

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the matter of the Application of	)	
Twin Valley Communications, Inc. for a	)	
Certificate of Service Authority to	)	
Provide Basic Local, Non-Switched Local, and	)	Case No. _____
Interexchange Telecommunications Services	)	
in Portions of the State of Missouri	)	
and to Classify Said Services and	)	
the Company as Competitive.	)	

**APPLICATION FOR CERTIFICATE OF SERVICE AUTHORITY TO PROVIDE
BASIC LOCAL EXCHANGE, NON-SWITCHED LOCAL EXCHANGE, AND
INTEREXCHANGE TELECOMMUNICATIONS SERVICE
AND FOR COMPETITIVE CLASSIFICATION**

Comes now Twin Valley Communications, Inc. ("Applicant" or "TVC"), by its undersigned counsel, and hereby applies pursuant to Sections 392.361, 392.410, 392.420, 392.430, 392.440, 392.450, 392.451 and 392.455 RSMo., the Federal Telecommunications Act of 1996, 4 CSR 240-2.060 and 4 CSR 240-3.510, for a certificate of service authority to provide basic local exchange, non-switched local exchange, and interexchange telecommunications service in portions of the state of Missouri and to classify said service and company as competitive. In this application, TVC seeks authority to provide basic local, non-switched local, and interexchange telecommunications service in the service territories of Southwestern Bell Telephone, L.P. d/b/a AT&T Missouri, and Embarq Missouri, Inc.; CenturyTel of Missouri, LLC; and Spectra Communications Group, LLC (all d/b/a "CenturyLink"). Additionally, TVC requests that its basic local service be classified as competitive and that certain statutes and regulations be waived. In support of its application, TVC states as follows:

1. Applicant is a corporation duly organized and existing under and by virtue of the laws of the State of Kansas. A copy of Applicant's certificate of good standing from the Kansas Secretary of State is attached hereto as Appendix A. A copy of its registration to do business in Missouri is attached as Appendix B. A summary of TVC's senior managerial and industry experience demonstrating that TVC possesses the managerial and technical expertise to provide the services it proposes is attached as Appendix C.

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

W.R. England, III
Brian T. McCartney
Brydon, Swearngen & England P.C.
312 East Capitol Avenue
P.O. Box 456
Jefferson City, MO 65102-0456

Scott Leitzel
Traci Thompson
Twin Valley Communications, Inc.
P.O. Box 368
Miltonvale, KS 67466

3. By this Application, Applicant seeks authority to offer and provide basic local, non-switched local, and interexchange telecommunications service on a facilities-based and resold basis to customers in exchanges currently served by: (a) Southwestern Bell Telephone, L.P. d/b/a AT&T Missouri (AT&T Missouri), and (b) Embarq Missouri, Inc., CenturyTel of Missouri, LLC, Spectra Communications Group, LLC (all d/b/a "CenturyLink"). The AT&T Missouri and CenturyLink exchanges within which Applicant proposes to offer service will be listed in Applicant's initial proposed tariff. Applicant's proposed service areas will follow the respective exchange boundaries of the

stated incumbent LECs and shall be no smaller than an exchange as required by Section 392.455(3) RSMo.

4. Pursuant to this Application, Applicant proposes to offer and provide all forms of basic local telecommunications service, including (but not limited to): (a) Basic Exchange Services, including local exchange flat rate; (b) Custom and Class Features, including call waiting, caller ID, call forwarding, etc.; (c) Ancillary Services such as 911, directory listing, and directory assistance, and (d) non-switched local services.

5. TVC possesses the technical and managerial expertise and experience necessary to provide the services it proposes. See Appendix C. TVC has been successfully providing service in the state of Kansas since 2007, and its affiliate, Twin Valley Telephone Company, an incumbent local exchange carrier, has been providing service in its certificated Kansas service area for 65 years.

6. TVC possesses the necessary financial resources and abilities to provide the services it proposes as required by Section 392.455(1), RSMo. TVC has filed annual reports with the Kansas Corporation Commission since 2008. Attached is the Affidavit of Mr. Scott Leitzel, Vice President-Operations, attesting that TVC possesses sufficient technical, financial, and managerial resources and abilities to provide basic local telecommunications service, and that TVC has access to the necessary capital to conduct its proposed operations in Missouri.

7. Applicant seeks classification of itself and its services as competitive.

8. Applicant will offer basic local telecommunications service as a separate and distinct service in accordance with applicable law. Applicant will give consideration to equitable access for all Missourians, regardless of where they might reside or their

income, to affordable telecommunications services in the proposed service areas in accordance with applicable law.

9. Applicant will comply with all applicable Commission rules other than those that are waived by the Commission and is willing to meet all relevant service standards. Additionally, TVC agrees that, pursuant to Section 392.455(3) & (4) RSMo 2000, its service area shall be no smaller than an exchange. Consistent with the Commission's treatment of other certificated competitive local exchange telecommunications companies, TVC requests the following statutes and regulations be waived for TVC and its basic local exchange services offerings.

A. Statutes

392.210.2 Accounting requirements (system of accounts)
392.240.1 Reasonableness of rates
392.270 Accounting requirements (valuation of property)
392.280 Accounting requirements (depreciation/accounts)
392.290 Issuance of Stocks, Bonds and Other Indebtedness
392.300 Transfer of Property
392.310 Approval of Issuance of Stocks, Bonds and Other Indebtedness
392.320 Certificate of Approval for Dividends
392.330 Accounting for Disposition of Proceeds
392.340 Reorganization

B. Rules

4 CSR 240-3.520 Applications to sell or transfer assets
4 CSR 240-3.525 Applications to merge or consolidate
4 CSR 240-3.530 Applications to issue stocks, obtain loans
4 CSR 240-3.535 Applications to acquire stock
4 CSR 240-3.545(8)(C) Listing of Waivers in Tariff
4 CSR 240-3.550 Telco Records and Reports (except (5)(B), (D) and (E))
4 CSR 240-3.555 Residential Customer Inquiries
4 CSR 240-3.560 Procedure for Ceasing Operations
4 CSR 240-10.020 Depreciation Records
4 CSR 240-30.020 Residential Telephone Underground Systems
4 CSR 240-30.040 Uniform System of Accounts
4 CSR 240-32.010 General Provisions
4 CSR 240-32.040 Metering, Inspections and Tests

- 4 CSR 240-32.050 Customer Services
- 4 CSR 240-32.060 Engineering and Maintenance
- 4 CSR 240-32.070 Quality of Service
- 4 CSR 240-32.080 Service objectives and surveillance levels
- 4 CSR 240-32.090 Connection of equipment and Inside Wiring
- 4 CSR 240-32.100 Provision of Basic Local and Interexchange Services
- 4 CSR 240-32.130-170 Prepaid Calling Cards (except 32.140 and 32.150(1))
- 4 CSR 240-32.180-190 Caller ID blocking requirements
- 4 CSR 240-33.010 Service and Billing Practice General Provisions
- 4 CSR 240-33.040 Billing and Payment standards
- 4 CSR 240-33.045 Clear identification and placement of charges on bills
- 4 CSR 240-33.050 Deposits
- 4 CSR 240-33.060 Residential Customer Inquiries
- 4 CSR 240-33.070 Discontinuance of service
- 4 CSR 240-33.080 Disputes by Residential Customers
- 4 CSR 240-33.090 Settlement agreements with residential customers
- 4 CSR 240-33.130 Operator service requirements
- 4 CSR 240-33.140 Payphone requirements (except (2))
- 4 CSR 240-33.150 "Anti-slamming" requirements
- 4 CSR 240-33.160 Customer Proprietary Network Information

10. TVC requests a temporary waiver of 4 CSR 240-3.510(1)(C), which requires that an application for a certificate of service authority to provide telecommunications service shall include a proposed tariff with a 45-day effective date, but allows applicants the option of postponing tariff submittal. TVC will file such a tariff in a manner consistent with the Commission's practices in similar cases before providing service.

11. TVC submits that the public interest will be served by Commission approval of this application because TVC'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. Accordingly, all

the services that TVC proposes to provide should be designated as competitive, and TVC should be designated as a competitive telecommunications company.

12. TVC submits, notwithstanding the provisions of Section 392.500 RSMo, as a condition of certification and competitive classification, TVC agrees that, unless otherwise ordered by the Commission, TVC's originating and terminating switched exchange access rates will be no greater than the lowest Commission-approved corresponding access rates in effect for each ILEC within those service area(s) TVT seeks authority to provide service.

13. TVC does not have any pending action or final unsatisfied judgments or decisions against it from any state or federal agency or court which involve customer service or rates which action a judgment, or decision has occurred within three years of the date of this application. TVC does not have any overdue annual reports or assessment fees.

14. Pursuant to 392.470.1 and 392.361.6, TVC will undertake all necessary measures to ensure its contracts with underlying carriers do not contain provisions preventing delivery of traffic to any telephone exchange area of Missouri. Such measures include but are not limited to:

- a. Prevention of call blocking and/or call gapping based on the cost of traffic termination.
- b. Preventing the alteration of stripping of Calling Party Number identification.
- c. Ensuring sufficient network capacity exists to process all traffic according to industry accepted practices.

WHEREFORE, TVC respectfully requests that the Commission grant it a certificate of service authority to provide basic local exchange, non-switched local exchange, and interexchange telecommunications services as herein requested, classify TVC and its proposed services as competitive, and grant a waiver of the aforesaid statutes and regulations.

Respectfully submitted,

/s/ Brian T. McCartney

Brian T. McCartney Mo. Bar 47788
W.R. England, III Mo. Bar 23975
Brydon, Swearengen & England P.C.
312 East Capitol Avenue
P.O. Box 456
Jefferson City, MO 65102-0456
bmccartney@brydonlaw.com
573/635-7166
Attorneys for Applicant

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the above and foregoing document has been mailed, U.S. Mail postage prepaid, hand-delivered, transmitted by facsimile, or emailed this 29th day of March, 2013, to the following parties:

General Counsel
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

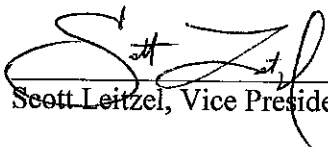
Office of the Public Counsel
P.O. Box 7800
Jefferson City, MO 65102

/s/ Brian T. McCartney

VERIFICATION

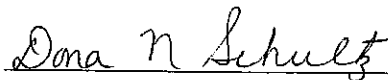
STATE OF KANSAS)
)
COUNTY OF CLOUD)

I, Scott Leitzel, being first duly sworn, depose and state that I am the Vice-President-Operations of Twin Valley Communications, Inc., the Applicant in the subject proceeding; that I have read the foregoing Application and know the contents thereof; and that the same is true and correct to the best of my knowledge, information, and belief.



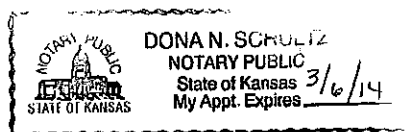
Scott Leitzel, Vice President-Operations

Subscribed and sworn to before me this 28th day of March, 2013.



Notary Public

My Commission Expires: 3-6-14



BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the matter of the Application of
Twin Valley Communications, Inc. for a
Certificate of Service Authority to
Provide Basic Local, Non-Switched Local, and
Interexchange Telecommunications Services
in Portions of the State of Missouri
and to Classify Said Services and
the Company as Competitive.

Case No. _____

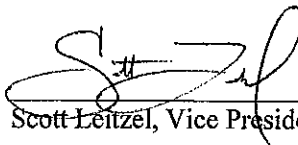
AFFIDAVIT

STATE OF KANSAS)
COUNTY OF CLOUD)

I, Scott Leitzel, of lawful age and being first duly sworn, do hereby depose and state that:

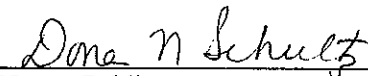
1. I am Vice President-Operations of Twin Valley Communications, Inc., the Applicant in the referenced matter, and am authorized to make this Affidavit on behalf of Twin Valley Communications, Inc.
2. In my capacity as Vice President-Operations, I have executive responsibilities for the day to day financial matters associate with Twin Valley Communications, Inc.
3. Twin Valley Communications, Inc. possesses sufficient technical, financial and managerial resources and abilities to provide basic local telecommunications service.
4. Twin Valley Communications, Inc. has not defaulted on any of its financial obligations within the last three years and that Twin Valley Communications, Inc. has access to capital sufficient for the start-up operations related to the provision of basic local telecommunications service.

Further affiant sayeth not.



Scott Leitzel, Vice President-Operations

Sworn to and subscribed before me, the undersigned Notary Public, on this 28th day of March, 2013.

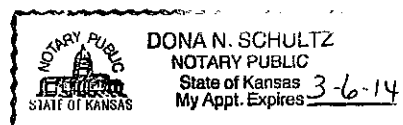


Notary Public

Dona N Schultz

Print or Type Name

My Commission expires: 3-6-14



STATE OF KANSAS
OFFICE OF
SECRETARY OF STATE
KRIS W. KOBACH

I, KRIS W. KOBACH, Secretary of State of the state of Kansas, do hereby certify, that according to the records of this office.

Business Entity ID Number: 0777797

Entity Name: TWIN VALLEY COMMUNICATIONS, INC.

Entity Type: DOM: FOR PROFIT CORPORATION

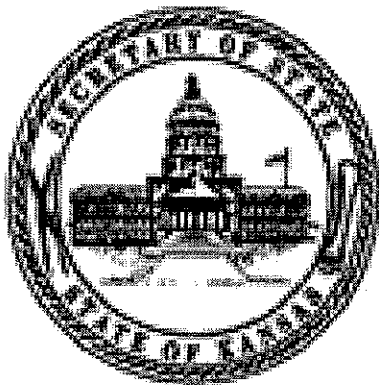
State of Organization: KS

Resident Agent: Benjamin Foster

Registered Office: 22 Spruce, MILTONVALE, KS 67466

was filed in this office on December 17, 1982, and is in good standing, having fully complied with all requirements of this office.

No information is available from this office regarding the financial condition, business activity or practices of this entity.



In testimony whereof I execute this certificate and affix the seal of the Secretary of State of the state of Kansas on this day of March 29, 2013

A handwritten signature in cursive script that reads "Kris W. Kobach".

KRIS W. KOBACH
SECRETARY OF STATE

Certificate ID: 571528 - To verify the validity of this certificate please visit <https://www.kansas.gov/bess/flow/validate> and enter the certificate ID number.

Appendix A

STATE OF MISSOURI



Jason Kander
Secretary of State

CERTIFICATE OF AUTHORITY

WHEREAS,

TWIN VALLEY COMMUNICATIONS, INC.
F01302841

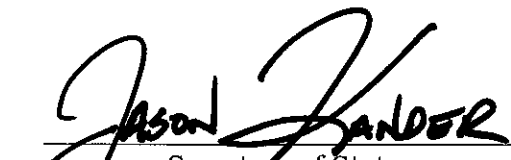
using in Missouri the name

TWIN VALLEY COMMUNICATIONS, 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 Kansas.

NOW, THEREFORE, I, JASON KANDER, 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 hereunto
set my hand and cause to be affixed the
GREAT SEAL of the State of Missouri.
Done at the City of Jefferson, this
29th day of March, 2013.


Secretary of State



Appendix B

Michael J. Foster

1708 Berglund Dr. • Clay Center, KS 67432 • 785.632.6625 • mike.foster@tvtnet.net

PROFESSIONAL BACKGROUND:

Twin Valley Telephone, Inc., Miltonvale, KS

President & CEO (01/1994 – Present)

- Responsible for all telco & affiliate company management.
- Responsible for all legislative, regulatory, and RUS responsibilities.
- Negotiated and closed a 13 Exchange, 5,200 access line acquisition with Sprint in March 2006, tripling the size and service area of Twin Valley.
- Acquired a \$75 million RUS loan for the acquisition and FTTH project, (over 1500 miles), for the acquired exchanges. Project completed 3years from acquisition closing.
- Meets regularly with FCC commissioners & staff as well as state and federal regulators to advocate for independent telecom company positions.
- Deployed IPTV over Fiber Fed Digital Loop Carrier Sys. 2003.
- In 1999 deployed IDSL Internet product system wide and had almost 700 customers in 3 years.

Twin Valley Telephone, Inc., Miltonvale, KS

Vice President of Operations (1/79-12/93)

- Responsible for all telco & affiliate operations, including network, transmission, and switching.
- Led conversion of 6 Stromberg Carlson XY switches to Nortel Digital DMS 10's in 1990.
- Led 300 mile Fiber Optic Interexchange Transmission project 1989 connecting original 6 exchanges.
- Converted customers to totally buried copper cable with private line service 1979.
- Met with state and federal legislators to advocate for independent telecommunications company positions.

Twin Valley Telephone, Inc., Miltonvale, KS

Outside Plant Installation / Repair lineman (5/67-12/78)

- Attended and graduated from 5 week Stromberg Carlson XY Trouble Shooting and Maintenance School.
- Attended & graduated from 2 week Lynch Carrier School.
- Constructed and maintained Pole line and Buried Cable facilities.
- Installed and repaired residential and business POTS lines.

EDUCATION:

Bachelor of Science in Business Administration, Southwestern College, Winfield, KS (1971)

ADDITIONAL INFORMATION:

2003 - 2009 Member of the National Exchange Carriers Association Rate Development Task Force

2001- 2009 KITUSA Executive Committee

2001 - 2009 Board of Trustees Southwestern College, Winfield, KS

2008 - Inducted into the Southwestern College Business Hall of Fame

1979 - 1980 President Kansas Telephone Association

CIVIC ORGANIZATIONS:

President of Miltonvale Lions Club, 1983

Member of Miltonvale Lions Club, 1971 – Present

Michael J. Foster

1708 Berglund Dr. • Clay Center, KS 67432 • 785.632.6625 • mike.foster@tvvtinc.net

PREVIOUSLY ACCOMPLISHED PROJECTS

IDSL & ADSL PROJECT

In 1999 as the Internet was becoming much more popular, Twin Valley began to deploy a full time Internet product via ISDN Digital Subscriber Line, or IDSL. It was a 128 Kilobit product that did not provide voice. It became so popular that in 2000 we applied and were awarded a loan from RUS for \$13 million, (KS 574 K) to construct a Fiber Fed Digital Loop Carrier System which allowed TVT to reach 100 percent of customers with the IDSL. This investment also supported ADSL. In 2002 the project was completed and almost 700 IDSL customers were transferred to the new ADSL facilities. Twin Valley now has over 3600 High-Speed Internet subscribers.

IPTV PROJECT

In the fall of 2002 TVC, a TVT affiliate purchased an IPTV headend and in the spring of 2003 began offering 80 channels of digital TV to its customers. TVC utilized the TVT facilities and the NECA wholesale tariff to transport the IPTV and Internet signal to the customers, town and rural. Project completed and made available to 2300 customers 12/2004. Twin Valley now has over 3300 IPTV subscribers.

13 EXCHANGE SPRINT ACQUISITION PROJECT

In mid 2004 TVT began negotiating the acquisition of 13 Sprint exchanges that included adding 5200 access lines and 1600 additional square miles of service area. The deal was consummated November of 2004 utilizing a \$75,000,000 RUS loan, KS 574 L. In 2005 TVT's management staff began the processes that would result in doubling staffing requirements, the building of approximately 16,000 square feet of new building space, for technicians and customer service personnel. The purchase closed on March 1st of 2006 when 5200 customers were transferred over a seven day period to the TVT network. Previously unavailable to most customers, DSL was immediately made available to ALL town customers on the closing date.

FTTH DEPLOYMENT PROJECT

In June of 2006 TVT continued to use funds from RUS KS 574 L loan beginning a 3 year project to bury 1800 miles of fiber optic cable to the acquired 5200 access lines in order to offer Broadband services to all town and rural customers. Utilizing two contractors, that project was completed this summer, 2009, on schedule. Every customer has access to up to 100 mbps to their business and/or residence. Twin Valley now provides broadband services to 64% of its customer base.

CLEC DEPLOYMENT PROJECT; CLAY CENTER, KS

During 2008, TVC utilizing TVT management and staff successfully placed Fiber To The Home in the AT&T community of Clay Center. TVC currently has more than 600 customers with more than 90% subscribing to broadband service. TVC is also utilizing 700 mhz licensed spectrum to provide wireless broadband service to the rural customers outside of the city limits.

BENJAMIN M. FOSTER

2510 8th St. • Clay Center, KS 67432 • 785.632.5959 • ben.foster@tvtnet.net

PROFESSIONAL BACKGROUND:

Twin Valley Telephone, Inc., Miltonvale, KS

President & COO (1/10 – Present)

- Responsible for all telco & affiliate operations.
- Led all aspects of a new \$4 million CLEC project, comprised of FTTH & 700 MHz high-speed internet & VoIP services.
- Led overall integration of 13 acquired Sprint exchanges and 5,200 access lines including, sizing of work staff, hiring & training of staff, development of efficiencies and written processes.

Vice-President – Operations (11/03 – 12/09)

- Responsible for all telco & affiliate operations.
- Led all aspects of a new \$4 million CLEC project, comprised of FTTH & 700 MHz high-speed internet & VoIP services.
- Led overall integration of 13 acquired Sprint exchanges and 5,200 access lines including, sizing of work staff, hiring & training of staff, development of efficiencies and written processes.

SBC Consumer Markets, Dallas, TX

Director - Consumer Support Centers (09/02 - 11/03)

- Responsible for three districts, including Consumer Support and Specialty Centers, Force Management and Call Center Operations, and Centralized Sales Operations.
- Managed a \$55 million expense budget and generated \$135 million of annualized revenue in an organization of over 85 management and 1,000 non-management personnel.

Director - Consumer Support District (11/00 - 09/02)

- Led an organization of 34 managers and 430 non-management personnel, responsible for all SW Consumer specialty organizations.

SBC Consumer Markets, Kansas City, KS

Area Manager - Emerging Products Centers & Intracompany Support (10/99 - 11/00)

- Participated on DSL Customer Self-Install core team, which was the first implementation of CSI in SBC.
- Participated in other core teams involving DSL Installation, Dispatch, Provisioning, and Marketing channels.
- Responsible for all consumer intracompany calls, service order correction, and call trace centers for Missouri, Oklahoma, Kansas, and Arkansas.

SBC Network Services, Wichita KS

Manager - Design Engineering (10/98 - 10/99)

- Performed all outside plant engineering for two Wichita metro wire centers.

Manager - Installation/Repair (01/97 - 10/98)

- Led a crew of fifteen technicians and was responsible for all POTS installation and maintenance in seven metro and rural exchanges.

EDUCATION:

Bachelor of Science in Business Administration, Kansas State University, Manhattan KS (1996)

Scott D. Leitzel

526 Prospect • Clay Center, KS 67432 • 785.427.9504 • scott.leitzel@tvtnet.net

PROFESSIONAL BACKGROUND:

Top tier rated (frequently far exceeds) telecom professional with 14 years of leadership experience. Have participated in the completion of two projects similar in nature to Twin Valley's proposed stimulus project.

Twin Valley Telephone, Inc., Miltonvale, KS-

Jan 2010 -Current

Director- Network Operations

Responsibilities & Key Accomplishments

- Based upon well diversified experience and expertise from 13+ years of leadership roles with AT&T, recruited to oversee all aspects of Twin Valley's network operations including Installation and Repair, Engineering and Construction, and Central Office Operations.
- Maintaining the integrity and bolstering the growth strategy of Twin Valley's state-of-the-art network which includes a 10 Gbps backbone ring, ADSL2+ in 6 exchanges, FTTP Active Ethernet in 13 exchanges, an OC-3 Internet connection pipe, and WiMAX services over licensed 700 MHz spectrum.

AT&T, Kansas City, MO; Mission, KS-

November 2004 – December 2009

Associate Director- Online Marketing; Associate Director- Field Marketing

Responsibilities & Key Accomplishments

- Frequently served as executive delegate for readouts and strategic decision making calls
- Regularly received leadership and performance awards during these years
- In March of 2009, recruited to fill a new position, namely to be the lead metrics, reporting and analytics manager for att.com sales and ordering of AT&T's strategic U-verse product suite across 22 states. Successfully built an analytics team from the ground up, built several new and effective sales/KPI reports used by executives throughout the business and achieved 200% of DIRECTV sales target at same time.
- As lead online (att.com) sales manager for AT&T bundles (April 2008 – Feb 2009), flawlessly executed complex business requirements as part of AT&T's corporate bundles portfolio simplification project.
- As lead online (sbc.com) sales and marketing manager for DSL in a 13 state region (April 2005 – April 2008), successfully delivered on complex business requirements to sell FCC mandated \$10 DSL in a timely manner; delivered a simple to use online DSL speed upgrade ordering tool resulting in ~\$5M in order processing expense savings in the first year; achieved record DSL sales volume in 2006.
- As lead field marketing manager for DISH Network in a 5 state call center region (October 2004 – April 2005), reduced churn by 3% absolute basis points and achieved over 100% of sales target.

AT&T, Wichita, KS; Kansas City, MO-

June 1997 – October 2004

Manager- Field Marketing; Manager- Network Operations

Responsibilities & Key Accomplishments

With several key accomplishments along the way, spent first 7 years learning the telecom business and honing management skills via AT&T's leadership succession planning program, which included 7 total rotations in Construction Engineering, Central Office Operations and Consumer Marketing:

- Manager – Field Marketing, Consumer Marketing (September 2003 – October 2004): achieved 147% of sales objective in first year of DISH Network sales alliance with AT&T; Co-led training of ~5,000 service reps; successfully implemented ~\$470K field marketing launch plan.
- Manager – Network Surveillance and Analysis, Central Office Operations (March 2003 – September 2003): ensured all central office and remote terminal equipment was properly alarmed in the states of KS and MO.
- Manager – Network Maintenance, Central Office Operations (May 2002 - March 2003): recruited to be a switch line manager in AT&T's Kansas City NOC.
- Manager – Budgets and Analysis, Outside Plant Construction/Engineering District Staff (September 2000 – May 2002): recruited to C/E district staff, responsible for allocating a multi-million dollar budget for 7 business units in the Kansas City/Kansas district, a budget which was met during tenure.
- Manager – Construction, Outside Plant Construction/ Engineering (December 1999 – September 2000): managed all copper and fiber builds for 3 wire centers in the KC metro area, while keeping overtime within guidelines and no occupational or motor vehicle accidents during tenure.
- Manager – Engineering Design, Outside Plant Construction/Engineering (June 1997 – December 1999): given responsibility for two routes of the Wichita downtown exchange after 1 year of service with the company.

Education

- Masters, Telecommunication Management, Oklahoma State University
- Bachelor of Science, Major: Physics; Minor: Math, Rockhurst University

Eric J. Tabor

500 Applewood • Manhattan, KS 66503 • 785.447.0486 • eric.tabor@tvtninc.net

PROFESSIONAL BACKGROUND:

Twin Valley Telephone, Inc., Miltonvale, KS-

April 2005-Current

Director of Marketing, Sales & Operations

Responsibilities

- Manage a complex product portfolio consisting of IPTV (cable), Internet, 700mhz, telephone, cellular, security, collocation, cloud services, data center services, hosted PBX, local content and ad insertion
- Conduct pricing, cash flow and ROI analysis for new product launches and business opportunities
- Responsible for leading and directing company external communication plans
- Manage B2B request for proposal process for both external vendors and potential business clients
- Participate in financial/strategic analysis of expansion and acquisition projects
- Manage company to employee level key performance indicator reports via various data models
- Manage vendor relationships in product management capacity for system enhancements
- Developed and manage compensation-at-risk model for customer facing personnel
- Hire, maintain and lead the development efforts for roughly 20% of the company workforce
- Participate in industry speaking engagements detailing company tactical and strategic business plans
- Deliver strategic business recommendations and progress reports to the company board of directors

Southwestern Bell/SBC/at&t, Houston, TX & Tulsa, OK

December 2000 – March 2005

General Manager of Consumer Operations

Responsibilities

Led over 600 service and sales professionals within SBC's Southwest region. Scope of responsibility included overseeing development of all contact models, develop and manage grassroots marketing initiatives, assist in the development of customer win-back marketing initiatives, attend focus group feedback sessions, analyze metrics to evaluate success of marketing campaigns, analyze call center metrics including; service levels, accessibility, sales rates, order accuracy, contact handling; employee development, attendance, and efficiencies. Responsible for creating and managing employee incentive campaigns, measurement systems, process execution models, feedback models, and motivating employees through managing towards a positive working environment.

Southwestern Bell/SBC/at&t

Topeka, KS; St. Louis, MO; Kansas City, KS-

April 1996 – December 2000

Area Manager/Manager/Service Representative-

Sales and operations second level manager for SBC Southwest in the DSL service and sales organization. Selected as a member of the organization responsible for creating the DSL consumer sales channel. Scope of responsibilities included staff support for the general manager emerging products center, creating a new sales team of over 300 existing and new employees, establishing order processes, coordinating the build out of a new real-estate location for primary DSL call center, and staffing and development of over 20 management employees.

Operations staff first level manager for SBC Southwest in the consumer call center service and sales organization. Provided staff support to sales representatives, area manager, and general manager who were responsible for the customer base within the SBC Southwest region. Scope of responsibilities included supporting an organization of 300 employees for all method and procedures, sales measurement, incentives, and performance analysis. Front line first level manager for SBC Southwest in the consumer call center service and sales organization. Scope of responsibilities included development of 15-20 service representatives to provide customer service and improve sales on a daily, weekly, and monthly basis.

Non-management service and sales position in SBC consumer call center, providing support and sales to customers in Kansas, Oklahoma, Missouri, and Arkansas in.

Education

Washburn University - Topeka, KS ~ Bachelor of Arts, Mass Media with emphasis in Public Relations, Minor in Speech Communication

Gary L. Abbott, CPA

301 Greystone Drive • Salina, KS 67401 • 785.826.3176 • gabbott@isgtech.com

PROFESSIONAL BACKGROUND:

Twin Valley Telephone, Inc., Miltonvale, KS-
Chief Financial Officer

February 2012-Current

Responsibilities

- Leads strategic financial planning, and with management team participation, supervises the development and evaluation of business cases for new investments.
- Supervises the preparation and monitoring of an annual operating budget, associated work plans and capital requirement projections.
- Oversees the regular monitoring of financial variances in critical accounts and leads the process to develop and implement financial corrective actions when necessary.
- Monitors system earnings from settlements and access charges to ensure maximum revenues: monitors rate of return on investment and equity: stays abreast of regulatory proceedings affecting revenue requirements. Works closely with the auditing firm and the consulting firm in evaluating revenues, expenses, and taxes throughout the year.
- Oversees company financial affairs, including investment strategies, and keeps abreast of general funds level, cash flow and other fiscal developments. Manages cash on a daily basis in order to maximize the potential return on available funds.
- Continually keeps the company in a position to maximize its ability to borrow money in order to identify and obtain access to capital that will allow the company to survive and thrive.
- Reviews the strategic and operational nature of the compensation and benefits programs offered by the company.
- Oversees all financial system operations to ensure compliance with established policy and applicable federal, state and local regulations.
- Works closely with the President and the entire management team in helping the company to achieve the company vision.

ISG Technology, Inc., Salina, KS
Chief Financial Officer

April 2002 – February 2012

Responsibilities

Responsible for supervising all accounting, finance, human relations, contracts and legal for a company with \$60 million sales, 150 employees, 9 locations in three state area in the business of providing business technology solutions sales and service to business customers.

Medina Construction, Inc., Salina, KS-
General Manager

February 1995 – March 2002

Responsibilities

General Manager for entire operation of a general construction contractor/remodeler with \$15 million in sales, and 25 employees working primarily in the remodeling of high end homes.

Turbine Specialties, Inc., Salina, KS
Chief Financial Officer

January 1984 – June 1993

Responsibilities

Responsible for supervising all accounting, finance, human relations, contracts and legal for a company with \$20 million sales, 75 employees, three locations in two states in the business of large engine turbocharger repair and remanufacture and the manufacturing of replacement parts for same large engine turbochargers.

Kennedy & Coe, CPA's, Salina, KS

June 1977 – December 1983

Supervising Senior Staff Accountant in the tax department for a regional CPA firm.

Education

Kansas State University, Manhattan, KS ~ Bachelor of Science in Business Administration in 1977. CPA certificate and license received in 1979.