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REGULATORY CONSULTANT
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MAILING ADDRESS:
POST OFFICE BOX 104595
JEFFERSON CITY, MISSOURI (MO)
65110-4595

MARY ANN YOUNG
ATTORNEY AT LAW
OF COUNSEL
(573) 634-8109
FAX (573) 634-8224

January 10, 2000

FILED³

JAN 10 2000

Missouri Public
Service Commission

Mr. Dale Hardy Roberts
Executive Secretary-Chief Regulatory Law Judge
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102-0360

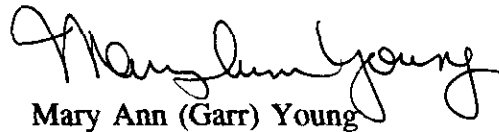
RE: Case No. TA-2000-410
Application of AccuTel of Texas, Inc., for a Certificate of Service Authority to Provide
Basic Local Telecommunications Services

Dear Mr. Roberts:

Enclosed please find an original and fourteen copies of the Basic Local Telecommunications Service Application for Certificate of Service Authority and for Competitive Classification of AccuTel of Texas, Inc. for filing with the Commission. AccuTel is simultaneously filing a Motion for Protective Order in this case.

Thank you for your assistance in processing this filing. Copies are being served on the Office of Public Counsel, General Counsel, Southwestern Bell Telephone Company, GTE and Sprint. If there are any questions, please call me at 634-8109.

Sincerely,


Mary Ann (Garr) Young

Enclosure

cc: Office of Public Counsel
General Counsel
SWBT
GTE
Sprint
Mr. Mark Foster, Foster & Malish

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

FILED³

JAN 10 2000

Missouri Public
Service Commission

In the matter of the Application of)
)
AccuTel of Texas, Inc.)
)
for a certificate of service authority to)
provide Basic Local Telecommunications)
Service in portions of the State of)
Missouri and to classify said services and)
the company as competitive.)

Case No.

TA-2000-410

**APPLICATION FOR CERTIFICATE OF SERVICE AUTHORITY
AND FOR COMPETITIVE CLASSIFICATION**

Comes now AccuTel of Texas, Inc. (AccuTel or Applicant), by its undersigned counsel, and hereby applies pursuant to Sections 392.361, 392.420, and 392.430 RSMo 1994, 392.410, 392.450 RSMo., the federal Telecommunications Act of 1996, and 4 CSR 240-2.060, for authority to provide basic local telecommunications service in portions of the State of Missouri, for classification of the company and its services as competitive, and for waiver of certain statutes and regulations. In support of its application AccuTel states as follows:

1. Applicant AccuTel is a corporation duly organized and existing under and by virtue of the laws of the State of Texas with its principal place of business at 7900 John W. Carpenter Freeway, Dallas, TX 75237. A copy of AccuTel's Articles of Incorporation are attached hereto as Exhibit 1, along with AccuTel's certificate of authority to conduct business in Missouri.

2. All inquiries, correspondence, communications, pleadings, notices, orders and decisions relating to the case should be addressed to:

Mark Foster
Foster & Malish, L.L.P.
1403 West Sixth Street
Austin, Texas 78703

Phone: (512) 476-8591
Fax: (512) 477-8657

and

Mary Ann (Garr) Young
William D. Steinmeier, P.C.
P.O. Box 104595
2031 Tower Drive
Jefferson City MO 65110-4595
Phone: 573-634-8109
Fax: 573-634-8224

3. AccuTel proposes to provide basic local exchange telecommunications service on a resold basis, throughout all exchanges currently served by the incumbent local exchange telecommunication companies Southwestern Bell Telephone Company (SWBT), Sprint Missouri, Inc. d/b/a Sprint (Sprint), and GTE Midwest, Inc. (GTE). The specific SWBT, Sprint and GTE exchanges within which AccuTel proposes to offer service are listed in the incumbent providers' respective local exchange tariffs. Applicant's proposed service areas herein will follow the respective exchange boundaries of the stated incumbent local exchange telecommunications companies (ILEC's) and shall be no smaller than an exchange pursuant to Section 392.455 RSMo. AccuTel may seek authority to provide this service in other areas of the state in a subsequent proceeding. AccuTel will not construct any facilities, and will not extend any existing facilities to provide the services for which it seeks authority. Instead, AccuTel seeks authority to provide basic local service using facilities and services furnished by other authorized carriers.

4. Pursuant to this application, AccuTel seeks to offer and provide all forms of basic local telecommunications service, including residential and business services residential services, basic business services, custom calling/class features, call control options, tone dialing, and any other services which are or might become available on a resold basis from the incumbent local exchange

provider. Applicant's services will be available on a full-time basis, 24 hours a day, seven days a week. Applicant's toll-free number for customer service is: 800 4-A-PHONE.

5. AccuTel possesses the technical and managerial expertise and experience necessary to provide the services it proposes. Description of backgrounds of AccuTel's management which demonstrate their extensive experience and expertise are attached hereto and incorporated herein by reference as Exhibit 2. AccuTel also possesses the necessary financial resources to provide the resold basic local services it proposes. Because AccuTel is a privately held corporation engaged in the provision of telecommunications services which are highly competitive, Applicant's financial statements constitute proprietary information entitled to protection from disclosure under 4 CSR 240-2.080(13). AccuTel is filing a separate Motion for Protective Order pursuant to 4 CSR 240-2.080(13) seeking protection of its financial data from disclosure, and will provide late-filed Exhibit 3 under seal including financial information of AccuTel upon issuance of the Commission's standard Protective Order.

6. AccuTel seeks classification of itself and its services as competitive, with accompanying reduced regulation, pursuant to Section 392.361 and 392.420 RSMo., and 4 CSR 240.2.060(4)(F).

7. AccuTel will offer basic local telecommunications service as a separate and distinct service in accordance with applicable law. AccuTel will give consideration to equitable access for all Missourians, regardless of where they might reside or their income, to affordable telecommunications services in AccuTel's proposed service areas in accordance with applicable law.

8. Consistent with the Commission's treatment of other certificated competitive local exchange telecommunications companies, AccuTel requests that the following statutes and regulations be waived for AccuTel and its basic local exchange service offerings:

Statutes

Missouri Public Service Commission Rules

392.210.2
392.270
392.280
392.290.1
392.300.2
392.310
392.320
392.330
392.340

4 CSR 240-10.020
4 CSR 240-30.040
4 CSR 240-35

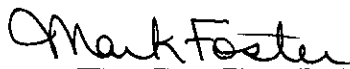

9. AccuTel further requests a temporary waiver of 4 CSR 240-2.060(4)(H). This rule requires that an application for a certificate of service authority to provide interexchange, local exchange or basic local exchange service shall include a proposed tariff with a forty-five (45) day effective date. AccuTel finds it impossible at this time to develop tariffs to fully comply with this rule since AccuTel has not yet executed or received Commission approval of any resale agreements with incumbent local exchange companies. At such time as all facts necessary for the development of such tariffs are known to AccuTel, it will promptly file said tariffs bearing no less than a forty-five (45) day effective date with the Commission in a manner consistent with recent Commission practice in similar cases.

10. AccuTel is willing to comply with all applicable Commission rules except those which are specifically waived by the Commission pursuant to a request filed by the AccuTel, and is willing to meet all relevant service standards including, but not limited to, quality of service, billing, and tariff filing and maintenance.

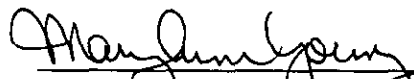
11. AccuTel submits that the public interest will be served by Commission approval of this application because AccuTel's proposed services will create and enhance competition and expand customer service options consistent with the legislative goals set forth in the federal Telecommunications Act of 1996 and Chapter 392 RSMo. Prompt approval of this application also will expand the availability of innovative, high quality, and reliable telecommunications services within the State of Missouri.

WHEREFORE, Applicant AccuTel of Texas, Inc., respectfully requests that the Commission grant it a certificate of service authority to provide basic local telecommunications services as herein requested, classify AccuTel and its proposed services as competitive, and grant a waiver of the aforesaid statutes and regulations.

Respectfully submitted,

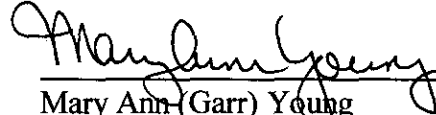
Mark Foster TX Bar # 07293850
Foster & Malish, L.L.P.
1403 West Sixth Street
Austin, Texas 78703
Phone: (512) 476-8591
Fax: (512) 477-8657


Mary Ann (Garr) Young Mo. Bar # 27951
WILLIAM D. STEINMEIER, P.C.
P.O. Box 104595
2031 Tower Drive
Jefferson City MO 65110-4595
Phone: 573-634-8109
Fax: 573-634-8224

Counsel for AccuTel of Texas, Inc.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing has been hand delivered or mailed by first class mail, postage prepaid, to the Office of Public Counsel and the General Counsel, on this 10th day of January 2000.



Mary Ann (Garr) Young

EXHIBIT 1

**ARTICLES OF INCORPORATION
OF
AccuTel of Texas, Inc.**

FILED
In the Office of the
Secretary of State of Texas
NOV 20 1996
Corporations Section

We, the undersigned natural persons of the age of eighteen years or more, who are citizens of the State of Texas, acting as Incorporators of a Corporation under the Texas Business Corporation Act, do hereby adopt the following Articles of Incorporation for such Corporation:

ARTICLE ONE

The name of the Corporation is ACCUTEL OF TEXAS, INC.

ARTICLE TWO

The period of its duration is perpetual.

ARTICLE THREE

The Corporation is organized for the purpose of providing all types of telecommunication services.

ARTICLE FOUR

The aggregate number of shares which the Corporation shall have the authority to issue is 2,500 shares of common stock of par value of \$10.00 each. Each share has identical rights and privileges in every respect.

ARTICLE FIVE

The Corporation will not commence business until it has received for the issuance of its shares consideration of the value of a stated sum which shall be at least one thousand

dollars (\$1,000.00), consisting of money, labor done, or property actually received.

ARTICLE SIX

Shareholders shall be granted the pre-emptive rights to acquire any additional unissued or treasury shares of Corporation now or hereafter authorized or held.

ARTICLE SEVEN

It is expressly provided that there shall be no cumulative voting of the shares of the capital stock of this Corporation, whether now or hereafter authorized, for the election of the Director(s) thereof.

ARTICLE EIGHT

The Corporation may purchase, directly or indirectly, its own shares to the extent of the aggregate of unrestricted capital surplus and unrestricted reduction surplus available thereof.

ARTICLE NINE

The Shareholders of the Corporation hereby delegate to the Board of Directors power to adopt, amend, or repeal the By-Laws of the Corporation; such power shall be deemed to be vested exclusively in the Board of Directors and shall not be exercised by the Shareholders.

ARTICLE TEN

No contract or other transaction between the Corporation or any other firm or Corporation shall be affected or invalidated by

the fact that any one or more of the Directors or Officers of the Corporation is or are interested in or is a member, Director, Officer, or Officers, individually or jointly may be, a party or parties to or may be interested in any contract or transaction of the Corporation or in which the Corporation is interested; and no contract, act or transaction of the Corporation with any person, firm or Corporation or association shall be affected or invalidated by the fact that any Director or Directors, or Officer or Officers of the Corporation is a party or are parties to or interested in such contract, act or transactions, or in any way connected with such person, firm, Corporation or association, and each and every person who may become a Director or Officer of the Corporation is hereby relieved, as is legally permissible from any disability which might prevent him, or any firm, Corporation or association in which he or she may in any way be interested, from so acting.

ARTICLE ELEVEN

The Post Office address of the initial registered office and the name of the initial registered agent at such address are as follows:

NAME	ADDRESS
Ken Weaver	11880 Greenville Ave.
	Suite 110
	Dallas, Texas 75243

ARTICLE TWELVE

The number of Director(s) constituting the initial Board of Directors is one, and the name and address of the person who is

to serve as Director until the first annual meeting of the shareholders or until successors are elected and qualified is:

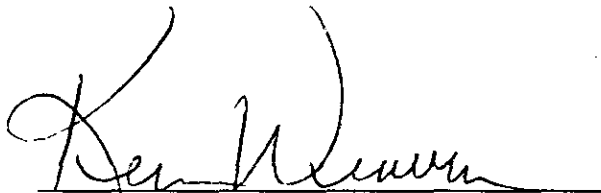
NAME	ADDRESS
Ken Weaver	11880 Greenville Ave. Suite 110 Dallas, Texas 75243

ARTICLE THIRTEEN

The name and address of the Incorporator is:

NAME	ADDRESS
Ken Weaver	11880 Greenville Ave. Suite 110 Dallas, Texas 75243

IN WITNESS WHEREOF, I have hereto set my hand this 19th day of November, 1996.


Ken Weaver

STATE OF MISSOURI



Rebecca McDowell Cook
Secretary of State

CORPORATION DIVISION - CERTIFICATE OF AUTHORITY

WHEREAS,
ACCUTEL OF TEXAS, INC.

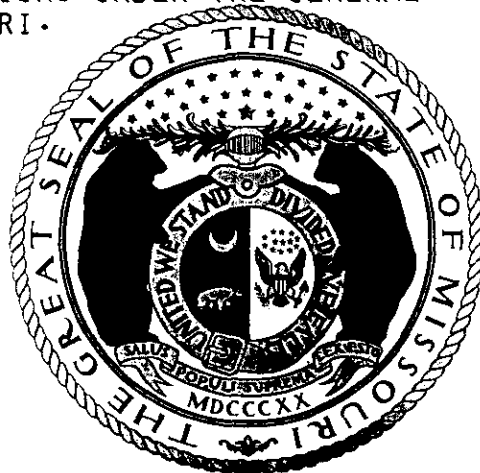
USING IN MISSOURI THE NAME
ACCUTEL OF TEXAS, INC.

HAS COMPLIED WITH THE GENERAL AND BUSINESS CORPORATION LAW WHICH GOVERNS FOREIGN CORPORATIONS; BY FILING IN THE OFFICE OF THE SECRETARY OF STATE OF MISSOURI AUTHENTICATED EVIDENCE OF ITS INCORPORATION AND GOOD STANDING UNDER THE LAWS OF THE STATE OF TEXAS.

NOW, THEREFORE, I, REBECCA MCDOWELL COOK, SECRETARY OF STATE OF THE STATE OF MISSOURI, DO HEREBY CERTIFY THAT SAID CORPORATION IS FROM THIS DATE DULY AUTHORIZED TO TRANSACT BUSINESS IN THIS STATE, AND IS ENTITLED TO ALL RIGHTS AND PRIVILEGES GRANTED TO FOREIGN CORPORATIONS UNDER THE GENERAL AND BUSINESS CORPORATION LAW OF MISSOURI.

IN TESTIMONY WHEREOF, I HAVE SET MY HAND AND IMPRINTED THE GREAT SEAL OF THE STATE OF MISSOURI, ON THIS, THE 18TH DAY OF OCTOBER, 1999.

Rebecca McDowell Cook
Secretary of State



\$155.00



State of Missouri

Rebecca McDowell Cook, Secretary of State
P.O. Box 778, Jefferson City, Mo. 65102

Corporation Division

FILED
AND CERTIFICATE OF
AUTHORITY ISSUED

Application for Foreign Corporation For a Certificate of Authority

OCT 18 1999

(Submit in duplicate with filing fee of \$155.00)

Rebecca McDowell Cook
SECRETARY OF STATE

- (1) The corporation's name is AccuTel of Texas, Inc.
and it is organized and existing under the laws of Texas.
- (2) The name it will use in Missouri is AccuTel of Texas, Inc.
- (3) The date of its incorporation was 11/20/96, and the period of its duration is perpetual.
month/day/year
- (4) The address of its principal place of business 7900 Carpenter Freeway, Dallas, Texas 75237
Address City/State/Zip
- (5) The name and address of its registered agent and office in the State of Missouri is
The Corporation Company, 120 South Central Avenue, Clayton, Missouri 63105
Name Address City/State/Zip
- (6) The specific purpose(s) of its business in Missouri are:

Telecommunication Services

- (7) The name of its officers and directors and their business addresses are as follows:

(Officers)	Name	Address	City/State/Zip
President	Ken Weaver,	7900 Carpenter Freeway,	Dallas, Texas 75237
Vice President	Ken Weaver,	7900 Carpenter Freeway,	Dallas, Texas 75237
Secretary	Penni Barfield,	7900 Carpenter Freeway,	Dallas, Texas 75237
Treasurer	Penni Barfield,	7900 Carpenter Freeway,	Dallas, Texas 75237

(Board of Directors)

Director	Ken Weaver,	7900 Carpenter Freeway,	Dallas, Texas 75237
Director	Penni Barfield,	7900 Carpenter Freeway,	Dallas, Texas 75237
Director	Debi Glick,	7900 Carpenter Freeway,	Dallas, Texas 75237
Director			

- (8) The effective date of this document is the date it is filed by the Secretary of State of Missouri, unless you indicate a future date, as follows: N/A

(Date may not be more than 90 days after the filing date in this office)

In affirmation thereof, the facts stated above are true.

(Authorized signature of officer or chairman of the board)

President

(Title)

(Date of Signature)

Ken Weaver 10/4/99

Note: You must have a current certificate of good standing or certificate of existence with this application. This may be obtained from the Secretary of State or other authority that issues corporate charters.

EXHIBIT 2

Ken Weaver

Objective Provide Current Personnel Profile for Filings

Experience 1996-1999 AccuTel of Texas Dallas, TX
Founder & CEO

- Sales from startup to \$15 million currently.
- Structured staffing growth from 2 to 73 currently.
- Currently expanding scope of operations to nationwide presence.

1979-1995 PCI Inc. Dallas, TX
Founder & CEO

- Sales from startup to \$14 million.
- Managed 200 subcontractors and office staff.
- Consistently hyphenated construction cycles and increased profitability.

Education 1973-1977 North Texas State University Denton, TX

- B.A., Business Administration.

Interests Aviation, sailing, sports, auto racing, computers.

RONALD WALLACE HAAKE

603 LITTLE CREEK TRAIL

OAK LEAF, TEXAS 75154

HOME: (972) 617-3755

OFFICE: (214) 630-6700

OBJECTIVE

Obtain a position which will challenge my professional leadership skills and allow me to employ the assets of a 29-year career with a major corporation.

SUMMARY OF QUALIFICATIONS

Extensive experience in all phases of sales and administrative management including leadership in a variety of environments and circumstances. Excellent ability to plan, develop, and implement effective strategies to attain defined organizational objectives. Able to digest vast amounts of information quickly and accurately, and integrate newly gained knowledge into current practices and procedures. Decisive, confident, and assertive leader, particularly in highly sensitive times of transition and change.

Conscientiously committed to principled, ethical leadership.

PROFESSIONAL EXPERIENCE

- 1998 – Present AccuTel of Texas – Sales Director Dallas, TX**
Responsible for providing leadership to Sales Representatives and Sales Leads selling pre-paid local and long distance telephone service throughout Texas. Leadership provided to improve sales results to increase market share. Developed compensation plan to create performance incentives for all sales titles. Provide results tracking to show trends in sales activities. Sales close ratios improved from 7% to 28.9% in six months.
- 1993 – 1998 AT&T – Sales Manager Dallas, TX**
Responsible for providing leadership to Account Executives selling network services, business services, and data services. Leadership provided for sales strategies; sales skills and coaching; customer satisfaction; and quota attainment. Administrative duties include module analysis and design; results tracking and reporting; and compensation. Retired September 30, 1998.
- 1987 – 1993 AT&T – Telemarketing Sales Manager Dallas, TX**
Responsible for providing leadership to 8 – 10 Assistant Sales managers and 75 – 100 Telemarketing Sales Representatives selling network services. Responsible for sales plans; sales strategies and execution; quota attainment; coaching and development; customer satisfaction; and budget development and tracking. Provided leadership for people development and career enhancement.
- 1983 – 1987 AT&T – Administrative Manager Dallas, TX**
Reported to a District Sales Manager and then to a Sales Vice-President. Responsible for all administrative functions in a district and then in a region. Functions included overseeing sales plan development; revenue tracking; compensation administration; budget development and tracking; customer satisfaction results and tracking. Led a staff of fifteen support personnel.

Southwestern Bell**Dallas, TX**

1982 – 1983 Administrative Manager
1980 – 1982 Marketing Recruiter
1975 – 1980 Account Executive
1969 – 1975 Special Representative

ACCOMPLISHMENTS

1996 AT&T Leader's Council (top 2% in the corporation)
Gold Club
Southern Region People Value Added Award
1995 AT&T Leader's Council
Gold Club
Southern Region People Value Added Award
1993 Second Place Finish – Southern Region 800 Sales
1989 Placed 2nd Nationally, Customer Satisfaction Results
1988 Number One Telemarketing Center – Southern Region
National Leader – DM/DR Results
1984 Eagle Pin Recipient
1978 President's Club - Southwestern Bell

EDUCATION

BA – 1971. **Dallas Baptist University**
Major study areas: Management, Accounting, and Public Speaking.
MBA – 1992. **Dallas Baptist University**
Major study area: Management
1998 **Northlake College**
Certified in Alternative Dispute Resolution/Mediation

COMMUNITY INVOLVEMENT

Red Oak Independent School District – Trustee, 1985 – 1988
Board Vice-President, 1987
Board President, 1988
Oak Cliff Assembly of God, Board of Trustees, 1992 – 1995, 1996 – Present
Treasurer, 1993 – 1995, 1997
Arlington Chamber of Commerce
Small Business Resource Council, Vice-Chair
Target Arlington Program, Chair

FAMILY AND PERSONAL INTERESTS

Married to Noreen, 31 years
Two grown children, one granddaughter
Baseball Umpire – 25 years
Basketball Official – 25 years
Enjoy golf, hunting, fishing, and traveling with family and friends

REFERENCES AVAILABLE UPON REQUEST**SALARY NEGOTIABLE**

Peter Farhatt

Education

1975 - 1979 University of Missouri Columbia, MO

Bachelor of Arts-English

- Minor in Classic Literature

Completed courses toward MBA in Telecommunications Management

University of Dallas Irving, TX

Professional Experience

1998 – Current Accutel of Texas, Inc Dallas, TX

Senior Manager

- Responsible for 60+ person call center with a sales, customer service, payment processing and order processing unit. Conducted all training for new employees, including developing training material. Responsible for new trainee induction and Code of Business conduct coverage. Coach and develop staff as it relates to orders and customer service. Serve as point of contact for Local Exchange Companies. Also audit and oversee correct billing from LECs.

1982 – 1998 Southwestern Bell Telephone Co. Dallas, TX

Manager – Local Service Center – Special Services (1997-1998)

- Manage day-to-day operations of a multi-state call-center organization. Assure the handling and collection of CLEC bills. Point of contact for Certified Local Exchange Companies ordering SWB services.

Manager – Training and Development (1989-1992 and 1994-1997) Dallas, TX

- Responsible for developing and delivering sales and telecommunications courses. Duties included updating training manuals and providing job skills training with regard to excellent customer service, including sales, billing systems, billing procedures and credit and collections. Also, provide evaluation of post-graduate performances and or job training sessions. Clients included all levels of management as well as occupational personnel.

Manager – Marketing, Special Services (1992-1993)

- Responsible for performance of sales representatives acting as initial point of contact for interconnect vendors. Duties included strengthening technical and sales skills, motivating personnel, anticipating and solving vendor problems, tracking and analyzing performance results and implementing accomplishment recognition. Interfaced with all levels of management on the expedition and escalation of customer complaints.

Sales Representative (1982-1989)

- Responsible for establishing and servicing customer accounts, including explaining and selling network services and telephone equipment. Duties included all clerical work and serving as point of contact between customers and repair and installation forces. Also

WORK HISTORY:

Accutel of Texas, Dallas, TX

September 1998-present

- Operations Manager for rapidly growing telecommunications company assisting with operational flow, establishment of sound business practices and development of corporate policies.
- Oversee daily operations of order and payment processing.

Concentra Medical Center, Elkridge, Maryland & Denver, CO
Area Administrator

November 1994 - September 1998

- Responsible for day-to-day operations of eight occupational medicine clinics.
- Oversight of budget, clinic operations, staffing, and personnel functions.
- Successfully helped to transform Denver market to one of the most efficient & profitable in the country.
- Exceeded budgeted operating income by over \$500,000.00 in 1997 by reduction of expenses through cost control of supplies and services, negotiation of fees with vendors, and control of overtime expense, including cross-training staff to maximize coverage during peak times and increase productivity during low volume times.

The Health Group, Dallas, Texas
Health Care Consultant

June 1993 - November 1994

- Consulted with physician practices, specializing in practice management.
- Assisted in practice acquisitions, dissolution's, and reorganization of physician operations and billing.
- Handled multiple assignments in organizational and systems analysis.

WMA, Dallas, Texas (Family Owned Business)
Marketing Associate

August 1992 - June 1993

- Established personnel policies; including evaluation of current practices, and industry standards.
- Composition of sales representative's compensation packages.
- Improvement of efficiency through utilization of new software programs and improvements in customer service processes.

Texas Back Institute, Plano Texas
Executive Director of Operations

June 1987 - August 1992

- Responsible for day-to-day operations for five (5) spine surgeons, including a multidisciplinary support group of physicians, which included multiple locations. Oversight of work hardening program operations.
- Responsibility for budgets, staffing, and personnel for multi-million dollar practice. Implemented systems to improve efficiency with computerized scheduling & extended utilization of ancillary staff to improve physician productivity.
- Assisted in new site selection, construction oversight, and marketing of the freestanding work hardening clinics.

Primacare Medical Centers, Dallas, Texas
Operations Manager

May 1981 - May 1987

- Management of operations for 7 urgent care centers including conversion of one clinic to a joint venture arrangement. Assisted in transition of clinics from urgent care focus to family practice model.
- Administered corporate policy implementation at center level, and monitored to quality assurance standards.

EDUCATION:

University of Dallas, Dallas, Texas
MBA Health Care Administration

May 1992

University of Evansville, Evansville, Indiana
Social Work degree B.S.W., Graduated Cum Laude

May 1978

JOHN HOOKS

8003 N MacArthur, #2005

Irving, TX 75063

(972) 401-9017

PROFESSIONAL EXPERIENCE

AccuTel of Texas, Inc. 6/98 to present

Senior Manager; Duties include:

- Supervise all Associates and Supervisors in fast-paced customer service center
- Monitor revenue and customer retention
- Administrator and POC for RBOCs nationally
- Coach and develop staff in Customer Service, Sales, and Order Processing to meet goals
- Responsible for workforce management
- High level escalations and customer relations

Southwestern Bell 6/97 to 6/98

Manager; Duties include:

- Manage day-to-day operations of a multi-state organization
- Assure the handling and collection of billing
- Training Coordinator for 55 people
- Point of contact for Certified Local Exchange Companies ordering SWB services
- Monitor revenue results
- Performance management and development

MCI Telecommunications 1991 to 1997

Project Supervisor; Duties include:

- Manage multiple outsourcing technical support and customer service projects
- Night Manager for 24-hour call center
- Problem resolution, Training, H.R. practices
- Individual and Team development
- Control Desk and Help Desk experience
- Maintain and exceed established department standards for productivity and quality
- Customer/client communication skills
- Budgeting, Staffing, Recruiting
- Scheduling and Workforce Management
- Cellular, Paging, Internet, E-mail experience

EDUCATION

B.A. Political Science; Rutgers University, New Brunswick, NJ

M.B.A. Int'l Marketing; currently pursuing; Our Lady of the Lake Univ, Dallas, TX

ADDITIONAL MANAGEMENT TRAINING

Supervisor Success	LEAD Coaching	Risky Business	Risky Proposition
Franklin Time Mgmt	Performance Mgmt	Writing For Action	Selection Interviewing
Broadband Technology	Seven Habits of ...	Money Matters	Cultural Diversity
Presentation Skills	Revenue Systems	People Skills	SOAR
Labor Relations	Team Based Approach	Zenger Miller Ldrship	H.R. 1
Managing Service Excellence	Managing Personal Growth	Positive Employee Relations	IEX Workforce Management

TECHNICAL AND SOFTWARE TRAINING AND EXPERIENCE

MS Word	Excel	Access	PowerPoint
Lotus Notes	Internet	DOS	Windows 3.1
Windows 95/NT	IEX TotalView	Vantive	C Programming

EXHIBIT 3

Exhibit 3

Confidential Financial Statements
to be late-filed upon issuance
of standard Protective Order

STATE OF TX
COUNTY OF Dallas

§
§
§

VERIFICATION

I, Ken Weaver, being duly sworn according to law, depose and say that I am an officer of AccuTel of Texas, Inc.; that I am authorized to and do make this verification for it; and that the facts set forth in the above Application are true and correct to the best of my knowledge, information and belief.

Ken Weaver
Ken Weaver

SUBSCRIBED AND SWORN to me this 13 day of September, 1999.

Victoria M. Henning
Notary Public

