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T.R.A. DOCKET ROOM

October 8, 2010

**VIA HAND DELIVERY**

Honorable Mary Freeman, Chairman  
c/o Sharla Dillon, Docket & Records Manager  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

**RE: Deployment Plan of Twin Lakes Communications, Inc.,  
TRA Docket No. 10-00129**

Dear Chairman Freeman:

Enclosed please find one (1) original and thirteen (13) copies of the *Managerial, Financial, and Technical Qualifications of Twin Lakes Communications, Inc.* Twin Lakes considers the information contained in **Exhibit B** proprietary and confidential and requests that it be filed accordingly.

One (1) additional copy of the *Managerial, Financial, and Technical Qualifications* is enclosed to be stamped "filed" for our records. If you have any questions or require additional information, please let us know.

Sincerely,



Sarah Lodge Tally

SLT/sc

Enclosure

cc: Wayne Gassaway

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

**IN RE:**

<b>APPLICATION OF TWIN LAKES</b>	)	<b>DOCKET NO.</b>
<b>COMMUNICATIONS INC. FOR STATE-</b>	)	
<b>ISSUED CERTIFICATE OF FRANCHISE</b>	)	
<b>AUTHORITY</b>	)	

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**MANAGERIAL, FINANCIAL, AND TECHNICAL QUALIFICATIONS  
OF TWIN LAKES COMMUNICATIONS, INC.**

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Twin Lakes Communications Inc. ("TLCI") submits this description of its managerial, financial, and technical qualifications in support of its Application for State-Issued Certificate of Franchise Authority. In its 2003 and 2009 Orders<sup>1</sup>, the Authority determined that TLCI had the managerial, financial, and technical qualifications to provide long-distance telephone services and competitive access and transport telecommunications services. Based on its experience and success providing these telecommunications services, TLCI has the managerial, financial, and technical qualifications to provide cable and video services.

1. Managerial Qualifications: Twin Lakes Communications Inc., has been providing telecommunications services in Tennessee since 2003, primarily to Tennesseans in the eight (8) Tennessee counties serviced by Twin Lakes Cooperative, namely Clay, DeKalb, Fentress, Jackson, Pickett, Putnam, Overton, and Smith Counties. TLCI has gained valuable experience as a telecommunications provider and has the foundation necessary to provide the proposed cable and video services.

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<sup>1</sup> See *In Re: Company ID: 128818*, Order Granting Authority to Provide Operator Services and/or Resell Telecommunication Service in Tennessee, TRA Case Number 02-01342 (Jan. 27, 2003) and *In Re: Application of Twin Lakes Communications, Inc. for a Certificate of Public Convenience and Necessity to Provide Intrastate Telecommunications Services Statewide*, Order Granting Amendment of Certificate of Public Convenience and Necessity, TRA Case Number 09-00035 (Oct. 8, 2009).

TLCI is managerially qualified to provide cable and video services in its proposed service area. TLCI is led by J. David Parsons, President, and he is supported by highly qualified and competent directors and staff. Attached hereto as **Exhibit A** is a list of the names of the Applicant's principal company officers and staff and a description of each officer's and staff member's background and experience. As shown in **Exhibit A**, the staff of the company have substantial managerial experience in the areas of utility operations, utility customer service and utility marketing.

2. **Financial Qualifications:** Before issuing the *2003 and 2009 Orders*, the Authority reviewed, among other things, TLCI's financial ability to provide telecommunications services. TLCI is financially qualified to provide cable and video services, as it has been providing telecommunications services since 2003. TLCI submits as **CONFIDENTIAL Exhibit B** the *2009 and 2008 Audited Financial Statements* of Twin Lakes Cooperative, which demonstrates that TLCI is financially qualified to provide cable and video services. **CONFIDENTIAL Exhibit B** is being submitted **UNDER SEAL** as **CONFIDENTIAL AND PROPRIETARY**.

3. **Technical Qualifications:** Based in part on its experience since 2003 as a telecommunications services provider, coupled with its demonstrated managerial experience, TLCI possesses the necessary technical qualifications to provide cable and video services. As noted earlier herein, TLCI has successfully serviced its telecommunications customers since 2003. Employees of TLCI are also employees of Twin Lakes Cooperative. Twin Lakes Cooperative has been providing broadband services for over 10 years; therefore, the technical staff and senior management team have extensive broadband experience. Information concerning the technical expertise of TLCI's senior management team is included in **Exhibit A**. This experience provides TLCI with the foundation necessary to provide the proposed cable and

video services. While TLCI believes that it has sufficient technical expertise to provide these and other broadband services, TLCI also has access to various technical consultants on whom it may call if the need arises.

Twin Lakes Communications has the managerial, financial, and technical fitness to provide the applied-for services in the State of Tennessee, and TLCI respectfully requests that the Authority grant its Application for State-Issued Certificate of Franchise Authority.

Respectfully submitted,

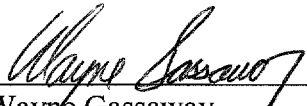
A handwritten signature in black ink, appearing to read "Sarah Lodge Tally", is written over a horizontal line.

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Sarah Lodge Tally  
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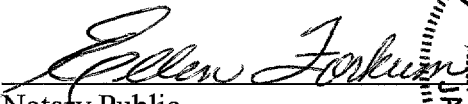
## VERIFICATION

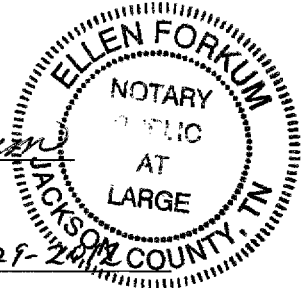
STATE OF TENNESSEE                     )  
COUNTY OF Jackson                     )

I, Wayne Gassaway, being first duly sworn, make oath that I am the General Manager of Twin Lakes Communications Inc., that I am authorized to make this oath on behalf of Twin Lakes Communications Inc., and that the *Description of the Managerial, Financial, and Technical Qualifications of Twin Lakes Communications, Inc.* submitted to the Tennessee Regulatory Authority, and the statements contained therein, are true, accurate and correct to the best of my knowledge, information and belief.

  
\_\_\_\_\_  
Wayne Gassaway  
General Manager  
Twin Lakes Communications Inc.

Sworn to and subscribed before me this 7<sup>th</sup> day of October, 2010.

  
\_\_\_\_\_  
Notary Public



My Commission Expires: 02-28-2012

## **EXHIBIT A**

### **BIOGRAPHIES OF OFFICERS, BOARD MEMBERS, AND STAFF**

#### **OFFICERS of the Board of Directors**

##### **J. David Parsons**, President, Livingston

Mr. Parsons is the owner of Speck Funeral home in Livingston, TN. He is a licensed Funeral Director and Embalmer and a licensed insurance agent. He has been a member of the Board of Directors since October, 2007, and has actively engaged in the required oversight of TLCI.

##### **Kem W. Crouch**, Vice President, Jamestown

Mr. Crouch is a customer service representative for the Pepsi Bottling Distributing company. Mr. Crouch has been a member of the Board of Directors since October, 2008, and has actively engaged in the required oversight of TLCI.

##### **Kent J. Brown**, Secretary/Treasurer, Rickman

Mr. Brown has actively farmed for more than 30 years and owns Jared Brown & Son Registered Angus. He has been a member of the Board of Directors of Twin Lakes Cooperative since March, 1999, and TLCI since 2002. He has actively engaged in the required oversight of TLCI.

## **BOARD OF DIRECTORS**

### **Gregory H. Brown, Pall Mall**

Mr. Brown is the owner of two funeral homes; Brown Funeral Chapel, Byrdstown; and Livingston Funeral Home, Livingston. Mr. Brown is a licensed Funeral Director and Embalmer in the State of Tennessee. He has been a member of the Board of Directors since October, 2006, and has actively engaged in the required oversight of TLCI.

### **Mark D. Carlisle, Red Boiling Springs**

Mr. Carlisle has been the owner of Allied Wood Products in Moss, Tennessee for the past twenty-five years. Mr. Carlisle has been a member of the Board of Directors since October, 2009, and has actively engaged in the required oversight of TLCI.

### **Douglas G. Elder, Byrdstown**

Mr. Elder is a regional salesman for an industrial grain and feed supplier. He has held the following offices on Twin Lakes Cooperative's Board of Directors: Secretary 1994-1996, 2002; Vice President 1996-1998; and President 1998-2000. He has been a member of the Board of Directors of Twin Lakes Cooperative since April, 1992, and TLCI since 2002. He is actively engaged in the required oversight of TLCI.

### **Gary E. Flynn, Gainesboro**

Mr. Flynn is a teacher and high school basketball and golf coach. Mr. Flynn owns a self-serve gas and convenience market business. He has been a member of the Board of Directors since

October, 2005, and has actively engaged in the required oversight of TLCI. He held the office of Vice President in the 2008 term.

**Mrs. Gail Myers, Baxter**

Mrs. Myers is principal of the Jackson County Middle School in Gainesboro, where she has been employed for 19 years. Ms. Myers has been a member of the Board of Directors since October, 2005, and has actively engaged in the required oversight of TLCI. She has completed the requirements of the Director Core Curriculum certificate program offered by the National Telecommunications Cooperative Association.

**Larry J. Stafford, Gainesboro**

Mr. Stafford is the owner of Outdoor Country in Gainesboro, a store that sells guns, hunting equipment, and hunting and fishing licenses. He has been a member of the Board of Directors since October, 2004, and has actively engaged in the required oversight of TLCI is also a former employee of Twin Lakes Cooperative.

**James D. Storie, Celina**

Mr. Storie is a former sheriff of Clay County and a former Tennessee Highway Patrol officer. He has been a member of the Board since October, 2008, and has actively engaged in the required oversight of TLCI.

**Ricky E. Strong, Gainesboro**

Mr. Strong has been a member of the Board of Directors since October, 2006, and has actively engaged in the required oversight of the Company.



## **Management and Staff**

### **Wayne Gassaway - General Manager**

Mr. Gassaway has forty-two years of telephony experience and a B.S. in Business Management. He has been involved in all facets of the telecommunications industry, including but not limited to cellular, internet, ISP, and start-up of a CLEC that offered wireless Internet and Voice over Internet Protocol (VOIP). Mr. Gassaway is directed by policy from the Board of Directors and directly oversees the operations of TLCI with assistance from the Assistant General Manager.

### **Jonathan West – Assistant General Manager**

Mr. West assists the General Manager with all activities of TLCI. He is in charge of the operations in the General Manager's absence. He oversees the business, technical, and financial development of the subsidiary. He ensures that all operations comply with applicable federal, state, and local regulations. Mr. West has a B.S. degree in Mechanical Engineering from Tennessee Technological University. Other positions held within this company are Inside Plant Engineering Coordinator, Outside Plant Engineering Coordinator, and Plant Engineer.

## **STAFF**

### **Tommy Elkins - Plant Operations Manager**

Mr. Elkins is responsible for efficient operation in network operations, engineering, construction, and removal and maintenance work on telephone aerial and buried plant. He is also responsible for the installation and maintenance of telephone instruments and related equipment. Mr. Elkins performs supervisory duties to ensure the proper operation of the network, engineering, construction and service activities. He ensures an understanding of Rural Utilities Service

specifications and instructional guides and sees that all established rules and practices are in compliance with Rural Utilities Service guidelines.

**Chad Anderson - Assistant Network Manager**

Mr. Anderson aids the Network Manager with the layout and design of the network facilities. He works with other companies to ensure effective coordination of network facilities and works to ensure efficient operations of the network. Mr. Anderson maintains pertinent plant and switching records. He also works with Rural Utilities Service personnel and engineers to ascertain quality standards of network programming.

**Debbie Dixon - Customer Service Manager**

Ms. Dixon maintains and operates efficient Customer Service offices. She establishes and maintains procedure for good public relations with subscribers, associates, telephone industry personnel, and communities in the service area.

**Bridget Betcher – Accounting/Settlements Manager**

Ms. Betcher is a CPA and maintains financial and accounting records following rural telephone accounting guidelines of Rural Utilities Service and laws governing telephone utility accounting. She monitors new developments and changes in utility accounting procedures. She provides administrative direction to carry out the activities of the Accounting and Settlements Department.