



April 23, 2015

Chairman, Tennessee Regulatory Authority
c/o Sharla Dillon, Dockets and Records Manager
502 Deaderick Street, 4th Floor
Nashville, Tennessee 37243
Email: sharla.dillon@tn.gov

Re: Docket No. 14-00151, Application of Athena Broadband for a Certificate to
Provide Competing Local Telecommunications Services in Tennessee

Dear Ms. Dillon:

Please accept the enclosed response of Athena Broadband to the TRA's request for additional information dated February 13, 2015. Enclosed for filing are an original and four (4) copies of the Response of Athena Broadband.

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

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Kristopher E. Twomey".

Kristopher E. Twomey
Counsel to Athena Broadband

cc: Josh Lynch

**Docket No. 14-00151, Application of Athena Broadband
for a Certificate to Provide Competing Local
Telecommunications Services in Tennessee**

Response of Athena Broadband to TRA's April 16, 2015 Data Request

1. Athena Broadband has begun marketing and will be offering VoIP services in the near future, particularly to businesses. If successful, and after any technical issues are resolved, the company may offer the service to residential customers as well.

2. Mr. Lynch is the Chief Executive Officer and manages employees performing all company functions, including sales, marketing, network operations, tower installation, customer service, and government/regulatory relations. Mr. Lynch's experience is as follows:

- Business entrepreneur and owner of Athena Broadband, a Middle Tennessee-based Internet Service Provider specializing in high-speed Internet solutions and quick-response customer service for residential and commercial customers.
- More than 10 years of business experience, including management roles in Internet, cable, transportation, supply chain management, business process improvement, customer service and business development.
- Graduate of Leadership Bedford, an entrepreneurial development program of the Shelbyville-Bedford County Chamber of Commerce.
- Current secretary of the Leadership Bedford Board of Directors.
- Member of the Middle Tennessee Business Network and the Wireless Internet Service Providers Association.
- Certified in Tower Rescue by ComTrain, meeting OSHA safety standards for wireless communication site workers.
- Magna cum laude graduate of Lee University with a bachelor's degree in Business Administration and a member of Phi Beta Lambda, a business student leadership organization.

3. Tim Chapman is the Sales Director and his resume is attached. His day to day activities consist of:

- Identify, develop and evaluate marketing strategies based on knowledge of company objectives and market trends.
- Create sales strategies to promote advertising offerings and motivate larger deals.
- Share product knowledge with customers while making personal recommendations.

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Ryan Morgan is the Director of Network Operations/VoIP and his resume is attached. His day to day activities consist of:

- Office Manager of the Pulaski Office
 - Responsible for setup and implementation of VOIP servers
 - Setup and implementation of Fax Server
 - Responsible for uptime and reliability of wireless infrastructure
 - Active in On Call rotation for after-hours support
 - Assist customers with Internet issues over the phone and out in the field
 - Manage all servers that are used in the day to day operation of our network (DNS, Email/Barracuda, Web Server, VMware Servers (cloud and computer virtualization services), Microsoft Server 2008/2010/2012
4. The toll free number for customer service is 800 749-6851.

Timothy R. Chapman

314 Jarrell Street , Shelbyville Tn 37160

Home: 931-575-1724

timchapman74@yahoo.com

Summary

Sales and Marketing Manager skilled in exceeding sales goals and company expectations by expanding client base and maintaining high standards of customer service. Dynamic marketing professional with more than 15 years in the sales and marketing industries. Creative and innovative team player with strong interpersonal skills.

Highlights

- Account management
- Quality leadership
- Excellent written and verbal communicator
- Customer service-oriented

Experience

Athena Broadband

June 2013 to Current

Sales and Marketing Director

Shelbyville , TN

Identified, developed and evaluated marketing strategies based on knowledge of company objectives and market trends. Created sales strategies to promote advertising offerings and motivate larger deals. Shared product knowledge with customers while making personal recommendations.

Franklin Kubota

April 2012 to June 2013

Customer Service Manager

Franklin , TN

Successfully managed the activities of 15 team members in multiple locations. Developed, implemented and monitored programs to maximize customer satisfaction. Improved service quality and increased sales by developing a strong knowledge of company's products and services.

Cable-N-More

January 2011 to April 2012

Project Manager

Hermitage , TN

Monitored team progress and enforced deadlines. Served as the single point of contact for project scheduling and changes. Successfully managed the activities of 9 team members in multiple locations. Increased product revenue from \$0 to \$12,000 per month.

MidSouth Satellite

April 2010 to December 2010

Director of Sales and Marketing

Shelbyville , TN

Maintained detailed administrative and procedural processes to improve accuracy and efficiency. Hire and train both inside and outside sales staff. Visit job sites and compose bids using Quick Books

Education

Turner Ashby High School

High School Diploma

Bridgewater, VA

	<p>June 2011 – June 2012 Hotshot Wireless Pulaski, TN</p> <p><u>Partner</u></p> <ul style="list-style-type: none"> • <u>Aquired WISP and ran it for 1 year before it was sold</u> • <u>See Surfmore.net work experience</u> <p>June 1999 – July 2002 Surfmore.Net Pulaski, TN</p> <p><u>Technical Support</u></p> <ul style="list-style-type: none"> • <u>Helped customers with computer and internet problems by telephone, in person and through home consultation.</u> • <u>Repaired and replaced computer hardware components.</u> • <u>Maintained client database, master servers, and internal network.</u>
<u>Technical Skills</u>	<ul style="list-style-type: none"> • <u>Knowledgeable with DOS, Windows operating systems, Windows Server 2000/2003/2008/2010/2012, VMware, Microsoft Office products and some linux.</u> • <u>Knowledgeable with all computer hardware.</u> • <u>Knowledgeable with firewalls, port forwarding/blocking, installing and maintaining networks, security for wireless networks, NAT, BGP , VPN, Barracuda products, Cisco/Mikrotik routers,Active Directory, DNS ,FTP and Web servers.</u>
<u>Summary of Qualifications</u>	<ul style="list-style-type: none"> • <u>Exceptional problem-solving skills; able to identify problems and implement corrective procedures.</u> • <u>Organized and able to identify tasks to facilitate on-time and cost-efficient completion.</u> • <u>Strong leadership skills while adept at supporting team members to achieve personal and professional goals.</u> • <u>Possess high level of computer hardware and software related skills, able to adapt to new changes and capable of learning new methods.</u> • <u>Very fast learner</u> • <u>Not set in certain ways, willing to adapt</u>