

15-00101

**Lisa Foust**

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**From:** Twila Whitley [twitley@rtcteam.net]  
**Sent:** Wednesday, May 11, 2016 1:45 PM  
**To:** Lisa Foust  
**Subject:** TN Pre Filed Testimony  
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Good Evening Lisa,

Please see attached document. I'm aware that it needs to be notarized but is this still acceptable for the pre-filed testimony?

Thanks,



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

**APPLICATION OF LOCAL ACCESS, )  
LLC. FOR A CERTIFICATE TO )  
PROVIDE COMPETING LOCAL )  
TELEPHONE SERVICES )**

Docket No.: \_\_\_\_\_

**Local Access, LLC**  
("Local Access, LLC" or "Applicant")  
Direct Testimony of Robert Russell

LOCAL ACCESS, LLC  
DOCKET NO.  
DIRECT TESTIMONY OF ROBERT RUSSELL

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**Q. Will you please state your name and business address?**

A. My name is Robert Russell. My business address is 11442 Lake Butler Boulevard, Windermere, FL 34786

**Q. By whom are you employed and in what capacity?**

A. I am the owner of Local Access, LLC, and hold the position of President. I am currently responsible for the overall strategic, technical, operational and financial success of Local Access, LLC. These responsibilities include strategic planning, enhancement of internal and customer facing technologies system and networks, and assurance that the operational and financial resources at Local Access, LLC are running in an efficient and effective manner.

**Q. Please give a brief description of your background and experience?**

A. Before co-founding Local Access, Mr. Russell led Draper Communications, owned by DCI Voice Solutions, as its CEO. DCI Voice Solutions offered a wide range of telecommunications services with its primary focus on domestic U.S. and international termination. Under Mr. Russell's leadership, DCI Voice Solutions expanded to having personnel in fourteen states and three countries, and its revenue grew more than 300 percent.

Prior to his appointment with DCI Voice Solutions, Mr. Russell was the CEO of Draper Communications and DelMarva Online, LLC (DMV), an Internet Service Provider (ISP). Mr. Russell led DMV from a small, local ISP servicing Salisbury, MD to become the largest privately held ISP on the east coast. Mr. Russell led the acquisition of seven other ISPs and expanded DMV's service area to encompass the entire U.S., as well as Canada and several Trust Territories.

Previous to his tenure with Draper Communication, Russell served General American Transportation Corporation (NYSE: GMT) as Group GM of Regional Operations and was responsible for their Midwest manufacturing, warehousing, JIT, and pre-assembly support facilities. Russell joined General American after graduating from the Florida State Business School in 1992.

**Q. What is the purpose of your testimony?**

A. The purpose of my testimony is to present evidence describing the technical, managerial and financial fitness of Local Access, LLC to provide both voice and access services. As business and economic circumstances dictate, Company intends to provide additional local exchange, exchange access and dedicated transport services. This testimony will also describe the services proposed by Local Access, LLC. Finally, the purpose of my testimony is to show that the public interest will be served by approval of the application of Local Access, LLC for a certificate of public convenience and necessity.

**Q. Has Local Access, LLC registered to do business in Alabama?**

A. Yes. Local Access, LLC received Secretary of State Authority in Alabama on 9/21/2015, as a limited liability company.

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**Q. Please explain the Company's corporate structure.**

A. Local Access, LLC is a privately held, Florida Limited Liability Company, formed on October, 13, 2010. Local Access, LLC does not have any affiliates.

**Q. Please describe the services Local Access, LLC proposes to offer?**

A. Applicant intends to initially serve business and carrier customers, and provide both voice and access services. As business and economic circumstances dictate, Company intends to provide additional local exchange, exchange access and dedicated transport services. The Applicant will not provide operator assisted services.

**Q. Where in Alabama does Local Access intend to offer its local services?**

A. Local exchange service will be offered throughout the entire state of Alabama.

**Q. Does Local Access, LLC own any network switches or transmission facilities used in routing call?**

A. Yes. Local Access, LLC's Alabama operations will utilize existing switching facilities that are outside the state of Alabama in combination with leased facilities from other Alabama carriers.

**Q. How will Local Access, LLC bill for its services?**

A. Local Access, LLC will bill customers directly.

**Q. How are trouble reports and repair concerns handled?**

A. Once it initiates operations, Local Access, LLC's toll free customer service telephone number will be available twenty-four (24) hours per day, seven (7) days a week. The Company's toll free telephone number for customer inquiries, complaints and repairs is 1-866-841-7898. Customers may also contact the company in writing at the headquarters address at 11442 Lake Butler Boulevard, Windermere, FL 34786.

**Q. How are billing errors and complaints handled?**

A. Local Access, LLC customer can call the 1-866-841-7898 to reach customer service. Customers may also contact the Company via mail at the headquarters location or by initiating customer service inquiry through Local Access website at [www.localaccessllc.com](http://www.localaccessllc.com).

**Q. Describe the proposed Local Access, LLC Alabama Tariffs?**

A. The Local Access, LLC application includes a proposed tariffs which contains the rules, regulations and rates for Local Access, LLC local and access services. Local Access, LLC's service are not mileage nor time of day sensitive.

**Q. Does Local Access, LLC provide operator services?**

A. No. Local Access, LLC does not provide operator services.

**Q. In what states is Local Access, LLC currently certificated?**

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A. Local Access, LLC is authorized to provide service in California, Colorado, District of Columbia, Delaware, Florida, Georgia, Illinois, Indiana, Kentucky, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Oregon, Pennsylvania, Rhode Island, Texas, Virginia, Washington and Wisconsin.

**Q. Describe Local Access, LLC's financial ability to operate as a telecommunications provider.**

A. Local Access, LLC has sufficient financial resources to provide the requested telecommunication services in Alabama, the financial capability to maintain these services and the financial capability to meet its lease obligations. The Company has provided financial statements as part of its application.

**Q. Do you believe Local Access, LLC is capable of delivering its proposed services in Alabama?**

A. Yes, in addition to having sufficient financial resources, the senior management team of Local Access, LLC has a strong background in telecommunications as demonstrated by the biographies included in the Company's application.

**Q. Where in Alabama does Local Access, LLC intend to offer its services and how will those services be offered?**

A. Local Access, LLC intends to initially serve business and carrier customers, and provide both voice and access services throughout the state of Alabama via a combination of its own facilities and facilities from other carriers in the state.

**Q. How do you plan to solicit customers?**

A. The Company plans to initially market its services to wholesale customers and to business customers. Marketing of services will be through its direct sales staff.

**Q. How will Alabama consumer benefit from Local Access, LLC services?**

A. Certification of Local Access, LLC will serve the public interest and offer several benefits to local telecommunication customers in Alabama. Experience with competition in other telecommunications markets demonstrates the benefits that competition can bring to consumers. Local Access, LLC proposed services will provide multiple public benefits by increasing the competitive choices available to users in Alabama. Enhanced competition in telecommunications services likely will further stimulate economic development in Alabama. In addition, increased competition will create incentives for all carriers to offer lower prices, more innovative services, and more responsive customer services.

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

A. Yes.