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April 11, 2011

VIA ELECTRONIC FILING
AND OVERNIGHT DELIVERY

Attn: Sharla Dillon
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505
(615) 741-3939

Filed electronically in docket office on 04/11/11

Re: Capital Communications Consultants, Inc.
Docket No. 10-00198

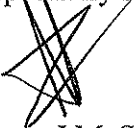
Dear Ms. Dillon:

Enclosed please find for filing an original and four (4) copies of the responses to Data Request No. 3 for Capital Communications Consultants, Inc. This filing has been electronically submitted on April 11, 2011.

APPLICANT HAS ALSO ENCLOSED ONE COPY OF ITS RESPONSES TO QUESTIONS 3 AND 4 IN A SEPARATE ENVELOPE AND HEREBY RESPECTFULLY REQUESTS CONFIDENTIAL TREATMENT OF THE ENCLOSED DOCUMENTS THAT CONTAIN CONFIDENTIAL AND PROPRIETARY INFORMATION. APPLICANT EXPECTS THAT THIS INFORMATION WILL BE RESTRICTED TO COUNSEL, AGENTS AND EMPLOYEES WHO ARE SPECIFICALLY ASSIGNED TO THIS APPLICATION BY THE COMMISSION.

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 Capital Communications Consultants, Inc.

Enclosures

cc: Bryan Michael

Question 1) Resumes for Chris Melton, Stephanie Stetler and Candice Pair, to include experience and employment information for the past 15 years.

RESPONSE: Please see attached Exhibit A.

Question 2) Who is the "respected third party firm" with which Mr. Michael has contracted to provide ongoing telecommunications consultation services?

RESPONSE: Smart Telecom Concepts

Question 3) Provide a copy of the terms and conditions of service entered into between Capital Communications Consultants, Inc. and the third party consultant.

RESPONSE: APPLICANT HAS ENCLOSED ONE COPY OF THE RESPECTIVE AGREEMENT IN A SEPARATE ENVELOPE AND HEREBY RESPECTFULLY REQUESTS CONFIDENTIAL TREATMENT OF THE ENCLOSED INFORMATION THAT CONTAINS CONFIDENTIAL AND PROPRIETARY INFORMATION. APPLICANT EXPECTS THAT THIS INFORMATION WILL BE RESTRICTED TO COUNSEL, AGENTS AND EMPLOYEES WHO ARE SPECIFICALLY ASSIGNED TO THIS APPLICATION BY THE COMMISSION.

Question 4) The company response to Data Request 2 indicated there were attachments. No attachments were included in the filing. Provide a copy of the updated balance sheet and stock purchase agreement referenced in the previous response.

RESPONSE: APPLICANT HAS ALSO ENCLOSED ONE COPY OF ITS UPDATED BALANCE SHEET AND STOCK PURCHASE AGREEMENT IN A SEPARATE ENVELOPE AND HEREBY RESPECTFULLY REQUESTS CONFIDENTIAL TREATMENT OF THE ENCLOSED FINANCIAL INFORMATION THAT CONTAINS CONFIDENTIAL AND PROPRIETARY INFORMATION. APPLICANT EXPECTS THAT THIS INFORMATION WILL BE RESTRICTED TO COUNSEL, AGENTS AND EMPLOYEES WHO ARE SPECIFICALLY ASSIGNED TO THIS APPLICATION BY THE COMMISSION.

Exhibit A

CHRIS MELTON

OBJECTIVE

Utilization of past experiences and accomplishments in the telecom industry and apply to a startup company.

SUMMARY OF QUALIFICATIONS

- Retail and B to B telecom sales along with years in wireline telecom
- Have managed operations at every level of wireline telecom

WORK EXPERIENCE

2010 - present Capital Communications Consultants, Inc.

- Systems and process management
- Vendor Management
- Tier 4 escalation for customer service issues which also include PUC interactions
- Tier 4 escalation for issues concerning ILEC interactions
- Regulatory Compliance
- Lifeline Compliance
- ILEC Management
- Reports Management

2006 - 2010 – BLC Management / Angles Communication/ SCTXLink.

- Worked in all facets of wireline telecom.
- Began in customer service, taking customer calls and handling all manner of customer issues
- After customer service, responsibilities shifted to making sure all customer repairs and orders were handled in a timely manner
- Created and maintained processes for repairs, provisioning orders, handling complaints, etc. Responsible for all processes and procedures. Used comprehensive reporting to track efficiency for handling customer issues.
- Once customer service issues including orders and repairs had been handed off, I moved into operations.
- Responsible for ensuring that all orders were submitted to the ILEC with the proper provisioning setups.
- Handled escalated PUC, FCC and BBB customer complaints for 3 years
- Implemented contact center procedures responsible for all provisioning and repair duties.
- Responsible for establishing training protocols of more than 1000 call center agents
- Managed and implemented business rules by which we maintained a high level of customer satisfaction.

Supplementary Tools and Systems Experience

- Interconnection with Merchant processor and Gateway
- Long distance platform integration
- 3rd party database management platform integration
- 3rd party ILEC bill auditing and dispute management systems
- 3rd party payment processor integration
- 3rd party invoice biller integration

ILEC Application Experience Includes

- LENS – At&t
- LEX – At&t
- PMAPS – At&t
- CSOTS – At&t
- EBTA GUI – At&t
- CLEC Profile – At&t
- EASE – CenturyLink
- WISE – Verizon West
- CPSST (Company Profile) – Verizon West
- Qwest Questionnaire (Company Profile) – Qwest
- CORA – Qwest
- Windstream Express – Windstream
- Managed relationships with all ILEC's regarding billing and profiles

2005 - 2006 – Xpedius Communications

- Primary responsibility working as B to B sales rep selling commercial telephony solutions.

2004 - 2005 – Cellular South

- Primary Responsibilities included sales and customer service.
- Opening and Closing facility
- Phone Repair and warranty issues

2002 - 2004 – Lowes Home Improvement

- Primary Responsibilities included inventory management, sales, customer service.

EDUCATION

2000 - 2002 Southwest Tennessee Community College

- Seeking degree in business management

1996- 1999 Bolton High School.

REFERENCES

Upon Request

Stephanie Stetler

288 Da Wyatt Rae

Munford, TN 38058

901-832-8674

stephanie.stetler@gmail.com

OBJECTIVE

Advance career in telecom utilizing skills and experience to assist a telecom provider with compliance and training so to achieve a customer service level of excellence.

SUMMARY OF QUALIFICATIONS

My telecom experience has encompassed retail sales of wireline and wireless telecom, telecom quality assurance, PUC dispute resolution and development, implementation and supervision of lifeline customer compliance.

WORK EXPERIENCE

2010-present Capital Communication Consultants, Inc

Compliance Manager

- Implement and manage training compliance quality assurance standards and training updates
- Lifeline program compliance within company systems, including structuring and management.
- Research and implementation of federal and state guidelines of the Lifeline program
- Responsible for regulatory and tax obligations, ensuring compliance within company
- Research and complete all monthly, quarterly and annual filings due at the state and federal level

2007-2010 BLC Management/Angles Communication, SC TXLink

Compliance Manager

- Developed PUC dispute resolution standards and addressed inbound dispute inquiries from state and federal agencies.
- Developed and managed quality assurance standards and assisted in training to assure employees / call center agents were trained.
- Developed and implemented customer feedback and retention tools
- System and process management for lifeline compliance
- Lifeline plan advertising standards development and monitoring including web, print and radio
- Institute Lifeline regulations pertaining to consumer billing and monitoring
- Reporting compliance to federal and state agencies.
- Attended state and federal compliance conferences

2003-2007 AT&T

Sales Consultant

- Customer Service, cash management, inventory management, and sales.
- Assisted in training of team members.

2001-2003 Sports Authority

Assistant Manager

- Team management including training, monitoring, coaching and scheduling
- Cash management, customer service, inventory management
- Product placement including in-store advertising materials

2000-2001 Bailey, Banks and Biddle

Sales Consultant

- Sales, customer service, cash management and inventory management
- Repair department management including contacting customers, repair counts and focused audits
- Special event coordinator

1999-2000 Whitehall Jewelers

Sales Consultant

- Sales, customer service, cash management and inventory management
- Special event coordinator

1998-1999 Piercing Pagoda

Store Manager

- Team management including training, monitoring, coaching and scheduling
- Cash management, customer service, inventory management
- Product placement including in-store advertising materials

1995-1998 Foot Locker

Store Manager

- Team management including training, monitoring, coaching and scheduling
- Cash management, customer service, inventory management
- Product placement including in-store advertising

Skills: Multi-tasking, problem solving, organization, CLEC systems, and Microsoft office product proficiency. Self-motivated and detail oriented.

Candice Pair

Objective

Utilization of skills from past experiences to further advance career in telecommunications.

Experience

2010- present Capital Communications Consultants, Inc. Bartlett, TN

Dispute Resolution & Quality Assurance Manager

- Manage and resolve all customer disputes issued to the Public Service Commission, FCC and/or Better Business Bureau as well as escalated customer disputes that require further review.
 - Review and rate interactions between customer service agents and customers to ensure quality assurance standards are being met and provide feedback for coaching and corrective action.
 - Review weekly tests performed internally to ensure that company protocols are being met.
 - Implement and manage the standards of quality assurance throughout the company.
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2006-2010 BLC Management/Angles Communication Arlington, TN
Solutions/ SC TXLink

Quality Assurance Manager

- Managed and resolved all customer disputes issued to the Public Service Commission and/or Better Business Bureau
 - Assisted in training to ensure all employees were knowledgeable of company policies and protocols
 - Monitored and rated interactions between employees and customers to ensure quality assurance standards are being met
 - Performed customer surveys to enhance customer satisfaction
 - Frequently tested company toll free numbers to ensure numbers were working properly
 - Direct contact for all escalated merchant and/or customer issues
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2006 Wells Fargo Home Mortgage Memphis, TN

Receptionist/Assistant

- Directed all incoming calls to appropriate departments
 - Greeted and assisted all appointments
 - Assisted brokers with specific filings
 - Copied, faxed, and mailed off necessary documents
-

2002-2006 Ultra Tan Bartlett, TN

District Manager

- Managed four of seven locations on a weekly basis
- Performed inventory of all products on a weekly basis
- Responsible for daily deposits of 3 locations on a daily basis
- Maintained and enforced cleanliness within the salons
- Knowledgeable of all current products within the industry to better serve customers

Candice Pair

1999-2002

Tan-N-Go

Bartlett, TN

Sales Representative

- Maintained and enforced cleanliness within the salons
 - Knowledgeable of all current products within the industry to better serve customers
 - Met and exceeded sales quota for all products
-

1998-1999

American Eagle

Bartlett, TN

Sales Representative

- Met and exceeded weekly sales goals
 - Provide customer assistance
 - Performed inventory on a quarterly basis
 - Responsible for maintaining cleanliness in designated area
 - Floor displays and merchandising of new items
-

University of Memphis

Memphis, TN

Early Childhood Education 2008-present

References

References are available on request.