

State of Florida



# Public Service Commission

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

COMMISSION  
CLERK

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**DATE:** December 21, 2010  
**TO:** Ann Cole, Commission Clerk – PSC, Office of Commission Clerk  
**FROM:** Toni J. Earnhart, Regulatory Analyst II, Division of Regulatory Analysis *TJE*  
**RE:** Docket No. 100427-TX; Wonderlink Communications LLC

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Please add the attached letter correspondence, revised CLEC application pages 4, 5, and 6, and resume for Jessica Duncan to the docket file.

Call 413-6532, if you have any questions.

Attachments

DOCUMENT NUMBER DATE

10087 DEC 22 2010

FPSC-COMMISSION CLERK

November 22, 2010

WonderLink Communications LLC  
1285 Cypress Trace Dr.  
Melbourne, FL 32940

Florida Public Service Commission  
Department of Regulatory Analysis  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

RE: Additional Information regarding Docket #100427: WonderLink Communications LLC, Application for CLEC Authority

To Whom It May Concern:

WonderLink Communications, LLC submitted a request for CLEC authority with the Commission on October 25, 2010.

WonderLink wishes to submit additional information as an amendment to the original application. Two items are included for amendment:

1. Revised pages 4-6 of the Application for CLEC authority
2. Additional resume of recently added Chief Operating Officer of WonderLink.

Please add the revised pages 4-6 and the attached resume to the application under Docket #100427.

Cordially,



Andrew J. Duncan  
Managing Member  
WonderLink Communications LLC

DOCUMENT NUMBER: DAP

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FPSC-COMMISSION CLEAR

14. Provide **F.E.I. Number**(if applicable): 27-3629740

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

(a) The application:

Name: Jessica L. Duncan  
Title: Chief Operating Officer  
Street name & number: 1285 Cypress Trace Dr  
Post office box:  
City: Melbourne  
State: FL  
Zip: 32940  
Telephone No.: 850-450-2614  
Fax No.: 651-691-5870  
E-Mail Address: gowonderlink@gmail.com  
Website Address:

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

Name: Jessica L. Duncan  
Title: Chief Operating Officer  
Street name & number: 1285 Cypress Trace Dr  
Post office box:  
City: Melbourne  
State: FL  
Zip: 32940  
Telephone No.: 850-450-2614  
Fax No.: 651-691-5870  
E-Mail Address: gowonderlink@gmail.com  
Website Address:

(c) Complaints/Inquiries from customers:

Name: Andrew J Duncan  
Title: Managing Member  
Street/Post Office Box: 1285 Cypress Trace Dr.  
City: Melbourne  
State: FL  
Zip: 32940  
Telephone No.: 850-450-2614  
Fax No.: 651-691-5870  
E-Mail Address: gowonderlink@gmail.com  
Website Address:

**16. List the states in which the applicant:**

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

none

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

Kentucky

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

none

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

none

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

none

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

none

17. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(a) adjudged bankrupt, mentally incompetent (and not had his or her competency restored), or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, provide explanation.

none

(b) granted or denied a competitive local exchange certificate in the State of Florida (this includes active and canceled competitive local exchange certificates). If yes, provide explanation and list the certificate holder and certificate number.

none

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

Jessica Duncan, Chief Operating Officer for WonderLink, served as the Director of Group Companies for Associated Telecommunications Management Solutions (ATMS). Jessica is no longer associated with ATMS as a result of a layoff. The separation was amicable.

18. Submit the following:

(a) Managerial capability: resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

(b) Technical capability: resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance.

(c) Financial Capability: applicant's audited financial statements for the most recent three (3) years. If the applicant does not have audited financial statements, it shall so be stated. Unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer affirming that the financial statements are true and correct and should include:

1. the balance sheet,
2. income statement, and
3. statement of retained earnings.

**Note:** This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau

# JESSICA L. DUNCAN

## SUMMARY

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A passionate, motivated leader with 10 years of cumulative experience in business, operations, telecommunications, banking, finance, and non-profit; highly trained and successful in Executive Director roles and a Six Sigma Green Belt—a strategic planner with executive perspective.

## WORK EXPERIENCE

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Director of Group Companies, Associated Telecommunications Management Services: senior executive director for nine acquired telecommunications companies; responsible for strategic planning, Six Sigma project analysis, execution of effective operations, marketing, and financial management, 2009-September 2010

Acquisition Manager, Associated Telecommunications Management Services: executed due diligence and interpreted data related to company purchase agreements; formulated quantitative recommendations based on legal, financial, accounting, assets, and public activities of the company as supported by documentation, 2009

Director of International Operations, Global Expeditions: logistical planning and execution of international development projects in 15 countries with a \$1.5 million budget, including accounts payable and asset allocation; managed team of support staff and international partners, 2005-2008

Research Consultant, Baylor University Library: client services for university students and staff, organizational administration, scholastic research assistance, database management, 2004-05

Marketing Assistant, Hankamer School of Business: faculty assistance for student marketing projects, examination administration and scoring, departmental marketing proposal evaluations, 2003

Client Service Representative, Centennial Bank of the West: client account management and transaction assistance, sales of bank products and services, daily audits of transactions and vaults, 2001-2002

Accounting Assistant, Dell & Needles, LLC: document processing and organization, audit assistance, account management, 2001

## EDUCATION AND TRAINING

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Bachelor of Arts, International Studies with Spanish Concentration, Baylor University

\*Graduated Magna Cum Laude, Cumulative GPA 4.0

Six Sigma Green Belt Certification, 2010

Karrass Negotiations Certification, 2005

Inaugurated Phi Beta Kappa, 2005

## LEADERSHIP AND SERVICE

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Project Director and Team Leader: in-country leadership and logistical responsibility for five international projects with 100-500 participants

Baylor Model United Nations Team: university representative for U.N. conferences in public speaking, diplomacy, international negotiation and conflict resolution

Program Volunteer, Life Choices Pregnancy Center: presented educational programs in classrooms and assemblies in middle and high schools

## SKILLS AND EXPERTISE

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- Expert in Microsoft Excel
- Highly Proficient in Microsoft Office
- Public Speaking
- Negotiation
- Spanish Fluency
- Project and Personnel Management
- Systems and Process Development
- Financial Management
- Strategic Planning
- Organizational Alignment