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May 4, 2011

**VIA ELECTRONIC FILING**  
**AND OVERNIGHT DELIVERY**

Mr. David Foster  
Utility Division Deputy Chief  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
(615) 741-3939

filed electronically in docket office on 05/04/11

Re: Docket No. 10-00187, Application for Aegis Telecom, Inc. d/b/a Off the Hook Telecom for Certificate of Public Convenience and Necessity to Provide Competing Local Exchange and Interexchange Telecommunication Services in Tennessee

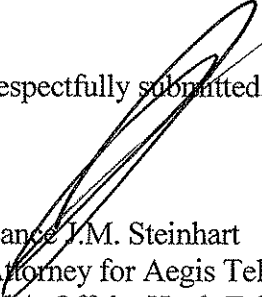
Dear Mr. Foster:

Enclosed please find for filing an original and four (4) copies of the Data Request No. 3 for Aegis Telecom, Inc. d/b/a Off the Hook Telecom. This filing has also been sent via e-mail to [sharla.dillon@state.tn.us](mailto:sharla.dillon@state.tn.us) on May 4, 2011.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope.

If you have any questions or if I may provide you with additional information, please do not hesitate to contact me.

Respectfully submitted,

  
Lance J.M. Steinhart  
Attorney for Aegis Telecom, Inc.  
d/b/a Off the Hook Telecom

Enclosures: Robert Clark

Question No. 1      For how many other telecommunications companies does Telecom Service Bureau provide management services? List each company by name.

Response:            **Telecom Service Bureau provides management for the following companies:**

- **Affordable Phone Services, Inc**
- **Absolute Home Phones, Inc dba Absolute Mobile**
- **Easy Telephone Services Company dba Easy Wireless**
- **Linkup Telecom, Inc.**
- **Assurance Home Phone Service, Inc dba Surety Wireless**
- **Safari Communications, Inc.**
- **Aegis Telecom, Inc. dba Off The Hook Telecom**
- **Gulf Coast Home Phones, Inc dba Gulf Coast Mobile**
- **Icon Telecom, Inc.**

Question No. 2      Does Telecom Service Bureau have an ownership interest in any of the telecommunications companies for which it provides management services?

Response:            **The only common ownership interest between any of the aforementioned companies is Joe Fernandez's total ownership of Telecom Service Bureau and his controlling interest in Easy Telephone Services Company.**

Question No. 3      Of the companies for which Telecom Service Bureau provides management services, are any currently under investigation in any state or by any federal regulatory agency? Have any of the companies previously been investigated or sanctioned by any state or federal regulatory agency in the past? If so, what were the alleged violations and the outcome of any investigations?

Response:            **1. Easy Telephone Services Company was fined by the Florida PSC for having 106 Slamming complaints due to a marketing agent that was transferring end users' service without authorization. The marketing agent was terminated and complaints ceased. The FL PSC accepted the fine and closed the complaint on good terms.**

2. Easy Telephone Service Company has responded to requests for information from the Florida Public Service Commission stemming from an erroneous whistleblower complaint made to USAC regarding Telecom Service Bureau, Inc. All factual data refuting the claim, including a signed affidavit from the whistleblower's Office Manager, has been delivered to Bob Casey of the Florida Public Service Commission.

3. Affordable Phone Services, Inc has responded to requests for information from Dawn Hipp with the State of South Carolina stemming from the same erroneous whistleblower complaint to USAC.

Joseph Fernandez, owner of Telecom Service Bureau, would look forward to the opportunity to meet with the TRA staff to lay out all the facts pertaining to the whistleblower complaint, to prove no wrong-doing on the part of anyone except the disgruntled whistleblower, and to show that the complaint is nothing more than a contract dispute.

We could also use the meeting to have Joe explain the relationship between Telecom Service Bureau and the companies it serves, and delineate the ownership for all companies. Joe presented this information to the Florida PSC in late 2010 and it served as a good opportunity to get to know each other.

Question No. 4

How long has Telecom Service Bureau been providing management services for telecommunications companies?

Response:

Telecom Service Bureau has been in business since February 2009. Telecom Service Bureau was founded by Joe Fernandez to provide the following services to other CLECs, on a wholesale basis: Marketing/Advertising support, Call Center/Provisioning/ Customer Service Support, Regulatory and Compliance assistance, ETC Petition support, Wholesale carrier services.

Question No. 5      Provide resumes/biographical information for Joseph Fernandez, Tina Allen and Angela Scroble with Telecom Service Bureau. Include all relevant telecommunications education and experience for the past ten (10) years.

Response:            **Please see attachment A - resumes of Tina Allen and Angela Scroble, as well as the bio of Joseph Fernandez.**

**A short biography/history of Telecom Service Bureau is as follows:**

**High Tech Communications, Inc. (HTC) was started in 1993 by Joel & Ersilia Leonard, to sell and install telephone systems and PBXs to small business customers. They began selling beepers and cell phones in 1995, which led to home phone service in 1999. Joel Leonard would later become Joe Fernandez's father-in-law.**

**Tina Allen joined High Tech Communications in 2000. Joe Fernandez was hired in 2001. During the same year, HTC added the dba Affordable Phone Service to its name for about 12 months before splitting the companies into two distinct entities. High Tech Communications, Inc remained a business telephone systems dealer, while Affordable Phone Services, Inc. became a CLEC offering service in Sprint & Bellsouth territories. Tina Allen was with the company during this transitional process. Angela Scroble was hired in 2005 to assist Tina Allen with business operations.**

**Joe became CEO of Affordable Phone Service, Inc. in 2003 and was instrumental in growing the business. In 2009, Joe announced his interests in starting Telecom Service Bureau, to assist other phone companies in the same way he helped Affordable Phone. With the full support of his in-laws, he purchased the operational assets from Affordable Phone and hired Tina and Angela to run operations, overseeing provisioning, call center, accounting, and marketing. Starting with one client, Affordable, Telecom Service Bureau has since grown to almost 200 employees and serves 9 CLEC/wireless service provider clients. Joseph Fernandez is still the visionary behind TSB, however his main objective is to meet with new clients and any Commission that desires a meeting with him. Tina and Angela still run the Operations behind Telecom Service Bureau, with all that entails, including obtaining the 9 companies' CLEC/ETC certifications in a give state and**

**contract negotiations with the LECs. Most Data Requests are handled by the company owner with the assistance of Tina Allen. Tina also handles Compliance related matters such as USAC and PSC filings. Angela's focus remains on consulting owners on building and maintaining the CLEC company databases and order provisioning.**

**Telecom Service Bureau welcomes any and all questions from the commissions.**

Question No. 6      Does the company intend to provide telecommunications services for individuals who do not qualify for Lifeline and Link-Up services?

Response:            **Yes, the company does intend to provide telecommunications services for individuals who do not qualify for Lifeline and Link-Up services. The company will market to customers across all demographics and has products and marketing strategies designed for both lifeline and non-lifeline markets.**

Question No. 7      To the extent that Aegis Telecom intends to apply for eligible telecommunications carrier status, please detail the company's internal processes to ensure that lifeline/link-up customers are served using company owned Of leased facilities. Describe the process in detail.

Response:            **Aegis Telecom has signed an Interconnection Agreement with AT&T to provide service on both Local Wholesale Complete (UNE-P) and Resale platforms. Aegis is planning to determine provisioning platform based on the cost to provision the feature package/zone combination requested by the end user. Aegis currently anticipates provisioning zone 1lifeline customers on LWC, zone 3 lifeline customers on Resale, and zone 2 lifeline customers on a combination, depending on the feature package requested. Cost is the major determinant. There are locations in the State of Tennessee where LWC is less expensive, and places where Resale is less expensive. It's our understanding that, per the Federal guidelines, we have the ability to use this combination of provisioning platforms.**

Question No. 8      List all other telecommunications ventures in which Robert Clark has an equity stake or has provided debt financing.

Response:            **Robert Clark has no ownership, equity or debt financing interest in any venture other than Aegis Telecom.**

**Attachment A**

**Resumes for Tina Allen and Angela Scroble  
Bio of Joseph Fernandez.**

# Tina C. Allen

1770 SE 172<sup>nd</sup> Terrace ♦ Silver Springs, FL. 34488 ♦ (352) 361-9310 ♦ tallen@telecomservicebureau.com

## Objective

Operations Management position allowing for parlay of demonstrated organization, customer service, communication, and project management skills proven by 11 years of successful, profitable employment with an up and coming CLEC.

## Profile

Motivated, personable business professional with a college degree and a successful 11 year track record of bringing a small family owned CLEC into a larger, more profitable company. Talent for quickly mastering technology useful to the average CLEC, such as AT&T LENS programs, Emabrq's IRES program, Verizon's Online Ordering Portal. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports, meeting strict deadlines, and maintaining relationships across several vendors.

Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

## Skills Summary

- |                          |                     |                              |
|--------------------------|---------------------|------------------------------|
| ♦ Project Management     | ♦ Computer Savvy    | ♦ Lifeline Maintenance       |
| ♦ Report Preparation     | ♦ Customer Service  | ♦ Accounting/Bookkeeping     |
| ♦ Written Correspondence | ♦ Scheduling        | ♦ Front-Office Operations    |
| ♦ General Office Skills  | ♦ Marketing & Sales | ♦ Professional Presentations |

## Skills Summary (Specific to CLECs)

- |                                    |  |  |
|------------------------------------|--|--|
| ♦ Complete knowledge of Quicktel   | ♦ Various State Lifeline Requirements/ 497 | ♦ Human Resources compliance                             |
| ♦ Complete knowledge of Quickbooks | ♦ State Tax Compliance                     | ♦ Customer refunds, chargebacks, and referrals           |
| ♦ AT&T Contract Negotiations       | ♦ Public Service Commission complaints     | ♦ Relationships created and maintained with many vendors |

## Professional Experience

### GROWTH AND DEVELOPMENT OF CLECS

- ♦ Oversee Operations Department with specific tasks related to the Growth and Development of CLECs
  - ♦ AT&T Contract Negotiations.
  - ♦ Wireless MVNO contracts.
  - ♦ Attorney relations with Landline and Wireless ETC attorneys.
  - ♦ Approve drafts, applications, and amendments prior to filing.
  - ♦ Oversee and Approve Data Requests prior to filing.
  - ♦ Liaison between company owner and Telecom Service Bureau departments.

### COMMUNICATION: REPORTS/PRESENTATIONS/TECHNOLOGY

- ♦ Prepare complex reports for company owners, showing profit and loss, company summaries, accounts gained and lost, meeting all requirements and tight deadlines.
- ♦ Author professional correspondence to customers, vendors, State Organizations (PSC), Federal Organizations (USAC, FCC).
- ♦ Timely handling of all Public Service Commission Complaints, Better Business Bureau Complaints, and AT&T Slamming Notification complaints.
- ♦ Conduct weekly/monthly management meetings.
- ♦ Communicate Ordering and Provisioning concepts to employees using layman's terms to facilitate understanding.
- ♦ Rapidly learn and master various CLEC programs; Quicktel billing platform, Quickbooks Accounting Software, LENS, LEX, IRES, EASE, CSOTS, PMAP.
- ♦ Filing of all ETC 497 reports, Audit reports, state reports, etc.
- ♦ Relationships created and maintained with AT&T account managers, CenturyLink account managers, Consultants, USAC representatives



# Tina C. Allen

1770 SE 172<sup>nd</sup> Terrace ♦ Silver Springs, FL. 34488 ♦ (352) 361-9310 ♦ tallen@telecomservicebureau.com

## Professional Experience cont'd

### CUSTOMER SERVICE/MARKETING/PROBLEM SOLVING

- ♦ Oversee front-office operations and provide impeccable customer service:
  - ♦ Built a clientele supported by 40% referral business.
  - ♦ Built a clientele supported by 50% marketing business.
- ♦ Develop and implement strategic marketing plan for business:
  - ♦ Launched a thriving business, building revenue from \$10,000 annually to over \$1M annually in eight years with minimal overhead.
  - ♦ Create special promotions, create bill inserts, market referrals, communicate with Billing company and Marketing specialists.
  - ♦ Created a partnership with Employee Leasing company to handle payroll, health insurance benefits, Employee taxes, etc.

### ORGANIZATION

- ♦ Manage all aspects of day-to-day operations:
  - ♦ Facility rental/maintenance.
  - ♦ Employee scheduling for busy office averaging 200+ employees.
  - ♦ Finances: accounts payable/receivable, invoicing, billing, budgeting.
  - ♦ Supervision of a total of six departments: Customer Service, Account Care & Provisioning, Human Resources, Accounting, Marketing, and State Compliance.
- ♦ Created Relationships with many vendors useful to the average CLEC. These vendors were useful in the areas of:
  - ♦ AT&T Order Processing
  - ♦ EMBARQ Order Processing
  - ♦ CLEC billing and customer accounting
  - ♦ Business Accounting
  - ♦ PRE-PAID Long Distance for the CLEC Customer
  - ♦ Dial-Up Internet for the CLEC Customer
  - ♦ AT&T Promotions
  - ♦ Lifeline Consulting
  - ♦ Customer Call Queue
  - ♦ Outsourced Call Queue
  - ♦ CLEC Customer billing and invoicing
  - ♦ Human Resources
  - ♦ Employee Benefits
  - ♦ Timed Tasks to keep track of employee workload
  - ♦ Payment Portals
  - ♦ Employee Time Clock and hours reporting

# Tina C. Allen

1770 SE 172<sup>nd</sup> Terrace ♦ Silver Springs, FL. 34488 ♦ (352) 361-9310 ♦ tallen@telecomservicebureau.com

## Employment History

TELECOM SERVICE BUREAU, INC – Ocala, FL  
**Senior Operations Manager, 2009 to Present**  
**Member of NALA.**

AFFORDABLE PHONE SERVICES, INC – Ocala, FL. (Offering service in the SE region)  
**Operations Manager, 2000 to 2009**  
**Also known as High Tech Communications.**

CHECKERS DRIVE THRU RESTAURANT – Ocala, FL.  
**Assistant General Manager, 1997 to 2000**

## Education

COLLEGE OF CENTRAL FLORIDA – OCALA, FL  
**The 4 Imperatives of Great Leaders, Certificate of Completion 2011**  
**Project Management for a Fast Paced Environment, Certificate of Completion 2011**

CENTRAL FLORIDA COMMUNITY COLLEGE – OCALA, FL  
**Associate of Arts Degree, 2001**  
GPA: 3.9/4.0 (Frequently on the Dean's list for GPA)  
Two-year advanced degree requiring 30 credit hrs. per quarter.

VALENCIA COMMUNITY COLLEGE – ORLANDO, FL  
GPA: 4.0/4.0 (Winner of a \$500 scholarship through National Honor Society)

FOREST HIGH SCHOOL – OCALA, FL  
**High School Diploma, 1996**  
GPA: 3.85/3.9 (Member of 4 Service clubs, Marching Band, National Honor Society)

# Angela R. Scroble

5331 SE 109<sup>th</sup> Street • Belleview, FL 34420 • (352) 572-7623 • angela@telecomservicebureau.com

## Objective

To obtain a management position allowing for a demonstration of skills in areas that include customer service, communication, organization, and project management as proven by 7 years of successful employment with a successful Competitive Local Exchange Carrier

## Profile

Worked hand and hand with Tina Allen to oversee the Operations of Affordable Phone Service, moving with her to Telecom Service Bureau. During this time was a business professional with a successful 7 year track record of bringing a small CLEC into a larger, more profitable company. Talent shown for quickly mastering programs useful to the average telecommunications company, such as AT&T LEX programs. Diplomatic and tactful with professionals and non-professionals at all levels. Demonstrated history of producing accurate, timely reports, meeting strict deadlines, and maintaining relationships across several vendors. Motivated and professional at all times. Project Management was a must.

## Skills Summary

- LEX/Verigate Online Ordering
- Complete knowledge of customer billing
- In-depth knowledge of Quickbooks
- Handled some state filing, such as 497 reports, PUC reports, and State Lifeline compliance reports as needed
- Human Resources Compliance
- Public Service Commission complaints
- Customer refunds, chargebacks, and referrals
- Relationships maintained with various vendors

## Professional Experience

- Prepare complex reports showing Profit and Loss, Company Summaries, Audit reports, State Reports, Lifeline Reports, etc. all of which vary by state. Also Handle some reporting such as ETC Annual Report, Quality Service Reports, Customer Surveys, and Annual Lifeline Certification and Verification Reports
- Timely handling of all Public Service Commission Complaints, PUC complaints and Better Business Bureau Complaints
- Rapidly learn and master various CLEC programs; Quicktel billing platform, Quickbooks Accounting Software, LEX, etc.
- Relationships created and maintained with AT&T account managers
- Oversee front-office operations and provide impeccable customer service to help build a clientele supported by 40% referral business and 50% marketing business.
- Manage all aspects of day-to-day operations, such as Employee scheduling, Accounts Payable, Human Resources, Supervision of Administration and Lifeline Departments, Building of Billing platform, and Filing of forms and reports for the continued growth of our company within other states.
- Created Relationships with many vendors useful to the average CLEC, vendors who were useful in areas, such as Order Processing, Long Distance, Billing, Employee Benefits, etc.
- Handled all AT&T aspects (such as Contract Negotiations) to ensure new company Growth and Development.

## Employment History

**TELECOM SERVICE BUREAU – Ocala, FL**

**Operations Manager, 2009 to Present**

**AFFORDABLE PHONE SERVICES, INC – Ocala, FL**

**Assistant Operations Manager, 2004 to 2009**

## References Available Upon Request

## **Joseph Fernandez**

Joseph Fernandez has been in the telecom industry for over 11 years. Mr. Fernandez began at Affordable Phone Services, Inc. – a company his Father-In-law owned – as a sales associate. However, he researched other companies in the industry and thereby quickly rose through the ranks. He became Vice President of Business Development where he helped to completely change the direction of the company. Previously Affordable was only in their home state of Florida with only a Sprint Wholesale contract. He obtained contracts with Bellsouth/AT&T and Verizon and began the process of getting the company into additional states with CLEC and ETC status. During this time he also researched and learned of a Lifeline discount that he could offer his customers. These changes increased the customer base exponentially, thereby increasing the prosperity of the company. The success he had led him to be named President of Affordable Phone Services, Inc. Mr. Fernandez spent 10 years at Affordable before founding and becoming CEO of Telecom Service Bureau, Inc. What Mr. Fernandez found was that there were several struggling or newly formed CLEC companies that could benefit from his expertise. He saw that very few companies could navigate the Wholesale Market, with proper contracts and Security Deposits and even fewer understood how Lifeline could be a valuable product offering. He developed a turn-key product in which Telecom Service Bureau could offer assistance in Order Provisioning, Customer Service, Tax and State Compliance, Accounting, General Operational Support, and a Call Center Solution that could handle incoming Customer Service and Sales calls. Using trusted industry vendors, such as CGM, BeQuick, and Reunion Communications, he gives a strong foundation to any company he manages. From their first client, Affordable Phone Service, to now their 9<sup>th</sup> client, Icon Telecom, Telecom Service Bureau has shown amazing growth and stability. Mr. Fernandez's mission is to build credibility through compliance across all of Telecom Service Bureau's clientele. To that end, he has partnered with CGM, Inc. to cross reference all TSB company databases so that no company files for Linkup reimbursement if another client has already done so. This idea completely revolutionizes the way servicing agencies do business. Mr. Fernandez is aware of other companies that offer a similar product and understands that Telecom Service Bureau has a product or management style that may be misunderstood. To that end, he is willing to meet with any company owner or Commission Staff to show the viable product and unique offering that Telecom Service Bureau can bring to any company it manages.