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March 25, 2021

Ms. Lisa Felice, Executive Secretary
Michigan Public Service Commission
7109 W. Saginaw Hwy.
Lansing, MI 48917

RE: MPSC Docket No. U-21034

In the matter of the Application Spectrotel of the Midwest LLC for a Temporary and Permanent License to Provide Local Exchange Service throughout the State of Michigan in the Zones and Exchanges served by Frontier North Inc., Frontier Midstates Inc., AT&T Michigan, CenturyTel of Michigan, Inc. d/b/a CenturyLink and Frontier Communications of Michigan, Inc.

Dear Ms. Felice:

Enclosed for filing in the above-referenced matter, please find the Application of Spectrotel of the Midwest, LLC and pre-filed Direct Testimony and Exhibits of David Zahka. Confidential Exhibit A-3 is being filed under seal.

If you have any questions or concerns with the enclosed, please do not hesitate to contact me.

Very truly yours,

Fraser Trebilcock Davis & Dunlap, P.C.



Michael S. Ashton

MSA/ab
Enclosures

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

* * * * *

In the Matter of the Application of)	
Spectrotel of the Midwest LLC)	
for a Temporary and Permanent License to Provide)	
Local Exchange Service throughout the State of)	Case No. U- <u>21034</u>
Michigan in the Zones and Exchanges served by)	
Frontier North Inc., Frontier Midstates Inc.,)	
AT&T Michigan, CenturyTel of Michigan, Inc.)	
d/b/a CenturyLink and Frontier Communications of)	
Michigan, Inc.)	

APPLICATION OF SPECTROTEL OF THE MIDWEST LLC

Spectrotel of the Midwest LLC (“Spectrotel Midwest” or the “Applicant”), by and through its attorney, Fraser, Trebilcock, Davis & Dunlap, P.C., and pursuant to the Michigan Telecommunications Act (“MTA”), 1991 PA 179, as amended, M.C.L. 484.2101 et seq.; MSA 22.1469(101) et seq., hereby applies to the Michigan Public Service Commission (“Commission” or “MPSC”) for a temporary and, ultimately, a permanent license to provide basic local exchange service throughout the State of Michigan in the zone and exchange areas in which Frontier North Inc., Frontier Midstates Inc., AT&T Michigan, CenturyTel of Michigan, Inc. d/b/a CenturyLink and Frontier Communications of Michigan, Inc. are the incumbent local exchange carriers (“Incumbent Carriers”). Spectrotel Midwest proposes to provide local exchange service on both a resale and facilities basis, as well as provide non-licensed and unregulated telecommunications services on a competitive basis. Section 301(2) of the MTA states, “pending the determination of an application for a license the Commission without notice and hearing may issue a temporary license for a period not to exceed one year.” Granting Spectrotel Midwest a temporary license will allow it to promptly begin the negotiation of interconnection arrangements with the Incumbent Carriers, which are a necessary prerequisite to commencement of service in Michigan.

In support thereof, Spectrotel Midwest provides the following information:

I. NAME AND ADDRESS OF APPLICANT

Spectrotel of the Midwest LLC
3535 State Highway 66, Suite 7
Neptune, New Jersey 07753
Telephone: 732-345-7000
Facsimile: 732-345-7893
Toll-Free: 888-773-9722
Email: dzahka@spectrotel.com

Correspondence concerning this Application should be directed to Spectrotel Midwest's regulatory counsels:

Michael Ashton
Fraser, Trebilcock, Davis & Dunlap, P.C.
124 West Allegan, Suite 1000
Lansing, MI 48933
Telephone: 517-377-0875
Facsimile: 517-482-0887

with copies to:

David Zahka, CFO
Spectrotel of the Midwest LLC
3535 State Highway 66, Suite 7
Neptune, New Jersey 07753
Telephone: 732-345-7000
Facsimile: 732-345-7893
Toll Free: 888-773-9722
Email: dzahka@spectrotel.com

Sharon Thomas
Consultant to Spectrotel of the Midwest LLC
Inteserra Consulting Group
151 Southhall Lane, Suite 450
Maitland, FL 32751
Telephone: 407-740-3031
Facsimile: 407-740-0613
Email: stthomas@inteserra.com

Correspondence regarding regulatory matters should be directed to the following individual:

Rebecca Sommi, VP of Vendor Management
Spectrotel of the Midwest LLC
3535 State Highway 66, Suite 7
Neptune, New Jersey 07753
Telephone: 732-345-7997
Facsimile: 732-345-7893
Email: rsommi@spectrotel.com

Correspondence regarding customer complaints should be directed to the following individual:

Ken Gilbertson, Director of Customer Support
Spectrotel of the Midwest LLC
3535 State Highway 66, Suite 7
Neptune, New Jersey 07753
Telephone: 732-345-7859
Facsimile: 732-345-7893
Email: kgilbertson@spectrotel.com

Applicant has established a toll-free number for customers to use for any issues, including complaints. The toll-free number is 1-888-773-9722.

II. SPECTROTEL MIDWEST FULLY MEETS THE REQUIREMENTS OF SECTION 302(1) OF THE MTA FOR A LICENSE TO PROVIDE BASIC LOCAL EXCHANGE SERVICE

Section 302(1) of the MTA provides that, after notice and hearing, the Commission shall approve an Application for a license if it finds that (a) the applicant possesses sufficient technical, financial, and managerial resources and abilities to provide basic local exchange service to every person within the geographic area of the license and the applicant intends to provide service within one year from the date the license is granted, and (b) grant of a license to the applicant would not be contrary to the public interest. As explained in further detail below, Spectrotel Midwest fully meets the requirements of Section 302(1).

In addition, as required by Section 203(7) of the MTA, Spectrotel Midwest is filing the supporting testimony of David Zahka, Chief Financial Officer for Spectrotel of the Midwest LLC. This testimony includes references to certain exhibits in support of the Application. Upon issuance of a license, and the completion of negotiations with the Incumbent Carriers, Spectrotel Midwest will promptly file, and electronically post to the Internet, a tariff that complies with all Commission rules and regulations and lists the rates, terms, and conditions of service.

A. Description of Spectrotel Midwest

Spectrotel of the Midwest LLC is a newly created privately held limited liability company organized under the laws of the State of Delaware. It is a subsidiary of Spectrotel, Inc., which holds authority to provide local exchange services in Michigan, pursuant to the Commission's Order issued in Case No. U-14018 on May 18, 2004. Its authority was amended to add additional geographic service areas in Case No. U-17935.

Spectrotel, Inc. has completed an internal corporate reorganization that resulted in the creation of Spectrotel Midwest to replace Spectrotel, Inc. as the telecommunications service provider for the Company's Michigan customers. The effect of this reorganization is pro forma in nature and will be completely transparent to Michigan customers. Spectrotel, Inc. intends to relinquish its authority once Spectrotel Midwest is granted authority.

B. Description or identification of geographic area for which the license is sought.

Spectrotel Midwest proposes to offer local exchange service to business customers within the same service territory for which Spectrotel, Inc. is currently authorized, which includes all of the Michigan local zone and exchange service areas presently served by Frontier North Inc., Frontier Midstates Inc., AT&T Michigan, CenturyTel of Michigan, Inc. d/b/a CenturyLink and Frontier Communications of Michigan, Inc. Spectrotel Midwest will serve the exchanges as mapped and described by these Incumbent Carriers. The local calling area for Spectrotel Midwest's customers will be the same as the Incumbent Carriers' existing exchange boundaries. This means that Spectrotel Midwest customers will have the same local calling scope as if they were customers of the Incumbent Carriers.

Spectrotel Midwest intends to mirror the map and legal description sections of the tariffs filed by the Incumbent Carriers for the exchanges it proposes to serve. Spectrotel Midwest understands that any future modifications to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed maps and legal descriptions, on an individual exchange basis will be filed with the Commission for approval.

C. Description of the Applicant's general financial, technical and managerial resources.

1. Background Corporate Information

Spectrotel of the Midwest LLC is a newly created privately held limited liability company organized under the laws of the State of Delaware on June 15, 2020. A copy of Spectrotel Midwest's Certificate of Formation and the Certificate of Good Standing in Michigan are attached as **Exhibit A-1** to the Pre-Filed Testimony. A list of the officers of Spectrotel Midwest is provided in **Exhibit A-2** to the Pre-Filed Testimony. All officers and directors may be contacted at the corporate headquarters address at 3535 State Highway 66, Suite 7, Neptune, New Jersey 07753.

2. Financial Qualifications

Spectrotel Midwest is financially qualified to possess a license to provide basic local exchange service. In support of the Company's financial ability to provide local exchange services, the company provides its Balance Sheet and Profit & Loss Statement, attached as Confidential **Exhibit A-3** to the Pre-Filed Testimony. Spectrotel Midwest possesses the sound financial support necessary to competently and effectively provide the services in connection with the authority requested by this license Application.

3. Managerial Qualifications

Spectrotel Midwest possesses the managerial qualifications to provide its proposed local telecommunications services. Its management team will be the same as that of Spectrotel, Inc., which has successfully managed the provision of telecommunications services in Michigan since 2004. Descriptions of Spectrotel Midwest's senior managers' experience are attached as **Exhibit A-4** to the Pre-Filed Testimony.

4. Technical Qualifications

Spectrotel Midwest is technically qualified to provide the proposed local exchange services in the state of Michigan. As mentioned above, the members of Spectrotel Midwest's senior management team have extensive management and telecommunications experience and are the same team as that of Spectrotel, Inc., which has operated successfully in Michigan for nearly seventeen years.

D. Description of Applicant's technical, financial and managerial resources and abilities to provide basic local exchange service to every person within the geographic area of the license.

The Applicant has demonstrated in Section B, above, that it possesses the requisite technical, financial and managerial resources and abilities to provide all forms of resold and facilities-based local exchange telecommunications services.

Spectrotel Midwest will continue to follow the same procedures as its predecessor, Spectrotel, Inc., to prevent deceptive and unfair marketing practices and it will comply with applicable Commission service and billing standards and with all other applicable Commission rules, regulations, and standards. Spectrotel Midwest will comply with the applicable intraLATA access requirements of incumbent local exchange telephone companies.

Spectrotel Midwest will charge the same prices as its predecessor, Spectrotel, Inc. and intends to offer service immediately upon approval of this application and issuance of the license.

E. Discussion of the impact on the public interest

Approval of this transaction is in the public interest. It will enable Spectrotel Midwest to continue to provide customers of Spectrotel, Inc. with the same high-quality services that they have enjoyed for the past sixteen plus years. All of the current managerial, technical, and financial resources available to Spectrotel, Inc. will remain available to Spectrotel Midwest since the ultimate ownership of the Company will not change. Through this transaction, Spectrotel is not seeking to expand or reduce its operating authority, and its services to customers (and service obligations) will not change as a result. Customer bills will continue to reflect the name “Spectrotel” or Touch Base Communications, as applicable. The proposed restructuring is in the public interest because it will allow Spectrotel to achieve administrative efficiencies and potential cost savings, thus financially strengthening the company without altering its operations in any respect.

III. CONCLUSION

Spectrotel of the Midwest LLC has demonstrated that it possesses sufficient technical, financial, and managerial resources and abilities to provide basic local exchange service in the areas requested. Spectrotel of the Midwest LLC has also demonstrated that its exercise of this authority will not adversely affect local exchange prices or network design and that it would not be contrary to the public interest.

WHEREFORE, Spectrotel of the Midwest LLC respectfully requests that the Commission enter an order which:

- (1) grants Spectrotel of the Midwest LLC a temporary license to provide basic local exchange service throughout the State of Michigan in the incumbent local exchange territories of Frontier North Inc., Frontier Midstates Inc., AT&T Michigan, CenturyTel of Michigan, Inc. d/b/a CenturyLink and Frontier Communications of Michigan, Inc. and
- (2) grants Spectrotel of the Midwest LLC a license to provide basic local exchange service throughout the State of Michigan in the exchange areas of Frontier North Inc., Frontier Midstates Inc., AT&T Michigan, CenturyTel of Michigan, Inc. d/b/a CenturyLink and

Frontier Communications of Michigan, Inc; and

- (3) grants such additional or further relief as may be necessary or appropriate.

Respectfully submitted,
Fraser, Trebilcock, Davis & Dunlap, P.C.



By:

Michael Ashton
124 West Allegan, Suite 1000
Lansing, MI 48933
Phone: 517-377-0875
Fax: 517-482-0887
Attorney for Spectrotel of the Midwest LLC

Date: March 25, 2021

SPECTROTEL OF THE MIDWEST LLC

Direct Testimony of David Zahka

**BEFORE THE MICHIGAN
PUBLIC SERVICE COMMISSION**

* * * * *

In the Matter of the Application of)
Spectrotel of the Midwest LLC)
for a Temporary and Permanent License to Provide)
Local Exchange Service throughout the State of)
Michigan in the Zones and Exchanges served by)
Frontier North Inc., Frontier Midstates Inc.,)
AT&T Michigan, CenturyTel of Michigan, Inc.)
d/b/a CenturyLink and Frontier Communications of)
Michigan, Inc.)

Case No. U- 21034

DIRECT TESTIMONY OF DAVID ZAHKA

ON BEHALF OF

SPECTROTEL OF THE MIDWEST LLC

1 **Q. Please state your name and business address.**

2 A. My name is David Zahka. My business address is 3535 State Highway 66, Suite 7, Neptune, New
3 Jersey 07753. The Company's main telephone number is 732-345-7000.

4
5 **Q. Please provide a brief description of your background and experience.**

6 A. I joined Spectrotel as CFO in October 2016 with responsibilities for all financial operations and
7 human resources. I came to Spectrotel with over 25 years' experience in financial management
8 and leadership expertise in various industries including telecommunications and financial
9 services. Prior to joining Spectrotel, I was Founder and Managing Member at Financial Dynamics
10 Group, LLC in Short Hills, New Jersey. I also served as CFO for Guardtrax, LLC and Talk
11 America, LLC.

12
13 **Q. What is the purpose of your testimony?**

14 A. The purpose of my testimony is to present evidence describing the technical, managerial, and
15 financial fitness of Spectrotel of the Midwest LLC to provide local exchange services in
16 Michigan.

17
18 **Q. Would you please provide a brief overview of Spectrotel of the Midwest LLC?**

19 A. Spectrotel of the Midwest LLC is a newly created privately held limited liability company
20 organized under the laws of the State of Delaware on June 15, 2020. Copies of Spectrotel
21 Midwest's Certificate of Formation and the Certificate of Good Standing in Michigan is my
22 Exhibit A-1. A list of corporate officers is my Exhibit A-2.

1 **Q. With respect to Michigan, where does Spectrotel Midwest intend to provide services?**

2 A. Spectrotel Midwest proposes to provide service in the local exchange areas of Frontier North Inc.,
3 Frontier Midstates Inc., AT&T Michigan, CenturyTel of Michigan, Inc. d/b/a CenturyLink and
4 Frontier Communications of Michigan, Inc.
5

6 **Q. Does Spectrotel Midwest have the financial capabilities to serve all customers within the**
7 **geographic area of its requested license?**

8 A. Yes. Spectrotel Midwest has sufficient financial resources to provide the requested
9 telecommunication services in Michigan, the financial capability to maintain these services and
10 the financial capability to meet its lease obligations. The confidential financial information is
11 contained in Exhibit A-3 to this testimony.
12

13 **Q. Does Spectrotel Midwest have the managerial resources to provide basic local exchange**
14 **services to customers in these local exchange areas?**

15 A. Yes. Spectrotel Midwest possesses the managerial qualifications to provide its proposed local
16 exchange telecommunications services. The management of Spectrotel Midwest has extensive
17 experience in the provision of telecommunications services, and its highly-qualified technical
18 staff will ensure that Spectrotel Midwest's operations will meet the most demanding standards for
19 service quality and reliability. Resumes of key management are attached as Exhibit A-4 to this
20 testimony.
21

22 **Q. Does Spectrotel Midwest have the technical resources to provide basic local exchange**
23 **service within the Spectrotel Midwest geographic area of its license?**

24 A. Yes. Spectrotel Midwest has the technical resources to serve all customers within the geographic
25 area of its license. Spectrotel Midwest's management team includes highly experienced and
26 skilled personnel in the telecommunications industry.

1 **Q. Will granting Spectrotel Midwest's license adversely affect the public interest?**

2 A. No. Granting Spectrotel Midwest a license will have no adverse effect on the public interest
3 whatsoever. In fact, the granting of the license will permit greater customer choice. Spectrotel
4 Midwest will provide greater incentives for other telecommunications companies to better serve
5 Michigan customers. In this respect, Spectrotel Midwest will enhance competition in the
6 telecommunications field.

7
8 **Q. Are you familiar with the obligations to provide basic local exchange service?**

9 A. Yes, Spectrotel Midwest will comply with all Commission obligations.
10

11 **Q. Has Spectrotel Midwest previously provided basic local exchange service in Michigan?**

12 A. No. Spectrotel Midwest is a newly created privately held limited liability company organized
13 under the laws of the State of Delaware. It is a subsidiary of Spectrotel, Inc., which holds
14 authority to provide local exchange services in Michigan, pursuant to the Commission's Order
15 issued in Case No. U-14018 on May 18, 2004. Spectrotel, Inc. completed an internal corporate
16 reorganization that resulted in the creation of Spectrotel Midwest to replace Spectrotel, Inc. as the
17 telecommunications service provider for the Company's Michigan customers. The effect of this
18 reorganization is pro forma in nature and will be completely transparent to Michigan customers.
19 Spectrotel, Inc. intends to relinquish its authority once Spectrotel Midwest is granted authority.
20

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

22 A. Yes.

**BEFORE THE MICHIGAN
PUBLIC SERVICE COMMISSION**

* * * * *

In the Matter of the Application of)	
Spectrotel of the Midwest LLC)	
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Local Exchange Service throughout the State of)	Case No. U- _____
Michigan in the Zones and Exchanges served by)	
Frontier North Inc., Frontier Midstates Inc.,)	
AT&T Michigan, CenturyTel of Michigan, Inc.)	
d/b/a CenturyLink and Frontier Communications of)	
Michigan, Inc.)	

AFFIDAVIT OF DAVID ZAHKA

I, David Zahka, having been duly sworn, state that if I am called as a witness in this matter, I am competent to testify based on my person knowledge as follows:

- 1) I am Chief Financial Officer for Spectrotel of the Midwest LLC
- 2) I am duly authorized by Spectrotel of the Midwest LLC to file this affidavit.
- 3) The answers contained in my pre-filed direct testimony in this matter, for which I am the sponsor, are true and accurate.

By:

David Zahka, CFO
Spectrotel of the Midwest LLC

Dated:

Sworn and subscribed before me this ____ day of _____, 2021.

My Commission expires: _____

Signature of official administering oath

SPECTROTEL OF THE MIDWEST LLC

EXHIBIT A-1

Certificate of Formation
Certificate of Good Standing in Michigan

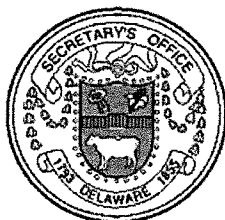
Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "SPECTROTEL OF THE MIDWEST LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE SEVENTEENTH DAY OF JULY, A.D. 2020.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "SPECTROTEL OF THE MIDWEST LLC" WAS FORMED ON THE FIFTEENTH DAY OF JUNE, A.D. 2020.



Jeffrey W. Bullock, Secretary of State

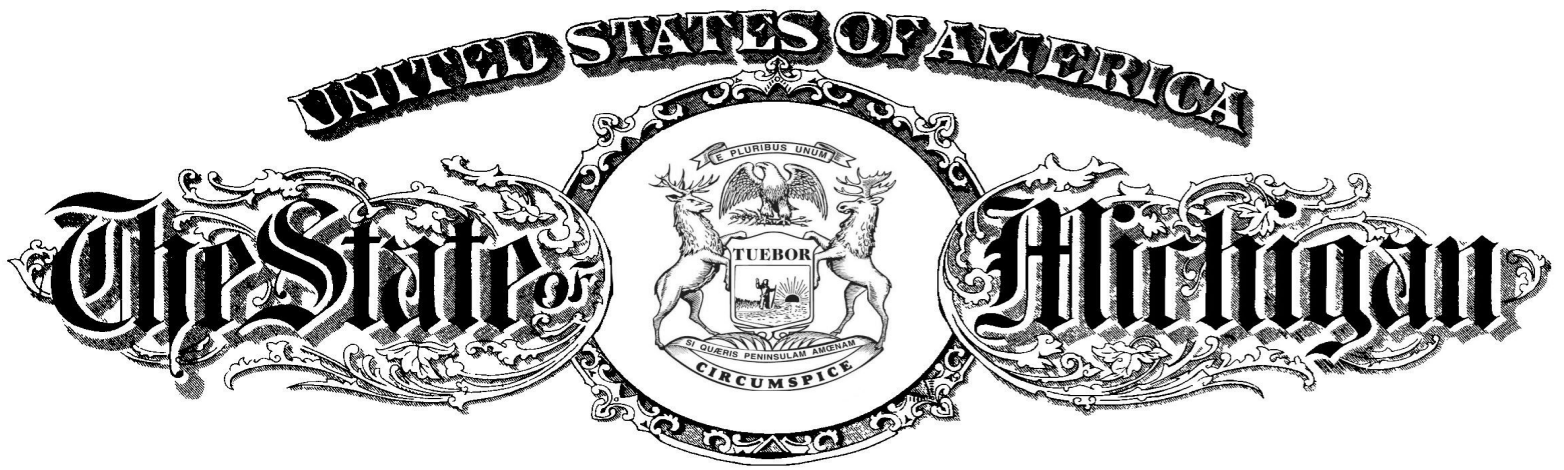
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SR# 20206275342

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 203304417

Date: 07-17-20



Department of Licensing and Regulatory Affairs
Lansing, Michigan

This is to Certify That

SPECTROTEL OF THE MIDWEST LLC

a FOREIGN LIMITED LIABILITY COMPANY existing under the laws of the state of Delaware

was validly authorized to transact business in Michigan on the 19 day of August , 2020 in conformity with 1993 PA 23.

Said company is authorized to transact in this state any business of the character set forth in its application which a domestic company formed under this act may lawfully conduct. The authority shall continue as long as the company retains its authority to transact such business in the jurisdiction of its organization, its authority to transact business in this state has not been suspended or revoked, and the company has not surrendered its authority to transact business in this state.

This certificate is in due form, made by me as the proper officer, and is entitled to have full faith and credit given it in every court and office within the United States.



*In testimony whereof, I have hereunto set my hand,
in the City of Lansing, this 19th day of August , 2020.*

Linda Clegg

Linda Clegg, Interim Director

Corporations, Securities & Commercial Licensing Bureau

SPECTROTEL OF THE MIDWEST LLC

EXHIBIT A-2

List of Corporate Officers

OFFICERS

The following individuals are officers of Spectrotel of the Midwest LLC and may be contacted at the Company's headquarters located at 3535 State Highway 66, Suite 7, Neptune, New Jersey 07753:

Jacob Dayan
Ross Artale
David Zahka

Chief Executive Officer
President
Chief Financial Officer

SPECTROTEL OF THE MIDWEST LLC

EXHIBIT A-3

Financial Statements

CONFIDENTIAL FILED UNDER SEAL PURSUANT TO SECTION 210 OF THE MTA

SPECTROTEL OF THE MIDWEST LLC

EXHIBIT A-4

Management Resumes

Jack Dayan

FOUNDER AND CEO

Following the enactment of the Telecom Act of 1996, Jack Dayan saw an opportunity to create a telecommunications business focused on providing quality and affordable service with personalized care for consumers and businesses and founded what is now known as Spectrotel. As CEO for more than 17 years, through a sea of change within the telecommunication industry, including mass consolidation, Mr. Dayan steadily led the company through organic growth to not only survive through one of the most turbulent telecom eras, but to emerge as a multimillion dollar corporation on a significant growth trajectory. In addition, Mr. Dayan is the creative and business force behind several other successful enterprises he founded, including USA Gold Corp (2009) and most recently, SigBop (2012). Mr. Dayan began his career leading the Asian division of a family enterprise in consumer electronics. He earned his Bachelor of Science degree in Finance from New York University's Stern School of Business in 1992.

○

Ross Artale

PRESIDENT AND COO

Mr. Artale had over 16 years of telecommunications experience when he joined Spectrotel as Vice President of Operations in 2007. He was promoted to Chief Operating Officer in March 2012 and was named President in December 2013. He began his career at Mobile Comm, a Bell South Company, and then later took management positions at two start-up companies, Geotek and Prism Communications. In 2000, Mr. Artale moved into the role of Vice President, Customer Care for InfoHighway Communications, formerly known as Eureka Broadband Corporation, where over the next seven years he was part of the management team that grew the company from a small start up to a \$100 million corporation. At Spectrotel, he is responsible for managing and leading all day to day operations, including, sales, marketing, product management, engineering, provisioning, customer care, quality assurance, and regulatory functions.

David Zahka

CFO

Mr. Zahka joined Spectrotel as CFO in October 2016 with responsibilities for all of financial operations and human resources. He came to Spectrotel with over 25 years' experience in financial management and leadership expertise in various industries including telecommunications and financial services. Prior to joining Spectrotel, he was Founder and Managing Member at Financial Dynamics Group, LLC in Short Hills, New Jersey. He also served as CFO for Guardtrax, LLC and Talk America, LLC. In addition, Mr. Zahka held several senior level positions at UBS Warburg, LLC and Paine Webber Incorporated. Mr. Zahka holds an MBA degree from the Darden School of Business at the University of Virginia and a BA degree from Colgate University.

Mitch Wright

CIO

As Chief Information Officer since 2002, Mr. Wright's responsibilities include corporate infrastructure, application development, billing operations, and revenue assurance. His 19 years of experience in telecommunications and information technology include management positions at Global Crossing, AT&T and Qwest (formerly US West). He was previously the billing committee co-chair of the OBF (Ordering and Billing Forum), a national collective of industry experts who address access and interconnection issues, as well as chair of Telcordia's Technical Review Group, responsible for the development of Carrier Access Billing Specifications (CABS). Mr. Wright is currently a member of the B/OSS Live! Conference and Businessplex advisory board. He has a Bachelor of Science degree in computer science from North Dakota State University.

○

Christopher Ricca

EXECUTIVE VICE PRESIDENT

Mr. Ricca joined Spectrotel as Vice President of VoIP in 2005 with over 19 years' experience in the Telecommunications industry. He was later promoted to Executive Vice President. Mr. Ricca began his career with AT&T as a communications technician and was then promoted to a series of positions in AT&T's Network Management Center. He then joined Polar Communications Corp. as a Switch Supervisor and was later appointed to the position of Vice President, Operations. In 1997 Mr. Ricca was Co-founder of Enhanced Telecommunications Solutions LLC (ETS), a domestic and international long-distance service provider. As President of ETS, he oversaw revenue growth from startup to \$12 M annually, and he was responsible for business planning, engineering and implementation of the International Private Network. At Spectrotel, Mr. Ricca is responsible for sales operations, account retention, and provisioning. Mr. Ricca is a graduate of DeVry Institute of Technology.

○

Jeffrey Todor

VP SERVICE DELIVERY

Jeffrey Todor joined Spectrotel as VP Service Delivery in 2019, bringing with him 19 years of industry experience. Beginning his career with ATX Communications in 2000, Jeffrey has held various roles including Project Management, Field Dispatch Manager, and Manager of Service Delivery. Prior to joining Spectrotel, Jeffrey was Managing Director of Enterprise Channel Management for Broadview Networks. In this role, Jeffrey lead a division of account managers, project managers, engineers, and billing specialists with the purpose of managing the onboarding and ongoing service experience of Broadview Network's largest business relationships. Under his leadership, Jeffrey's Enterprise team maintained a 90% or higher customer satisfaction rate and a sub one percent level of churn. In his current role as VP Service Delivery, Jeffrey has responsibility for Provisioning and Project Management. Jeffrey is a Six Sigma Green Belt and a graduate of Rowan University.