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filed electronically in docket office on 11/14/07

November 14, 2007

**VIA HAND DELIVERY**

Eddie Roberson, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37219

Docket No. 07-00254

Re: In the Matter of Application of Stellar Nordia Services, LLC for  
Certificate of Convenience and Necessity to Provide Competing  
Local Telecommunication Services

Dear Chairman Roberson:

Enclosed you will find the original and 4 copies of the above referenced Application of Stellar Nordia Services, LLC which is being filed pursuant to the TRA's decision at the TRA Conference on November 6, 2007. A copy is being filed electronically and the \$25.00 application fee is enclosed.

We respectfully request that the applicant's financial statements be treated as confidential and not disclosed to the public; therefore they are filed under seal. Stellar respectfully requests expedited treatment of its Application and if possible desires a hearing by December 3, 2007.

Please contact me if you have any questions or need additional information.

Sincerely,

  
D. Billye Sanders

cc: Bernard Durocher

**BEFORE THE  
TENNESSEE REGULATORY AUTHORITY**

**NASHVILLE, TENNESSEE**

In the Matter of Application of Stellar Nordia	)	
Services, LLC For a Certificate To Provide	)	Docket No. 07- _____
Competing Local Telecommunications Services	)	

**APPLICATION FOR CERTIFICATE TO PROVIDE COMPETING LOCAL  
TELECOMMUNICATIONS SERVICES**

Pursuant to applicable Tennessee Statutes and the Rules and Regulations of the Tennessee Regulatory Authority and Section 253 of the federal Telecommunications Act of 1996 (the “Act”), Stellar Nordia Services, LLC (“Stellar” or the “Company”) respectfully requests that the Tennessee Regulatory Authority (“TRA”) grant it, on an expedited basis, authority to provide competing local telecommunications services in order to act as a call center subcontractor to GoAmerica Relay Services Corp. (“GoAmerica”) with respect to GoAmerica’s provision of intrastate telecommunications relay services (“TRS”) within the State of Tennessee. Stellar is ready and able to comply with the rules and regulations in Tennessee pertaining to the provision of such services (i.e., TCA 65-4-201), to the extent they are applicable.<sup>1</sup>

On August 1, 2007, GoAmerica and MCI Communications Services, Inc. d/b/a Verizon Business Services (“Verizon”) entered into an Asset Purchase Agreement (“APA”) whereby Verizon agreed to sell, and GoAmerica agreed to purchase, Verizon’s

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<sup>1</sup> Stellar is filing this application in response to the TRA’s decision at the November 6, 2007 TRA Conference with respect to the Joint Petition of GoAmerica and other parties in Docket No. 07-00204. However, with all due respect to the TRA, Stellar does not here concede the applicability of TCA § 65-4-101 et seq. to the call center services covered by its subcontract with GoAmerica because, in Stellar’s view, those services would not fall within the definition of T.C.A. § 65-4-101(1) nor does it fall with the definition of a Public Utility in T.C.A. § 65-4-101(6)

TRS business (the “Business”). A joint petition seeking approval of the transaction contemplated by the APA (the “Joint Petition”) has been filed separately with the TRA (TRA Docket No. 07-00204). As noted in the Joint Petition, in Tennessee, the assets of the Business being purchased by GoAmerica include the contract between the State of Tennessee, the TRA and Verizon Service Corporation (the “TRS Contract”) and the Telerelay Call Center (“TRC”) located at 1725 N. Shelby Oaks Drive, Memphis, Tennessee.

Concurrently with the execution of the APA, GoAmerica entered into that certain Managed Services Agreement dated August 1, 2007 with Stellar (as amended, the “Managed Services Agreement” or “MSA”), pursuant to which Stellar will provide technical, operational, and administrative support to GoAmerica as GoAmerica’s call center subcontractor.

In support of this Application, the Company submits the following:

**1. The Full Name and Address of the Applicant is:**

Stellar Nordia Services, LLC  
3100 Cote-Vertu Boulevard  
Suite 280  
St-Laurent, Quebec  
Canada H4R2J8

**Questions regarding this application should be directed to:**

Bernard Durocher  
Vice President  
Stellar Nordia Services, LLC  
3100 Cote-Vertu Boulevard  
Suite 280  
St-Laurent, Quebec  
Canada H4R2J8 Telephone: (514) 858-4797  
Facsimile: (514) 332-9930 Email: [bdurocher@nordia.ca](mailto:bdurocher@nordia.ca)

and

D. Billye Sanders, Esq.  
Waller Lansden Dortch & Davis, LLP  
511 Union Street, Suite 2700  
Nashville, Tennessee 37219  
Phone: (615) 850-8951  
Fax: (615) 244-6804  
Email: [billye.sanders@wallerlaw.com](mailto:billye.sanders@wallerlaw.com)  
Attorney for Stellar Nordia Services, LLC

**Contact name and address at the Company is:**

Bernard Durocher  
Vice President  
Stellar Nordia Services, LLC  
3100 Cote-Vertu Boulevard  
Suite 280  
St-Laurent, Quebec  
Canada H4R2J8 Telephone: (514) 858-4797  
Facsimile: (514) 332-9930 Email: [bdurocher@nordia.ca](mailto:bdurocher@nordia.ca)

**Regulatory and Customer Service Contact for the Company**

Anne Rousseau  
Director Client Relation & Sales  
Stellar Nordia Services, LLC  
3100 Cote-Vertu Boulevard  
Suite 510, 280  
St-Laurent, Quebec  
Canada H4R2J8  
Telephone: (514) 387-1285  
Facsimile: (514) 332-9930  
Email: [arousseau@nordia.ca](mailto:arousseau@nordia.ca)

**2. Entity Structure**

Stellar is a Nevada limited liability company owned by the JFO Group, a diversified Irving, Texas investment-management company, owned and operated by Jeffrey J. Jensen, and other members of the Jensen family.

**3. Entity Information**

Stellar, previously known as Excel Nordia Services, LLC (“Excel”), was formed under the laws of the State of Nevada on June 21, 2002. Excel changed its name to

“Stellar Nordia Services, LLC” on April 16, 2007. A copy of Stellar’s Certificate of Authority to Conduct Business in the State of Tennessee, effective September 21, 2007, which includes a Certificate of Good Standing in the State of Nevada, is provided in **Certification App. Exhibit A.**

Stellar is a well-regarded multi-contact customer relationship management solutions company with extensive technical, operational, and administrative expertise as a call center operator. Together with its sister company, Nordia, Inc. (“Nordia”), which is commonly controlled and managed, Stellar has more than a decade of experience in delivering relay services to the U.S. and Canadian markets. Since the late 1990s, for example, Nordia has been the prime TRS contractor for Bell Canada, the largest Canadian telecommunications company, which originates approximately 70% of Canadian relay traffic.

In 2004, Nordia entered the U.S. market by winning a competitive request for proposals (“RFP”) to become the third provider of intrastate relay services in California pursuant to a contract similar to that which GoAmerica is seeking to assume in Tennessee. In addition, since 2005, Stellar has served as the principal U.S. call center contractor for GoAmerica’s parent company, GoAmerica, Inc., with respect to Internet protocol (“IP”) relay services. Across all of its business units, Nordia and Stellar currently has 2,200 agents handling approximately 100 million customer interactions each year. Further information concerning Stellar may be found at [www.nordia.ca](http://www.nordia.ca).

Attached as **Certification App. Exhibit B** is a list of Stellar’s directors and officers. None of these officers or directors currently reside in Tennessee.

4. **Stellar Possesses the Managerial, Technical, and Financial Qualifications to Provide Telecommunications Relay Services in the State of Tennessee**

The Company has the managerial, financial and technical qualifications to operate as a certificated entity in the State of Tennessee. Attached as **CONFIDENTIAL Certification App. Exhibit C<sup>2</sup>** are the current financial statements of Stellar. These statements demonstrate the Company's financial qualifications. In addition, the revenue generated by Stellar's performance of the MSA will provide the financial capacity to provide the services that Stellar plans to provide in Tennessee.

As noted above, **Certification App. Exhibit B** contains a list of key Stellar officers and directors who have extensive experience with call center operation and customer relationship management. Brief biographies of the key personnel are included in **Certification App. Exhibit B**.

The Company also has the technical qualifications to act as a call center subcontractor to GoAmerica in a manner that serves the public interest. In order for Stellar to provide its own TRS and to support GoAmerica's provision of TRS, Stellar has developed and deployed an infrastructure to ensure very high uptimes and 24/7/365 availability of its relay service platform – Multi-Media Relay Center (“MMRC”) – with appropriate redundant components and back-up power supplies. All components are automatically monitored in real time and can be scaled to handle growing call volumes. Stellar's operational experience has proven that MMRC can handle well over one million session minutes of relay traffic per month.

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<sup>2</sup> Certification App. Exhibit C contains confidential information and is filed under seal. The Company requests that the TRA and its staff treat this information as confidential and it not be disclosed to the public without giving the Company further opportunity to protect it from disclosure.

For its technological achievement in deploying its relay platform, Stellar received, among other awards, the 2005 Gold Best of Category award of excellence for efficiency and operational improvements from Canadian Information Productivity Awards, Canada's oldest and most prestigious award for excellence in the field of information technology.

**5. Proposed Service Area**

Stellar will not offer any services directly to the public in the State of Tennessee. Stellar will, however, provide technical, operational, and administrative support to GoAmerica with respect to the GoAmerica's provision of intrastate relay service throughout the State of Tennessee, including areas served by local exchange carriers with fewer than 100,000 access lines.

**6. Types of Services to Be Provided**

As noted in Section 5 of this Application, Stellar will not provide any services directly to the public in the State of Tennessee. Rather, Stellar will act as a call center subcontractor to GoAmerica with respect to GoAmerica's provision of Tennessee intrastate TRS. Stellar will provide technical, operational, and administrative support to GoAmerica in GoAmerica's efforts to provide hearing and speech-impaired consumers in Tennessee with access to the intrastate telecommunications network that is functionally equivalent to that utilized by individuals who are not disabled.

By way of background on the particular services that GoAmerica will provide, and that Stellar will support as the call center subcontractor, GoAmerica will supply telecommunications access to and from speech or hearing disabled Tennessee customers without the need for the non-disabled to utilize anything other than a telephone. Access will be provided with 711 dialing in addition to one or more toll-free numbers. These

toll-free numbers shall be universally available and uniform throughout Tennessee. GoAmerica shall accept calls that originate from or terminate at telecommunications devices for the deaf (“TDDs”), teletypewriters (“TTYs”), modem-equipped personal computers (“PCs”), or any other automated equipment used to facilitate telecommunications service for the communicatively disabled. Such calls shall both originate and terminate within the state. GoAmerica shall also be capable of accepting calls placed across a state line which, if the relay center were not utilized, would be considered local intrastate calls. Individuals with communication disabilities that subscribe to Tennessee intrastate service will be able to call, or be called by, any business or residence that has standard telephone service in Tennessee.

Stellar will also provide the support for GoAmerica’s provision of 911, E911 and 900 number blocking pursuant to the TRS Contract which GoAmerica seeks to assume.

## **7. Repair and Maintenance**

Stellar understands the importance of effective customer service for local service customers. As noted above, GoAmerica will be the only entity providing service directly to the public in Tennessee, and so customer service issues will generally be directed to GoAmerica’s toll-free customer service numbers – (866) 367-3103 (Voice) and (800) 501-0555 (TTY) – or customers may contact GoAmerica in writing at its headquarters address or via an email address made available on GoAmerica’s relay web sites.

Because GoAmerica will not bill end users directly, their toll-free customer service numbers will not be printed on any monthly billing statements; however, the numbers are readily available on GoAmerica’s website, [www.goamerica.com](http://www.goamerica.com). In addition, we understand that GoAmerica’s customer service contact information will be



printed on all Tennessee intrastate TRS marketing and promotional materials. We also understand that, if GoAmerica ever issues billing statements of any kind directly to consumers, they would comply with the requirement to identify on those statements their respective toll-free numbers.

The TRA may contact Stellar for regulatory and customer service inquiries by contacting Anne Rousseau (514) 387-1285, as indicated on page 3 of this Application. Upon grant of this Application and following the effective date of the MSA, Stellar will promptly establish a toll free 1-800 number to handle Tennessee service and regulatory inquiries.

8. **Small and Minority-Owned Telecommunications Business Participation Plan**

See **Certification App. Exhibit D.**

9. **Toll Dialing Parity Plan**

Not applicable.

10. **Notice to Incumbent Carriers and The Consumer Advocate and Protection Division**

Stellar is serving the eighteen (18) incumbent local exchange telephone companies in Tennessee and the Consumer Advocate and Protection Division of the Attorney General of the State of Tennessee (shown on the attached certificate of service) with a copy of the notice of this Application that is in **Certification App. Exhibit F.**

11. **Numbering Issues**

Not applicable.

12. **Tennessee Specific Operational Issues**

Not applicable.

**13. Miscellaneous**

**A. Sworn pre-filed testimony**

Attached as **Certification App. Exhibit E.**

**B. Deposits**

The Company does not require customer deposits.

**C. Complaints**

GoAmerica's parent, GoAmerica, Inc., for whom Stellar has been providing call center services for approximately two years, has been the subject of very few complaints since it began to provide interstate TRS service. This low number of complaints is due in large part to Stellar's excellent performance. As an example, for all GoAmerica, Inc. relay calls handled between June 1, 2006 and May 31, 2007, the complaint rate was less than 0.01%. A record of these complaints, as well as a description of the resolution thereof, is on file with the Federal Communications Commission. Information on any FCC complaints regarding the provision of GoAmerica's interstate TRS services (also supported, in part, by Stellar) may be sought via the following FCC telephone numbers: 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL- FCC (1-888-835-5322) TTY.

**D. Tariff**

Not applicable. Stellar will provide services to GoAmerica under the terms of the MSA.

**E. Communication Plan to the Deaf and Hard of Hearing**

As noted in GoAmerica's application for a certificate of convenience and necessity, GoAmerica will develop and implement a Communication Plan upon obtaining approval from the TRA to assume the TRS Contract. Stellar will collaborate in efforts to

develop this Communications Plan and will abide by its provisions. Stellar recognizes the importance of a seamless and transparent transition for the regulatory bodies as well as for the deaf and hard of hearing community.

**F. Telemarketing**

Stellar will not telemarket its services in Tennessee.

**14. Public Interest**

Grant of this application will further the goals of the Tennessee General Assembly and further the public interest by expanding the availability of competitive telecommunications services in the State of Tennessee. In addition, intrastate offering of these services is in the public interest because the services will provide Tennessee customers increased efficiencies and cost savings. Authorizing Stellar to provide local exchange telecommunications services will materially enhance the telecommunications infrastructure in the State of Tennessee and will facilitate economic development. In particular, the public will benefit through the use of GoAmerica's services, which will be supported by Stellar.

**Request for Expedited Approval**

The public interest will be best served by the expeditious approval of this application. As noted in the Joint Petition seeking approval of the transfer of control of certain TRS assets from Verizon to GoAmerica (TRA Docket No. 07-00204), approval of that transfer will enable GoAmerica to apply its interstate relay service experience and expertise to the provision of Tennessee TRS service. Prompt approval of this Application will allow Stellar to facilitate GoAmerica's efforts to provide such services. Further, an

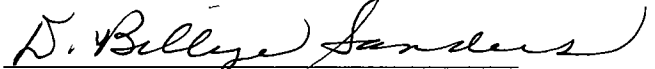
expedited approval will ensure certainty of the closure of the transaction between Verizon and GoAmerica and will promote a smooth transition between Verizon and GoAmerica.

### **Conclusion**

Stellar respectfully requests that the TRA enter an order granting Stellar a certificate of convenience and necessity to operate as a competing telecommunications service provider, specifically, to act as a call center subcontractor to GoAmerica with respect to GoAmerica's performance of the TRS Contract. For the reasons stated above, Stellar's provision of these services would promote the public interest by providing high-quality service for the benefit of the deaf, hard-of-hearing, and speech-disabled.

Respectfully submitted this 14th day of November, 2007.

STELLAR NORDIA SERVICES, LLC

By: 

D. Billye Sanders, Esq.

Waller Lansden Dortch & Davis, LLP

511 Union Street, Suite 2700

Nashville, Tennessee 37219

Phone: (615) 850-8951

Fax: (615) 244-6804

Email: [billye.sanders@wallerlaw.com](mailto:billye.sanders@wallerlaw.com)

Attorney for Stellar Nordia Services, LLC

Bernard Durocher

Vice President

Stellar Nordia Services, LLC 3100 Cote-

Vertu Boulevard

Suite 280

St-Laurent, Quebec

Canada H4R2J8

Telephone: (514) 858-4797

Facsimile: (514) 332-9930

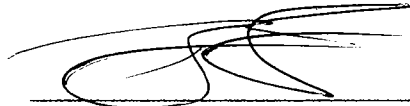
Email: [bdurocher@nordia.ca](mailto:bdurocher@nordia.ca)

**VERIFICATION**

TOWN OF MONTREAL

PROVINCE OF QUEBEC, CANADA

Bernard Durocher being first duly sworn, deposes and says that he is Vice President of Stellar Nordia Services, LLC, that he has read the foregoing Application and knows the contents thereof, and that the same is true of his own knowledge, except as to matters which are therein stated on information or belief, and that as to these matters, he believes them to be true.



BERNARD DUROCHER

Subscribed and sworn before me this 13<sup>th</sup> day of November 2007,  
2007.

My Commission Expires: Aug 28, 2009



NOTARY PUBLIC

PIERRE GRIMARD  
COMMISSAIRE À L'ASSERMENTATION  
NOTARY PUBLIC  
NO. 171 042

**List of Exhibits to Certification Application**

Certification App. Exhibit A:	Certificate of Authorization to Conduct Business in the State of Tennessee
Certification App. Exhibit B:	Stellar Directors, Officers and Key Personnel
Certification App. Exhibit C:	Stellar Financial Statements
(CONFIDENTIAL – Filed under seal)	
Certification App. Exhibit D:	Small and Minority-Owned Telecommunications Business Participation Plan
Certification App. Exhibit E:	Pre-Filed Testimony of Bernard Durocher
Certification App. Exhibit F:	Notice to Incumbent Carriers

# EXHIBIT A

**Secretary of State**  
**Division of Business Services**  
**312 Eighth Avenue North**  
**6th Floor, William R. Snodgrass Tower**  
**Nashville, Tennessee 37243**

DATE: 09/21/07  
REQUEST NUMBER: 6132-1498  
TELEPHONE CONTACT: (615) 741-2286  
FILE DATE/TIME: 09/21/07 0925  
EFFECTIVE DATE/TIME: 09/21/07 0925  
CONTROL NUMBER: 0559221

TO:  
STELLAR NORDIA SERVICES, INC.  
130 E JOHN CARPENTER  
FRWY  
IRVING, TX 75062

RE:  
STELLAR NORDIA SERVICES, INC.  
APPLICATION FOR CERTIFICATE OF AUTHORITY -  
LIMITED LIABILITY COMPANY

WELCOME TO THE STATE OF TENNESSEE. THE ATTACHED LIMITED LIABILITY COMPANY  
CERTIFICATE OF AUTHORITY HAS BEEN FILED WITH AN EFFECTIVE DATE AS INDICATED  
ABOVE.

A LIMITED LIABILITY COMPANY ANNUAL REPORT MUST BE FILED WITH THE SECRETARY OF  
STATE ON OR BEFORE THE FIRST DAY OF THE FOURTH MONTH FOLLOWING THE CLOSE OF THE  
LIMITED LIABILITY COMPANY'S FISCAL YEAR. ONCE THE FISCAL YEAR HAS BEEN  
ESTABLISHED, PLEASE PROVIDE THIS OFFICE WITH WRITTEN NOTIFICATION. THIS OFFICE  
WILL MAIL THE REPORT DURING THE LAST MONTH OF SAID FISCAL YEAR TO THE LIMITED  
LIABILITY COMPANY AT THE ADDRESS OF ITS PRINCIPAL OFFICE OR TO A MAILING  
ADDRESS PROVIDED TO THIS OFFICE IN WRITING. FAILURE TO FILE THIS REPORT OR TO  
MAINTAIN A REGISTERED AGENT AND OFFICE WILL SUBJECT THE LIMITED LIABILITY  
COMPANY TO ADMINISTRATIVE REVOCATION OF ITS CERTIFICATE OF AUTHORITY.

WHEN CORRESPONDING WITH THIS OFFICE OR SUBMITTING DOCUMENTS FOR FILING, PLEASE  
REFER TO THE LIMITED LIABILITY COMPANY CONTROL NUMBER GIVEN ABOVE.

FOR: APPLICATION FOR CERTIFICATE OF AUTHORITY -  
LIMITED LIABILITY COMPANY

ON DATE: 09/21/07

FROM:  
EXCELL NORDIA SERVICE, LLC  
130 E JOHN CARPENTER  
FRWY  
IRVING, TX 75062-0000

FEES  
RECEIVED: \$300.00 \$0.00  
TOTAL PAYMENT RECEIVED: \$300.00

RECEIPT NUMBER: 00004271055  
ACCOUNT NUMBER: 00579479



SS-4458

*Riley C. Darnell*

RILEY C. DARNELL  
SECRETARY OF STATE



State of Tennessee



Department of State  
Corporate Filings  
312 Eighth Avenue North  
6<sup>th</sup> Floor, William R. Snodgrass Tower  
Nashville, TN 37243

APPLICATION FOR  
CERTIFICATE OF AUTHORITY  
(Limited Liability Company)

For Office Use Only  
**FILED**

To the Secretary of State of the State of Tennessee:

Pursuant to the provisions of §48-249-904 of the Tennessee Revised Limited Liability Company Act, the undersigned hereby applies for a certificate of authority to transact business in the State of Tennessee, and for that purpose sets forth:

1. The name of the Limited Liability Company is: Stellar Nordia Services, Inc.

If different, the name under which the certificate of authority is to be obtained is: \_\_\_\_\_

**NOTE:** The Secretary of State of the State of Tennessee may not issue a certificate of authority to a foreign Limited Liability Company if its name does not comply with the requirements of § 48-249-106 of the Tennessee Revised Limited Liability Company Act. If obtaining a certificate of authority under an assumed Limited Liability Company name, an application must be filed pursuant to § 48-249-106(d).

2. The state or country under whose law it is formed is: Nevada

and its date of its formation is: 06/21/2002 (must be month, day and year)

3. The complete street address (including zip code) of its principal executive office is:

130 E. John Carpenter Frwy Irving, Texas 75062  
Street City/State Zip Code

4. The complete street address (including the county and the zip code) of its registered office in Tennessee:

800 S. Gay Street, Suite 2021 Knoxville, Tn Knox 37929  
Street City/State County Zip Code

The name of its registered agent at that office is: C T Corporation System

5. If the provisions of TCA §48-249-309(i) (relating to foreign series LLCs) apply, then the information required by that section should be attached as part of this document.

6. The number of members at the date of filing if more than six (6): \_\_\_\_\_

7. If the limited liability company commenced doing business in Tennessee prior to the approval of this application, the date of commencement (month, day and year) \_\_\_\_\_

**NOTE:** This application must be accompanied by a certificate of existence or a document of similar import (for example, a certificate of good standing) duly authenticated by the Secretary of State or other official having custody of the Limited Liability Company records in the state or country under whose law it is organized. The certificate shall not bear a date of more than two (2) months prior to the date the application is filed in this state.

09/11/07

Signature Date

Secretary

Signer's Capacity

Stellar Nordia Services, Inc.

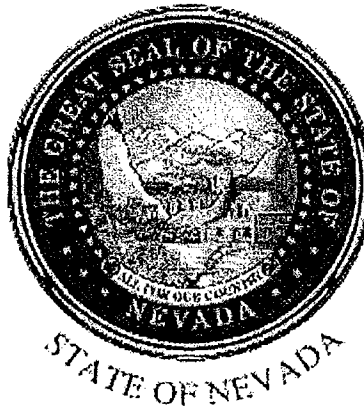
Name of Limited Liability Company

Cindy D. Pagel  
Signature

Cindy D. Pagel

Name (typed or printed)

# SECRETARY OF STATE



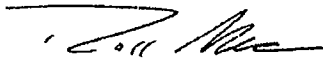
## CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, ROSS MILLER, the duly elected and qualified Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, non-profit corporations, corporation soles, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, **STELLAR NORDIA SERVICES, LLC**, as a limited liability company duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since June 21, 2002, and is in good standing in this state.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on September 12, 2007.



  
ROSS MILLER  
Secretary of State

Electronic Certificate  
Certificate Number: C20070912-0529  
You may verify this electronic certificate  
online at <http://secretaryofstate.biz/>

# EXHIBIT B

## **Certification App. Exhibit B: Stellar Directors, Officers and Key Personnel**

### **Directors:**

Jeffrey J. Jensen, Private Investor, JFO Group  
Bernard Durocher, Business Executive  
Steve Morphet, Business Executive  
Scott Letier, Business Executive  
Cindy D. Pagel, Business Executive

All Directors, except for Mr. Durocher, have offices at 130 E. John Carpenter Freeway, Irving, TX 75062. Mr. Durocher has offices at 3100 Cote-Vertu Blvd., Suite 280, St. Laurent, Quebec, Canada H4R 2J8.

### **Officers:**

Jeffrey J. Jensen	-	Chairman
Steve Morphet	-	President
Bernard Durocher	-	Vice President
Scott Letier	-	Vice President
Martin Beaulac	-	Treasurer
Cindy D. Pagel	-	Secretary

Messrs. Durocher and Beaulac have offices at 3100 Cote-Vertu Blvd., Suite 280, St. Laurent, Quebec, Canada H4R 2J8. The other officers are based at 130 E. John Carpenter Freeway, Irving, TX 75062.

### **Key Personnel:**

#### **Bernard Durocher**

Bernard joined Nordia in September 2004. In addition to leading start up operations for Stellar-Nordia's relay business, Bernard has over 20 years of general management and contact centre experience, including 6 years with Voyages Intair Transit (VIT) Inc. and 17 years with Bell Canada.

Prior to his appointment as CEO in June 2006, Bernard held the position of Executive Vice President, Nordia, Inc. and President of Stellar-Nordia. Bernard was responsible for client relationship management, contract negotiation and management, operating budget management and control and profitability from service operations

#### **Anne Rousseau**

Anne Rousseau is currently Director of Client Relations and Sales at Stellar Nordia for the American market and acting manager for the California Relay Service contract. She

initiated the U.S. relay business in 2001 at Stellar Nordia and participated in the integration of the Bell Relay Service. She has also held the positions of IT Manager, Quality Manager and Project Manager. A business expert in relay services, Rousseau implemented the California Relay Service project. She has more than 15 years of experience specializing in call center management and implementation

# EXHIBIT C

**CONFIDENTIAL (Filed under seal)**

**Certification App. Exhibit C: Stellar Financial Statements**

# EXHIBIT D



## **Certification App. Exhibit D:**

### **Small and Minority-Owned Telecommunications Business Participation Plan**

#### **SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS PARTICIPATION PLAN**

Pursuant to T.C.A. § 65 5 212, as amended, Stellar Nordia Services LLC (“Stellar”) submits this Small and Minority-Owned Telecommunications Business Participation Plan (the “Plan”) along with its Application for a Certificate of Convenience and Necessity to provide telecommunications relay services throughout the State of Tennessee.

#### **I. PURPOSE**

The purpose of § 65 5 212 is to provide opportunities for small and minority-owned businesses to provide goods and services to telecommunications service providers. Stellar is committed to the goals of § 65 5 212 and is taking steps to support the participation of small and minority-owned businesses in the telecommunications industry. Stellar will endeavor to provide opportunities for small and minority-owned telecommunications businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, Stellar will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to Stellar of such opportunities.

Stellar’s representatives will, as appropriate, contact the Department of Economic and Community Development, and the administrator of the small and minority-owned telecommunications assistance program, to obtain a list of qualified vendors. Furthermore, Stellar will seek to increase awareness of such opportunities so that companies not otherwise identified will have sufficient information to participate in the procurement process.

#### **II. DEFINITIONS**

As defined in § 65 5 212:

Minority-Owned Business. Minority-owned business shall mean a business which is solely owned, or at least fifty-one percent (51%) of the assets or outstanding stock of which is owned, by an individual who personally manages and controls daily operations of such business, and who is impeded from normal entry into the economic mainstream because of race, religion, sex or national origin and such business has annual gross receipts of less than four million dollars (\$4,000,000).

Small Business. Small Business shall mean a business with annual gross receipt of less than four million dollars (\$4,000,000).

### III. ADMINISTRATION

Stellar's Plan will be overseen and administered by the individual named below, hereinafter referred to as the Administrator, who will be responsible for carrying out and promoting Stellar's full efforts to provide equal opportunities for small and minority-owned businesses. The initial Administrator of the Plan will be:

Bernard Durocher  
Vice President  
Stellar Nordia Services, LLC  
3100 Cote-Vertu Boulevard  
Suite 280  
St-Laurent, Quebec  
Canada H4R2J8  
Telephone: (514) 858-4797  
Email: bdurocher@nordia.ca

The Administrator's responsibilities will include:

- (1) Maintaining an updated Plan in full compliance with § 65 5 212 and the rules and orders of the Tennessee Regulatory Authority.
- (2) Establishing and developing policies and procedures necessary for the successful implementation of the Plan.
- (3) Preparing and submitting such forms as may be required by the Tennessee Regulatory Authority, including the filing of required annual updates.
- (4) Serving as the primary liaison to and cooperating with the Tennessee Regulatory Authority, other agencies of the State of Tennessee, and small and minority-owned businesses to locate and use qualified small and minority-owned businesses as defined in § 65 5 212.
- (5) Searching for and developing opportunities to use small and minority-owned businesses and encouraging such businesses to participate in and bid on contracts and subcontracts.
- (6) Providing records and reports and cooperate in any authorized surveys as required by the Tennessee Regulatory Authority.
- (7) Establishing a record-keeping system to track qualified small and minority-owned businesses and efforts to use such businesses.
- (8) Providing information and educational activities to persons within Stellar and training such persons to seek out, encourage, and promote the use of small and minority-owned businesses.

In performance of these duties, the Administrator will utilize a number of resources, including:

Chambers of Commerce  
The Tennessee Department of Economic and Community Development  
The United States Department of Commerce  
Small Business Administration

Office of Minority Business  
The National Minority Supplier Development Counsel  
The National Association of Women Business Owners  
The National Association of Minority Contractors  
Historically Black Colleges, Universities, and Minority Institutions

The efforts to promote and ensure equal opportunities for small and minority-owned businesses are primarily spelled out in the Administrator's duties above. Additional efforts to provide opportunities to small and minority-owned businesses will include offering, where appropriate and feasible, small and minority-owned businesses assistance with technical, insurance, bonding, licensing, production, and deadline requirements.

#### **IV. RECORDS AND COMPLIANCE REPORTS**

Stellar will maintain records of qualified small and minority-owned business and efforts to use the goods and services of such businesses. In addition, Stellar will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this plan.

Stellar will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. Furthermore, Stellar will cooperate fully with any surveys and studies required by the Tennessee Regulatory Authority.

Dated: November 2007

# EXHIBIT E

**Certification App. Exhibit E: Pre-Filed Testimony of Bernard Durocher**

**BEFORE THE  
TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE**

In the Matter of Application of Stellar Nordia           )  
Services, LLC For a Certificate To Provide           )       Docket No. 07- \_\_\_\_\_  
Competing Local Telecommunications Services       )

**PRE-FILED TESTIMONY OF BERNARD DUROCHER**

I, Bernard Durocher, do hereby testify as follows in support of the application of Stellar Nordia Services, LLC (“Stellar” or the “Company”) for a Certificate of Convenience and Necessity as a competing telecommunications services provider to provide telecommunication services throughout the State of Tennessee.

**Q: Please state your full name, business address and position.**

Bernard Durocher  
Vice President  
Stellar Nordia Services, LLC  
3100 Cote-Vertu Boulevard  
Suite 280  
St-Laurent, Quebec  
Canada H4R2J8  
Telephone: (514) 858-4797  
Facsimile: (514) 332-9930  
Email: bdurocher@nordia.ca

**Q: Please briefly describe your duties.**

I am, among other things, responsible for client relationship management, contract negotiation and management, operating budget management and control and profitability from service operations

**Q: Please describe your business experience and educational background.**

I joined Nordia in September 2004. In addition to leading start up operations for Stellar-Nordia’s relay business, I have over 20 years of general management and contact center

experience, including 6 years with Voyages Intair Transit (VIT) Inc. and 17 years with Bell Canada.

Prior to my appointment as CEO in June 2006, I held the position of Executive Vice President, Nordia, Inc. and Vice- President of Stellar-Nordia.

**Q: Are all statements in Stellar’s application true and correct to the best of your knowledge, information and belief?**

Yes.

**Q: Please describe the current corporate structure of Stellar.**

As described in the accompanying certification application, Stellar was recently formed to act as a call center subcontractor to GoAmerica Relay Services Corp. (“GoAmerica”) with respect to GoAmerica’s provision of Tennessee intrastate telecommunications relay services (“TRS”). Stellar is a limited liability company originally formed as Excel Nordia Services, LLC on June 21, 2002 in the State of Nevada, and changed its name to “Stellar Nordia Services, LLC” on April 16, 2007.

**Q: Does Stellar possess the requisite managerial, financial, and technical abilities to provide the services for which it has applied for authority?**

Yes. Stellar’s qualifications are discussed in some detail in the accompanying certification application. In particular, Stellar’s management team possesses substantial management, business, and technical experience with respect to the services for which Stellar has applied for authority.

**Q: Please describe Stellar’s financial qualification.**

The unaudited financials of Stellar have been provided as part of the attached application. Stellar has a five-year Management Services Agreement (“MSA”) with GoAmerica which will cover the costs of the services that Stellar will be providing in Tennessee. The MSA is on file at the TRA in Docket No. 07-00204.

**Q: Please describe Stellar’s managerial and technical qualifications.**

Stellar is a well-regarded multi-contact customer relationship management solutions company with extensive technical, operational, and administrative expertise as a call center operator. Through its Nordia sister company, Stellar’s initial relay service experience came from delivering such services to Bell Canada, which represents approximately 70% of Canadian relay traffic. In 2004, it became a provider of intrastate relay services in California pursuant to a contract similar to the one that GoAmerica is seeking to assume in Tennessee. In addition, Stellar has been successfully serving as a technology and call center contractor for GoAmerica’s parent company, GoAmerica, Inc., with respect to interstate relay services since 2005. Across all of its business units, Stellar and Nordia currently have 2,200 agents handling approximately 100 million customer interactions each year. Stellar has developed its own award-winning relay service platform, which is available 24/7/365 and is fully scalable to handle growing call

volumes. As a result, Stellar has both the managerial and technical qualifications to provide such services in the future.

**Q: What services will Stellar offer?**

Stellar will not offer any services directly to the public in the State of Tennessee. Rather, Stellar will act as a call center subcontractor to GoAmerica with respect to GoAmerica's provision of Tennessee intrastate telecommunications relay services. This will entail Stellar providing technical, operational, and administrative support to GoAmerica.

**Q: Will Stellar offer services to all consumers within its service area?**

As noted above, Stellar will not offer any services directly to the public in the State of Tennessee. However, it will perform its role as call center subcontractor to GoAmerica with respect to any consumers that are in need of TRS, and to any hearing consumers that wish to communicate with communicatively disabled individuals within the State of Tennessee.

**Q: Will the granting of the certificate of convenience and necessity to Stellar serve the public interest?**

Yes. If and when a certificate of convenience and necessity is granted to Stellar, Stellar will then be able to perform its obligations under the subcontract between it and GoAmerica (the "MSA") and begin providing call center support services with respect to deaf, hard-of-hearing, and speech-disabled consumers in Tennessee. TRS will provide these communicatively disabled consumers with access to the intrastate telecommunications network that is functionally equivalent to that utilized by individuals who are not disabled.

**Q: Does Stellar intend to comply with all TRA rules, statutes, and orders pertaining to the provision of telecommunications services in Tennessee, including those for disconnection and reconnection services of service?**

Yes. However, as described in Stellar's Application, Stellar plans only to provide call center services to GoAmerica on a non-common carrier basis and does not intend itself to offer services directly to the public.

**Q: Has any state ever denied Stellar or one of its affiliates authorization to provide intrastate service?**

No.

**Q: Has any state ever revoked the certification of Stellar or one of its affiliates?**

No.

**Q: Has Stellar or one of its affiliates ever been investigated or sanctioned by any regulatory authority for service or billing irregularities?**

No.

**Q: Who is knowledgeable about Stellar's operations and will serve as Stellar's regulatory and customer service contact?**

Anne Rousseau  
Director Client Relation & Sales  
Stellar Nordia Services, LLC  
3100 Cote-Vertu Boulevard  
Suite 510, 280  
St-Laurent, Quebec  
Canada H4R2J8  
Telephone: (714) 907-6530  
Facsimile: (514) 332-9930  
Email: [arousseau@nordia.ca](mailto:arousseau@nordia.ca)

Upon grant of the application and following the effective date of the MSA, Stellar will promptly establish a toll free 1-800 number to handle Tennessee service and regulatory inquires.

**Q: Please explain in detail Stellar's proposed procedure for responding to information requests from the TRA and its staff?**

Upon receipt of a lawful request for information from the TRA and its Staff, Anne Rousseau will be responsible for providing such information in her capacity as Regulatory and Customer contact for the Company.

**Q: Does this conclude your testimony?**

Yes.



# EXHIBIT F

BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE

In the Matter of Application of Stellar Nordia )  
Services, LLC For a Certificate To Provide )  
Competing Local Telecommunications Services )

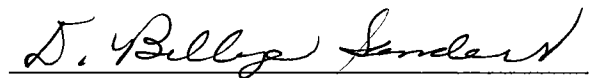
Docket No. 07- \_\_\_\_\_

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**NOTICE OF APPLICATION FOR CERTIFICATE OF PUBLIC CONVENIENCE  
AND NECESSITY TO PROVIDE  
COMPETING LOCAL TELECOMMUNICATIONS SERVICES**

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Pursuant to T.C.A. §65-4-201(c), Stellar Nordia Services, LLC hereby serves notice of its filing with the Tennessee Regulatory Authority (“TRA”) an application for a certificate of authority to provide competing local telecommunications services in Tennessee<sup>3</sup>, on this 14th day of November, 2007. Copies of the application are available from the TRA.



D. Billye Sanders, Esq.

WALLER LANSDEN DORTCH & DAVIS, LLP  
511 Union Street, Suite 2700  
Nashville, TN 37219  
(615) 244-6380

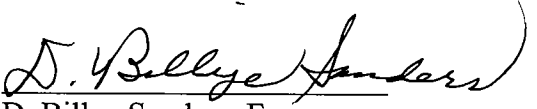
Attorney for Stellar Nordia Services, LLC

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<sup>3</sup> Stellar Nordia Services, LLC has requested authority to provide competing local telecommunications services in order to act as call center subcontractor to GoAmerica Relay Services Corp. (“GoAmerica”) with respect to GoAmerica’s provision of intrastate relay services for the hearing impaired within the State of Tennessee, including areas currently served by an incumbent local exchange carrier with fewer than 100,000 access lines, as described in T.C.A. § 65-4-201 (d).

**CERTIFICATE OF SERVICE**

I hereby certify that on this 14<sup>th</sup> day of November, 2007, the attached Notice of Application for Certificate of Public Convenience and Necessity to Provide Competing Local Telecommunications Services within the State of Tennessee was served by first class mail on the attached list of telecommunications providers and other entities.

  
D. Billye Sanders, Esq.

- 1) **ARDMORE TELEPHONE COMPANY, INC.**  
P.O. Box 549  
517 Ardmore Avenue  
Ardmore, TN 38449  
(205) 423-2131  
(205) 423-2208 (Fax)
- 2) **BELLSOUTH**  
333 Commerce Street  
Nashville, TN 37201-3300  
(615) 214-3800  
(615) 214-8820 (Fax)
- 3) **CENTURY TELEPHONE OF ADAMSVILLE**  
116 N. Oak Street  
P.O. Box 405  
Adamsville, TN 38310  
(901) 632-3311  
(901) 632-0232 (Fax)
- 4) **CENTURY TELEPHONE OF CLAIBORNE**  
507 Main Street  
P.O. Box 100  
New Tazewell, TN 37825  
(423) 626-4242  
(423) 626-5224 (Fax)
- 5) **CENTURY TELEPHONE OF OOLTEWAH-COLLEGEDALE, INC.**  
5616 Main Street  
P.O. Box 782  
Ooltewah, TN 37363  
(423) 238-4102  
(423) 238-5699 (Fax)
- 6) **CITIZENS COMMUNICATIONS COMPANY OF TENNESSEE**  
P.O. Box 770  
300 Bland Street  
Bluefield, WV 24701
- 7) **FRONTIER COMMUNICATIONS OF AMERICA**  
250 South Franklin Street  
P.O. Box 689  
Cookeville, Tennessee 38501  
(931) 528-0518  
(931) 528-0604 (Fax)

- 8) **LORETTO TELEPHONE COMPANY, INC.**  
P.O. Box 130  
Loretto, TN 38469  
(931) 853-4351  
(931) 853-4329 (Fax)
- 9) **MILLINGTON TELEPHONE COMPANY, INC.**  
P.O. Box 429  
4880 Navy Road  
Millington, TN 38053  
(901) 872-3311  
(901) 873-0022 (Fax)
- 10) **SPRINT-UNITED**  
112 Sixth Street  
Bristol, TN 37620  
(423) 968-8161  
(423) 968-3148 (fax)
- 11) **TDS TELECOM-CONCORD TELEPHONE EXCHANGE, INC.**  
P.O. Box 22610  
Knoxville, TN 37933  
(423) 966-5828  
(423) 966-9000 (Fax)
- 12) **TDS TELECOM-HUMPHREYS COUNTY TELEPHONE COMPANY**  
P.O. Box 155  
Bruceton, TN 38317  
(731) 586-7146
- 13) **TDS TELECOM-TELLICO TELEPHONE COMPANY, INC.**  
P.O. Box 9  
102 Spence Street  
Tellico Plains, TN 37385-0009  
(423) 671-4600  
(423) 253-7080 (Fax)
- 14) **TDS TELECOM-TENNESSEE TELEPHONE COMPANY**  
7407 Andersonville Pike  
P.O. Box 70387  
Knoxville, TN 37928  
(423) 922-3535  
(423) 922-9515 (Fax)
- TDS TELECOM-Knoxville Office**  
P.O. Box 22995  
Knoxville, TN 37933-0995

(865) 966-4700

- 15) **TEC-CROCKETT TELEPHONE COMPANY, INC.**  
P.O. Box 7  
Friendship, TN 38034  
(901) 677-8181
- 16) **TEC-PEOPLE'S TELEPHONE COMPANY, INC.**  
P.O. Box 310  
Erin, TN 37061  
(931) 289-4221  
(931) 289-4220 (Fax)
- 17) **TEC-WEST TENNESSEE TELEPHONE COMPANY, INC.**  
P.O. Box 10  
244 E. Main Street  
Bradford, TN 38316  
(901) 742-2211  
(901) 742-2212 (Fax)
- 18) **UNITED TELEPHONE COMPANY**  
P.O. Box 38  
120 Taylor Street  
Chapel Hill, TN 37034  
(931) 364-2289  
(931) 364-7202 (Fax)
- 19) **CONSUMER ADVOCATE AND PROTECTION DIVISION**  
Cynthia Kinser, Esq.  
Office of Consumer Advocate and Protection Division  
Tennessee Attorney General & Reporter  
425 Fifth Avenue North  
Nashville, Tennessee 37202-0207