

FLORIDA PUBLIC SERVICE COMMISSION
Capital Circle Office Center • 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

M E M O R A N D U M

MAY 9, 1996

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF COMMUNICATIONS (WILLIAMS, STAVANJA) *WS*
DIVISION OF AUDITING & FINANCIAL ANALYSIS (LESTER) *PL*
DIVISION OF LEGAL SERVICES (LUGO) *scl/fe* *APC* *ALM*

RE: DOCKET NO. 960260-TI - APPLICATION FOR CERTIFICATE TO
PROVIDE INTEREXCHANGE TELECOMMUNICATIONS SERVICE BY
INCLINE COMMUNICATIONS SERVICES. *WPH* *10/2*

AGENDA: 05/21/96 - REGULAR AGENDA - PROPOSED AGENCY ACTION -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: I:\PSC\CMU\WP\960260TI.RCM

CASE BACKGROUND

Section 364.337(3), Florida Statutes, reads as follows:

(3) The commission shall grant a certificate of authority to provide intrastate interexchange telecommunications service upon a showing that the applicant has sufficient technical, financial, and managerial capability to provide such service in the geographic area proposed to be served.

STAFF DISCUSSION

ISSUE 1: Should the Commission grant INCLINE COMMUNICATIONS SERVICES (ICS) a certificate to provide statewide interexchange telecommunications service within the State of Florida as provided by Section 364.337 (3), Florida Statutes?

DOCUMENT NUMBER-DATE

05220 MAY-96

FPSC-RECORDS/REPORTING

DOCKET NO. 960260-TI
DATE: May 9, 1996

RECOMMENDATION: Yes, ICS should be granted:

Florida Public Service Commission Certificate No. 4454

STAFF ANALYSIS: ICS filed an application with this Commission on March 1, 1996, to offer telecommunications service as a reseller in Florida.

ICS's exhibit of managerial qualifications (page 3-9) reflects a satisfactory record in telecommunications sales, marketing and service. In regard to technical capability, ICS indicates in its application that it will be a reseller and will have the technical knowledge to implement service, further ICS will rely on the network ownership, operation and management of its underlying carrier(s) such as MCI, AT&T, etc.

The Division of Auditing and Financial Analysis reviewed ICS's financial statement to determine the company's financial viability (pages 10-11). Based on the information provided by ICS, the financial capability of the company appears adequate.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes, if no person whose substantial interests are affected by the Commission's Proposed Agency Action files a protest within 21 days of the issuance date of the order.

STAFF ANALYSIS: This docket should be closed if no person whose substantial interests are affected by the Commission's Proposed Agency Action files a protest within 21 days of the issuance date of the order.

ROBERT F. SCHNEBERGER
2013 Rockingham Street
McLean, Virginia 22101

PROFESSIONAL EXPERIENCE:

- 1996 to Present** **TeleCounsel Group, inc. - TGi, McLean, Virginia**
- Senior Consultant**
Merged Message Metrix into TeleCounsel Group, inc. and moved headquarters to McLean, Virginia to provide, through TGi, the services provided in the former consulting company.
- 1990 to Present** **Message Metrix, Telecommunications Consultants, McLean, Virginia**
- President**
Provide assistance to interexchange and international communications carriers. by assisting in evaluating and counseling on executive and mid-level management, business plan development, acquisitions and mergers, company valuations, network design, major contract negotiations, marketing plans and development, organizing and conducting of telecom seminars, product offering development, establishment of proactive customer service, credit and collection policies, churn reduction programs, state certification applications and tariff filings, FCC filings and FCC interstate and international tariff filings. Also served as expert witness and technical/business advisor to the legal profession serving the telecommunications industry.
- 1989 - 1990** **Alamo City Long Distance, Inc., San Antonio, Texas**
- President/CEO**
Established a switched reseller at the request of several major businesses in the San Antonio area. Developed business plan, raised capital, designed network, established customer service, installed billing program, developed products and marketing staff and negotiated sale of customer base.
- 1984 - 1989** **Texas National Telecommunications, Inc., San Antonio, Texas**
- Executive Vice President/General Manager (COO) - 1987 - 1989**
Responsible to the Board of Directors for the profitable operation of the corporation. Developed business and marketing plans, established personnel policies, manpower levels, corporate compliance with employment and industry state and federal regulations, reorganized internal reporting to improve corporate efficiency, established and maintained relationships with suppliers and facility vendors and negotiated all contracts for the corporation. Established a cross-training program to allow employees to experience the jobs and responsibilities of their fellow employees. Corporation was sold to the Advantage Network, Inc. in October, 1988. Remained with Advantage until January 1989 to assist with the transition.

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1984 - 1989 (Cont'd.) Texas National Telecommunications, Inc., San Antonio, Texas**Vice President, Customer Service - 1986 - 1987**

Established the Departments of Customer Relations and Computer Operations. Responsible to the General Manager for all customer service policies and customer billing operations and their effect on corporate income. Established a proactive customer service unit and reduced attrition to less than 2%. Linked the customer service unit to the marketing program to improve customer satisfaction and quicker turn-up of new accounts. Established an active credit and collection program and reduced delinquent accounts by 55%. Reorganized the billing operation resulting in billing being mailed 12 to 16 hours after the close of a billing cycle. Developed a fraud control system to detect telecommunications hackers. Worked successfully with the U.S. Secret Service resulting in the first federal jury conviction of a telecommunications hacker.

Director of Marketing - 1985 - 1986

Responsible to the Vice President of Marketing for establishing and meeting sales projections for three sales offices. Supervised the production of three sales managers and forty-five sales personnel. Expanded training program to educate sales personnel on evolving industry technology and newly developed product lines. Established a customer panel to develop new product offerings in response to customer needs and competition.

Sales Manager - 1984 - 1985

One of the original salesman of Texas National Telecommunications. Sold more than \$94,000 of long distance in first two months of employment resulting in promotion to sales manager. Established San Antonio sales office and staff. Developed a training program to meet the marketing needs of the corporation, instructed the sales force and monitored the effect on production. Developed an in-house telemarketing program to support the outside sales staff.

Industry Activities:

Member, America's Carriers Telecommunications Association (ACTA), since 1987
Chairman, ACTA Fraud and Abuse Committee, 1987
Member, Board of Directors of ACTA, 1988 - 1990
Vice President, ACTA, 1989

Awards and Publications:

Association of the U.S. Army Award, 1967
ACTA President's Award, 1990
Telecommunications Information Index, Vol. I, Co-Author, 1993

Education:

San Antonio College - major: business
U.S. Army Academy of Health Sciences
Radiology technology
Basic medical laboratory technology
Advanced immunology techniques
Advance medical laboratory technology (honor graduate)
Faculty development

Military Service:

U.S. Army, 1960 - 1968
Senior Instructor, medical laboratory and radiology technology, 10th
Special Forces Grp (ABN)
Senior Instructor, mycology and virology, U.S. Army Academy of Health
Sciences

Civic and Community Activities:

Catholic lay eucharistic minister, sacristan and high school CCD instructor.

References:

Available upon request.

RONALD W. TOY

CAREER OBJECTIVE:

To organize and develop a Telecommunications Service Organization that will meet my expectations.

PROFESSIONAL EXPERIENCE:

1994 - INCLINE COMMUNICATIONS, INC., Tampa, Florida

Present President / CEO

Developed business plan for and established Incline Communications, Inc. Created and refined a marketing strategy and price structure for the resale of long distance services. Acquired the necessary switching equipment. Developed plan for the controlled growth of the network and expansion of services.

1988 - TELECOM SOLUTIONS, INC., Tampa, Florida

Present President / CEO

Established Telecom Solutions, Inc. in 1988 as a part time venture and managed its growth into a full time operation. Provided our customers with a wide range of telecommunications services including: system sales, engineering, installations, maintenance and consultation.

1970-1990 TAMPA ELECTRIC COMPANY, Tampa, Florida

Supervisor / Engineer

Responsible for Tampa Electric Companies private voice and data network operations, utilizing a crew of twelve (12) technicians. Worked with major switch manufacturer developing and implementing one of the first private transparent dial networks in the United States.

1966-1970 UNITED STATES AIR FORCE

Non-Commissioned Officer In Charge

Supervised Flight Line Operations and maintenance of the radio and navigation equipment in a squadron of F4D Phantom Aircraft. Responsible for systems operations and training of new technicians just out of school.

EDUCATION:

Hillsborough Community College

Associate of Science Degree
Electronic Engineering Technology

Tampa Electric Company

- Certification - Harris Digital Telephone Systems
- Certification - Rolm Corporation
- Certification - International Telephone and Telegraph
- Certification - Integrated Systems Incorporated
- Certification - Environmental Research and Technologies
- Certification - Interactive Management Skills Training

United States Air Force

- Graduate - Basic Electronics and Advanced
Communication Systems
- Certification - Aircraft Rapid/Voice Encryption Systems
- Certification - Supervision and Management Training

REFERENCES:

Available upon request.

ROBERT F. AGAGNINA**OBJECTIVE**

A challenging technical position which will allow me to take advantage of my experience and knowledge of telecommunications and computer operations.

EMPLOYMENT HISTORY**TELECOM SOLUTIONS INC., Tampa, Florida**

1992-
Present

Senior Communications Technician

- o Responsible for all Customer installations and service in the State of Florida, Puerto Rico, Mexico, and Illinois.
- o Services all the communication needs for The City of Palm Bay, Florida, which include Fire, Police, and The Emergency 911 Communications Center.

NATIONAL TELEPHONE SERVICES, Orlando, Florida

1991-1992 Branch Operations Manager

1989-1991 Technical Operations Manager

1987-1989 Communications Technician

- o Installed, maintained, and managed an integrated voice and data network.
- o Directly responsible for all installation and maintenance of all NTS customer base in the eastern region, which included all states from Maine to Florida and Puerto Rico.
- o Managed 9 technicians and assigned all installations, customer service, repair, and on-call duties, maintenance and upgrades on NTS Novell 3.86 Multi-user LAN.
- o Responsible for all manual transferring of daily billing and statistic files.
- o Interfaced a Voice and X.25 Data Multiplexer with NTS LAN via Company Developed Gateways.
- o Beta testing of all system software for trouble isolation and testing before it would be released to the rest of NTS network.
- o Assisted all operator service personnel with their training, trouble isolation.

ITT BUSINESS COMMUNICATIONS SYSTEMS, New York City, N.Y.

1981-1986 Senior Repair Technician

1979-1981 Communications Technician

- o Installed a 30,000 line central office switching system for The Port Authority of New York and New Jersey.
- o Mastered all phases of planning, installing, terminating, and splicing cables.
- o Trained and certified on all equipment from 1A2 key equipment, digital key systems, and a wide range of PBX switching equipment.
- o Selected to focus on mainly "system down" customers.
- o Trained all new hires and other technicians for repair department.
- o Assisted on setting up centralized trouble reporting and dispatching system.
- o Assigned frequent out of town service and repair.
- o Oversee the daily operations of repairs and assembly for customer orders from corporate and retail sales staff.

SUMMARY OF QUALIFICATIONS

Education

ITT Technical Schools

Technical Certifications on Oki, Solid State, Hitachi, ITT, and Harris switching equipment.

Brooklyn Technical High School - 1973-1977

Strengths

Extensive background in Telecommunication Switching, computer, and local area networks.
 Powerful organization, and communication skills.
 Thrive on working with others on trouble reporting, and resolutions either directly or remotely helping others with problems.
 Total dedication to the job at hand and never am I intimidated by the work load.



Public Service Commission

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

DATE: May 7, 1996
TO: Tom Williams, Division of Communications
FROM: Pete Lester, Division of Auditing and Financial Analysis *ALM APC*
RE: Docket No. 960260-TI, Incline Communications, Inc., Financial Analysis for Certificate Application for Intrastate Interexchange Telecommunications Service *198*

Section 364.337 (3), Florida Statutes, requires the following:

The commission shall grant a certificate of authority to provide intrastate interexchange telecommunications service upon a showing that the applicant has sufficient technical, financial, and managerial capability to provide such service in the geographic area proposed to be served.

Also Section 364.01 (3) and (4) states that:

- (3) The Legislature finds that the competitive provision of telecommunications service, including local exchange telecommunications service, is in the public interest.
- and
- (4)(d) The Commission shall exercise its exclusive jurisdiction in order to: (d) Promote competition by encouraging new entrants into telecommunications markets
- ...

Regarding the showing of financial capability, the Finance staff has analyzed the unaudited pro forma balance sheet of Incline Communications, Inc. An audit could change one's opinion of the company's financial condition. The company has adequate liquidity and ownership equity. The company is in the start-up stage so an income statement was unavailable.

For certification purposes, the application appears adequate.

cc: Division of Legal Services
Division of Records and Reporting

DOCKET NO. 960260-T1
INCLINE COMMUNICATIONS, INC.
INTEREXCHANGE CERTIFICATE
FINANCIAL ANALYSIS

FROM PRO FORMA BALANCE SHEET

	AS OF 1/1/96
CURRENT ASSETS	1,000
CURRENT LIABILITIES	0
CASH	1,000
COMMON EQUITY	306,000
TOTAL DEBT	0
NET INVESTOR CAPITAL	306,000
COMMON EQUITY RATIO	100%
NET INCOME	NOT AVAILABLE
RETURN ON EQUITY	NMF

NMF=NO MEANINGFUL FIGURE