TI-IN United Star Network evaluation report 1989-1990: Vol. III: Technical reports: Normative data and questionnaire evaluation*. Tuscaloosa, AL: Institute for Communication Research. [103 pp.]
- Bryant, J., Rockwell, S., Gassmann, R., & Hyde, J. (1988). *A profile of telecommunications higher education in the Southeastern U.S.A*. Report presented to the Bellsouth Foundation. Tuscaloosa, AL: University of Alabama. [110 pp.]
- Bryant, J., Rockwell, S., Gassmann, R., & Hyde, J. (1988). *Communication curriculum analysis*. Report presented to Lawrence Erlbaum Associates, Inc., Publishers. Tuscaloosa, AL: The University of Alabama. [712 pp.]

CONFERENCE PRESENTATIONS

- Presentation on the uses of preference analysis systems to measure audience responses presented to the 26th Annual ITVA International Conference, Anaheim, CA, June, 1994.
- Co-author with Jennings Bryant and John Owens of a paper entitled "'Buzzer Beaters' and 'Barn Burners': The effects on enjoyment of watching the game go 'Down to the Wire,'" presented to the 79th Annual Meeting of the Speech Communication Association, Miami Beach, FL, November 1993.

Douglas A. Greene

doug_green@compuserve.com

137 Silverwood
Mobile, AL 36607
(334)473-2768

Overview

- Over 9 years of experience in the Information Technology Services Industry
- BS, Computer Science, Spring Hill College, Mobile, AL (May '88)
- Security Clearance: Secret (Apr '88)

Programming Languages

Visual Basic	Visual C++ (MFC)	Java
C	C++	Pro*C

Graphical User Interfaces

Windows 95/Windows NT	Modif	HTML/ActiveX
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Database Management Systems

Oracle	SQL Server	Access
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Operating Systems

Windows 95/Windows NT	UNIX (HP/UX, Linux)	MPE/DX
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Hardware

Intel x86	HP 9000	HP 3000
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Work Experience

Aug 1996 - Present

Information Systems Consultant *ACO Information Services* Mobile, AL

Boise Cascade - Office Products Division

- *FPR/CADMS Project* - Performed database administration tasks on Oracle database on NT Server platform. Setup initialization parameters, implemented automated backups, and performed database tuning.
- *Online SQC Project* - Analyst/Developer for Visual Basic/SQL Server application on Windows 95 platform. Designed and developed application to perform Statistical Process Control on any process mill-wide. Application produced Control Charts (Xbar/Range), Individuals Charts, Capability Charts, and Pareto Charts. Also allowed for automatic or user-defined setting of control and specification limits.
- *TimeKeeper Project* - Analyst/Developer for HTML/VBScript/SQL Server application. Designed and developed web pages and programs that collected, analyzed, and reported time and attendance data for contract employees. Improved time tracking accuracy and invoice verification.
- *Intranet Project* - Analyst/Developer for HTML/Java/VBScript/SQL Server application. Designed and developed web pages and programs that delivered information mill-wide from various areas. Worked with Internet Information Server (IIS), Active Server Pages (ASP), ActiveX, and Internet Database Connectivity (IDC).
- *Barge Tracking Project* - Analyst/Developer for Visual Basic/SQL Server application on Windows 95 platform. Designed and developed application to track barge status, incoming wood shipments, and intervals (load, transit, unload). Implemented at local and remote sites.

Douglas A. Greene

- *Operational Reporting Project* - Analyst/Developer for Visual Basic/SQL Server application on Windows 95 platform. Designed and developed data entry application that allowed users to build reports and enter data for all operational areas of the paper mill. Reduced IS costs through user maintenance of reporting variables.
- *Lab Results Viewer Project* - Analyst/Developer for Visual Basic/SQL Server application on Windows 95 platform. Designed and developed an application, using Multiple Document Interface (MDI), that allowed lab test results to be viewed by the paper machine operators as soon as they are entered. Improved lab test results turn-around time and reduced usage of printed reports.
- *Customer Complaint Tracking Project* - Analyst/Developer for Visual Basic/SQL Server application on Windows 95 platform. Designed and developed an application that allowed customer complaints to be entered, processed, and reported. Improved customer complaint tracking and visibility.
- *ISO Documentation Viewer Project* - Analyst/Developer for Visual Basic application on Windows 95 platform. Worked with Microsoft MediaView Author and MediaView SDK to create a custom viewer for MediaView (M14) ISO documentation file.
- *Scoreboard Project* - Analyst/Developer for Visual Basic/SQL Server application on Windows 95 platform. Developed Data Collection and Information Delivery applications for Paper Mill management to use in decision-making. Data collected from multiple legacy systems and Visual Basic data entry programs were loaded into SQL Server database. That information was then presented to the customer via graphical user interfaces written in Visual Basic. Application also included a charting tool.

Sep 1994 - Aug 1996

IS Senior Specialist

Northern Telecom (Nortel)

Research Triangle Park, NC

- *Quality Data Collection System* - Project Manager for C/C++/Motif/Oracle application on HP/UX platform. Responsible for system design and implementation. Supervised 3 application developers, and coordinated support from various groups: DBA, Desktop Services, etc. Delivered application 1 month ahead of schedule and under budget. Improved quality control analysis.
- *PUR Rationalization* - Analyst/Project Lead for COBOL/View/TurboImage application on MPE/IX platform. Consolidated Canadian & US Purchasing Systems together to reduce maintenance and computing costs. Project team received Nortel Award of Merit for realizing over \$30 million in cost savings.
- *Warehouse Management System* - Analyst/Developer for interfacing C/C++ application on HP/UX platform and COBOL applications on MPE/IX platform. Project implemented automated warehousing system, using wireless bar-code terminals, in the Nashville, TN Distribution Center. Project team received Nortel President's Award of Excellence for Teamwork.
- Actively participated in the following organizations: Development Environment Standards Committee, Data Architecture Working Committee, Information Systems Learning Center Advisory Council, Teacher Training Program.

Aug 1993 - Sep 1994

Information Systems Consultant

Metro Information Services

Research Triangle Park, NC

Dec 1990 - Aug 1993

MIS Manager

Mobile Aerospace Engineering

Mobile, AL

Military Experience

- Presently hold rank of Captain, US Army Reserve
- Branch Qualified in both Transportation Corps and Quartermaster Corps
- Desert Storm Veteran, Ports of Jubail and Dammam, Kingdom of Saudi Arabia

Education and Training

- Project Estimating and Risk Management Training, Keane Consulting, Research Triangle Park, NC (Jun '96)
- Project Management Training, Keane Consulting, Research Triangle Park, NC (Aug '95)
- Over 300 hours of instructor-led technical training in C, C++, Motif, Relational DB Design, SQL, VB and Java
- BS, Computer Science, Spring Hill College, Mobile, AL (May '88)

DAVID DENMARK

145 Silverwood
Mobile, AL 36607

334 479 3229 H
334 602 6370 W

**Key
Strengths**

- Data Networking Design: Emphasis on Frame Relay, ISDN, ATM
- Oral Presentation Skills: Emphasis on technical training
- Voice Telecommunications Systems: Centrex, PBX and key systems
- Data Networking Applications: SNA, Internet access, remote connection to LANs
- Cost-center analysis: Expense/Revenue reporting
- Contract Negotiation and Administration: RFP generation and analysis
- Project Management: coordinating multiple vendors toward a specific, measurable goal

Education Southern Methodist University, Dallas, TX, Electrical Engineering Dept.
1995 - present Masters in Telecommunications (*ongoing, 33% complete, current GPA 4.0*)

1982 - 1986 University of South Alabama, Mobile, AL, B.S. in Computer Science (major)
cumulative GPA 3.83 Business Management (minor)

Presidential Scholastic Scholarship
Computer Science Outstanding Academic Achievement Award

Awards

Leadership Mobile Class of 1996
BellSouth's Fast Track program since 1994
1996 Leadership Award for Southern Region
Aspiration Award Recipient (*BellSouth's highest achievement*)
Best of the Best Award for 1996
BellSouth's Summit Club 3 consecutive years
Achiever's Club 8 consecutive years

**Boards /
Volunteer**

Mobile United, voting member
Leadership Mobile, Chairman of Selection Committee
Mainstreet Mobile, Board Member
Boys and Girls Club of Alabama
Episcopal Youth Advisory Committee

Work Experience
1988 - present

BellSouth, Systems Designer and Regional Accounts Manager
Experience includes:

- Designed 1,200 station Centrex system for Mobile County Gov't Plaza
- ISDN Subject Matter Expert for Alabama (1993 - 1994)
- Provided technical training for BellSouth Indirect Sales Channels (primarily on ISDN and data networking)
- Designed and implemented city-wide data network utilizing ISDN circuit and packet switching. This design received national recognition.
- Designed and implemented 4-state Frame Relay Network (134 sites)
- Designed county-wide network using SMDS technology for Mobile schools (104 sites)
- Worked on initial team building the technical platform for the Mobile Area FreeNet
- Profit Center Assistant Analyst for GulfSouth District
- Responsible for managing \$6.6 M annual revenue stream for BellSouth
- Provided technical support for Telecommunication Systems (*voice and data*) for:

Mobile Infirmary, Alabama Supercomputer Authority, City of Mobile, Mobile County, Baldwin County, QMS, Delchamps, Mobile Gas Service Corp., Mobile County Schools, Huntsville City Schools, City of Huntsville, Madison County, UAH, Alabama A&M, Nichols Research, SCI

1986 - 1988

BellSouth Services, Analyst / Programmer, Birmingham Data Center
Experience included:

- Writing interrupt-driven software to simulate "load testing" on an IBM Series 1
- Designing parsing subroutines implemented in Right Touch Services
- Writing system management subroutines for IBM mini-computers

Personal

Married to Holly Gould. We have one daughter, Madeleine (14 months old)
Active at Christ Episcopal Church in downtown Mobile