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April 1, 2021

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

RE: MPSC Docket No. U-20999  
In the Matter of the Application Of Xiber, LLC For Temporary And Permanent  
Licenses To Provide Basic Local Exchange Service In The State Of Michigan

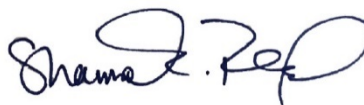
Dear Ms. Felice:

Attached for filing, please find the **Amended Application Of Xiber, LLC** and pre-filed  
Direct Testimony of Stephen Hon. Confidential Exhibit A-2 is being filed under seal.

If you have any questions, please feel free to contact my office. Thank you.

Very truly yours,

**Fraser Trebilcock Davis & Dunlap, P.C.**



Shaina R. Reed

SRR/hr  
Enclosures  
cc: All parties of record

**STATE OF MICHIGAN**

**BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION**

<b>In the matter of the application of</b>	)	
<b>Xiber LLC for temporary and</b>	)	
<b>permanent licenses to provide basic</b>	)	<b>Case No. U-20999</b>
<b>local exchange service in the Pontiac Exchange</b>	)	
<b>served by AT&amp;T Michigan</b>	)	
<hr/>	)	

**AMENDED APPLICATION OF XIBER LLC FOR TEMPORARY AND PERMANENT  
LICENSES TO PROVIDE BASIC LOCAL EXCHANGE SERVICE IN THE PONTIAC  
EXCHANGE IN THE STATE OF MICHIGAN**

Xiber LLC (“Xiber” or “Applicant”), by and through its counsel, Fraser Trebilcock Davis & Dunlap, PC, pursuant to Sections 301(1), 301(2) and 302(1) of the Michigan Telecommunications Act (“MTA”), 1991 PA 179, as amended, MCL 484.2101 *et seq.*; hereby applies to the Michigan Public Service Commission (“Commission”) for a temporary and, ultimately, a permanent license to provide basic local exchange service in the Pontiac exchange served by AT&T Michigan,.

Xiber seeks a temporary license to facilitate its request for designation as an eligible telecommunications carrier ("ETC") pursuant to Section 214(e)(2) of the Communications Act of 1934, as amended ("Communications Act"); the implementing rules of the Federal Communications Commission ("FCC"), including Section 54.201; and the ETC rules and regulations of the Commission. Xiber is requesting ETC status in Michigan in connection with the FCC's recently completed Rural Digital Opportunity Fund ("RDOF") universal service support auction. The RDOF rules require each winning bidder to obtain ETC status in each state in which it has a winning bid prior to FCC authorization to fund the winning bid.

In support thereof, Xiber provides the following information:

**I. Name and Address of Applicant:**

Mailing address:

Xiber LLC  
3500 Depauw Blvd., Ste. 1042  
Indianapolis, IN 46268

All Correspondence concerning this Application should be directed to local counsel for

Xiber:

Shaina R. Reed  
Fraser Trebilcock Davis & Dunlap, PC  
124 W. Allegan, Suite 1000  
Lansing, MI 48933  
Phone: (517) 285.1065  
sreed@fraserlawfirm.com

Questions regarding the ongoing operations of Xiber following the issuance of a license  
by the Commission should be directed to Xiber's regulatory contact:

Steve Werner  
CAO and General Counsel for Xiber  
3500 Depauw Blvd., Ste. 1042  
Indianapolis, IN 46268  
swerner@xiber.net  
Phone: (317) 759-3476  
Fax: (808) 983-2847

**II. Xiber Fully Meets the Requirement of Section 302(1) of the MTA for a License to Provide Basic Local Exchange Service**

Section 302(1) of the MTA (MCL 484.2302(1)) provides that, after notice and hearing, the Commission shall approve an application for a basic local exchange service license if it finds that:

a) the applicant possesses sufficient technical, financial, and managerial resources and abilities to provide basic local exchange service within the geographic area of the license and that the applicant intends to provide service within 1 year from the date the license is granted, and b) the

granting of a license to the applicant would not be contrary to the public interest. As explained in further detail below, Xiber fully meets the requirements of Section 302(1).

In addition, as required by Section 203(7) of the MTA, Xiber is filing the testimony of Stephen Hon, its President and Chief Technology Officer. The testimony includes references to several exhibits in support of this Application. Upon issuance of a license, and before offering services, Xiber 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 or Identification of Geographic Area for Which License is Sought**

Xiber seeks authority to provide services to the Pontiac exchange served by AT&T Michigan. The local calling area will be the same as the AT&T Michigan, which is the Incumbent Local Exchange Carrier (“ILEC”) for the Pontiac exchange. This means that Xiber's customers will have at least the same local calling area as if they remained customers of the ILEC. Xiber intends to mirror the map and legal description section of the tariffs and/or service guides filed by the ILEC for the Pontiac exchange. Xiber understands that any future modification to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by Xiber 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.

**b. Description of Xiber’s General Financial, Technical and Managerial Resources:**

**i. Background Corporate Information**

Xiber is a limited liability company organized in the state of Delaware. Its principal place of business is located at 3500 Depauw Boulevard, Suite 1042, Indianapolis, IN 46268. Xiber was authorized to do business in Michigan on June 3, 2016 and is in good standing in the state. (See Exhibit A-1). Xiber is a subsidiary of Hawaii Dialogix Telecom LLC (“HDT”), a Delaware LLC

with principal offices located at 3375 Koapaka Street, Suite B284, Honolulu, HI 96819. HDT holds a 93% ownership interest in Xiber.

## **ii. Rural Digital Opportunity Fund**

On January 30, 2020, the FCC established RDOF to ensure continued and rapid deployment of broadband networks to underserved Americans. The Phase 1 auction concluded on November 25, 2020 and awarded a total of \$9.23 billion in support over ten years. HDT was awarded approximately \$6 million of this support to provide broadband and standalone voice services in three states – Michigan, Illinois and Ohio -- including \$219,918 in Michigan. Consistent with the processes established by the FCC, HDT assigned its winning bids to its subsidiary, Xiber. The census blocks awarded to HDT and assigned to Xiber in Michigan are located within the Pontiac Exchange.

## **iii. Financial Qualifications**

Xiber has more than sufficient financial, technical and managerial resources to provide services in Michigan. Xiber's financial capabilities are set forth in the company provided Exhibit A-2 (filed separately under seal), which consists of a certified statement of capitalization signed by Stephen Hon, Xiber's President and Chief Technological Officer, and a pro forma income statement, and a pro forma balance sheet. Exhibit A-2, together with the aforementioned RDOF funding, establishes that Xiber possesses enough capital to allow it to consistently provide the services proposed at a high level.

## **iv. Managerial and Technical Qualifications**

A copy of Xiber's Certification from the State of Delaware and the Certificate to Transact Business in Michigan is attached as Exhibit A-1 to the pre-filed testimony. A list of the officers of Xiber and a description of their technical and managerial experience is provided in Exhibit A-

3 to the Application. All officers and directors may be contacted at the corporate headquarters address at 3500 Depauw Boulevard, Suite 1042, Indianapolis, IN 46268.

Applicant's management team looks forward to using their managerial and technical experience to bring Xiber's services to Michigan. Xiber submits that its financial status and substantial management experience and expertise ensures that it is fully capable of carrying out its proposal to bring new and economically priced telecommunications options to Michigan's marketplace.

### **III. Demonstration of Applicant's Intent to Provide Service within One Year From the Date the License is Granted**

Xiber intends to offer service within one year of the date a license is granted by the Commission. Prior to providing service in Michigan, however, Xiber must complete the following tasks: secure a license from the Commission; successfully negotiate interconnection agreements with one or more ILEC(s); successfully complete the installation of facilities in Michigan that Xiber will utilize to provide service in the State; and complete and file a final tariff with the Commission for Xiber's regulated basic local exchange services. Each of these activities may be subject to delay and difficulties beyond the control of Xiber. It is Xiber's intention to offer local exchange service in Michigan within one year from the date the license is granted.

When Xiber begins offering services, it will implement the procedures necessary to prevent deceptive and unfair marketing practices, comply with applicable Commission service and billing standards, as well as all applicable Commission rules, regulations and standards, including those relating to 9-1-1 service, 2-1-1 service, and telecommunication relay service. Xiber will also comply with applicable intraLATA access requirements of incumbent local exchange telephone companies to the extent applicable.

#### **IV. Public Interest Impact**

Both the Michigan Legislature and the United States Congress have determined that it is in the public interest to promote competition in the provision of telecommunications services. As discussed above, the Federal Act was designed to promote increased competition in the telecommunications market. Moreover, the Commission has already determined that the granting of applications for competing licenses to provide basic local exchange services is in the public interest. Enhanced competition in telecommunications services likely will further stimulate economic development in Michigan.

Further, the Commission's grant of this Application will result in the provision of telecommunication services to rural areas. Xiber will provide all the following: low prices and high-quality service; innovative telecommunications services; new telecommunications facilities; increased diversification in the supply of communications services and participation in the Michigan communications market.

#### **V. Xiber Meets the Requirements of Section 301(2) of the MTA for a Temporary License to Provide Basic Local Exchange Service**

Xiber further requests the granting of a temporary license to authorize it to provide basic local exchange service in the Pontiac exchange pursuant to Section 301(2) of the MTA, MCL 484.2301(2), which provides: "pending the determination of an application for a license the Commission without notice and hearing may issue a temporary license for period not to exceed one year." Granting Xiber a temporary license will allow it to promptly begin the negotiation of an interconnection agreement with the ILEC which is a necessary prerequisite to Xiber's commencement of service in Michigan. As set forth above, Xiber is seeking this temporary license in connection with facilitating the receipt of RDOF monies. Xiber may provide basic local exchange service under the temporary license in accordance with the regulatory requirements

specified in the MTA. Prior to commencing basic local exchange service under the temporary license, Xiber will submit a final tariff reflecting the services that it will offer in the Pontiac exchange.

## **VI. Conclusion**

For the reasons stated above, the public interest, convenience, and necessity will be furthered by approval of this application. Xiber has demonstrated that it possesses sufficient technical, financial, and managerial resources and abilities to provide services in Michigan. Xiber has also demonstrated that the Commission's grant of this authority, and Xiber's exercise of this authority, will further the public interest.

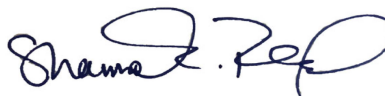
WHEREFORE, Xiber respectfully requests that the Commission enter an order which:

- (1) grants Xiber a temporary license to provide basic local exchange services in the Pontiac exchange served by AT&T Michigan;
- (2) grants Xiber a permanent license to provide basic local exchange services in the Pontiac exchange served by AT&T Michigan, pursuant to Section 302(1) of the Michigan Telecommunications Act, MCL 484.2302(1) and;
- (3) grants such additional or further relief as may be necessary or appropriate.

Respectfully submitted,

Date: April 1, 2021

By: \_\_\_\_\_



Shaina R. Reed  
Fraser Trebilcock Davis & Dunlap, PC  
124 W. Allegan, Suite 1000  
Lansing, MI 48933  
Phone: (517)  
sreed@fraserlawfirm.com

Attorneys for Xiber



# **EXHIBIT A-1**

***MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS***  
***FILING ENDORSEMENT***

***This is to Certify that the AMENDED APPLICATION FOR CERTIFICATE OF AUTHORITY***

***for***

***XIBER LLC***

***ID NUMBER: E9091G***

***received by facsimile transmission on August 21, 2017 is hereby endorsed.***

***Filed on August 21, 2017 by the Administrator.***

***This document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.***



***Sent by Facsimile Transmission***

***In testimony whereof, I have hereunto set my hand and affixed the Seal of the Department, in the City of Lansing, this 21st day of August, 2017.***

*Julia Dale*

***Julia Dale, Director  
Corporations, Securities & Commercial Licensing Bureau***

# **MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS CORPORATIONS, SECURITIES & COMMERCIAL LICENSING BUREAU**

Date Received

This document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.

Name

Address

City

State

ZIP Code

EFFECTIVE DATE:

Document will be returned to the name and address you enter above.  
If left blank, document will be returned to the registered office.

## **CERTIFICATE AMENDING APPLICATION FOR CERTIFICATE OF AUTHORITY TO TRANSACT BUSINESS IN MICHIGAN** **For use by Foreign Limited Liability Companies** (Please read information and instructions on the last page)

*Pursuant to the provisions of Act 23, Public Acts of 1993, the undersigned limited liability company executes the following Certificate:*

- The present name of the limited liability company is:  
FiberX LLC
  - If the name in Item 1 was not available for use in Michigan, the assumed name adopted when obtaining the Certificate of Authority is:  
\_\_\_\_\_
  - The identification number assigned by the Bureau is: E9091G
  - It is organized under the laws of Delaware
  - The limited liability company was authorized to transact business in Michigan on the 3rd day of June, 2016
  - The duration of the limited liability if other than perpetual is: perpetual
- 
- If the name of the limited liability company has changed, its new name is:  
Xiber LLC  
  
The effective date of the name change was the 12th day of July, 2017 and the name change was made in compliance with the laws of the jurisdiction of its organization.
  - Complete this item only if the new name in Item 7 is not available for use in Michigan. The assumed name of the limited liability company to be used in all its dealings with the Bureau and in the transaction of its business in Michigan is:  
\_\_\_\_\_
- 
- If the assumed name in Item 2 has changed, the new name is:  
\_\_\_\_\_

10. The address of the office required to be maintained in the jurisdiction of its organization or, if not so required, the principal office of the limited liability company is:

9 E. Loockerman Street, Suite 311

(Street Address)

Dover

(City)

Delaware

(State)

19901

(ZIP Code)

11. a. The address of its registered office in Michigan is:

2285 S. Michigan Rd.

(Street Address)

Eaton Rapids

(City)

, Michigan

48827

(ZIP Code)

- b. The mailing address of the registered office in Michigan if different than above:

P.O. Box 266

(Street Address or PO Box)

Eaton Rapids

(City)

, Michigan

48827

(ZIP Code)

- c. The name of the resident agent at the registered office is:

Registered Agent Solutions, Inc.

12. The Department is appointed the agent of the foreign limited liability company for service of process if no agent has been appointed, or if appointed, the agent's authority has been revoked, the agent has resigned, or the agent cannot be found or served through the exercise of reasonable diligence.

The name and address of a member or manager or other person to whom the administrator is to send copies of any process served on the administrator is: **(Must be different than agent shown in Item 11c)**

Dale R. Benditz

(Name)

11619 Spring Cypress Rd., Suite D

(Street Address)

Tomball

(City)

Texas

(State)

77377

(ZIP Code)

13. If the business the foreign limited liability company proposes to do in this State is to be enlarged, limited, or otherwise changed, the **specific** business which the limited liability company is to transact in Michigan is as follows:  
Internet and data service provider

The limited liability company is authorized to transact such business or conduct such affairs in the jurisdiction of its organization.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 2017

By \_\_\_\_\_

(Signature)

Dale R. Benditz

(Type or Print Name)

Manager

(Type or Print Title)

**LARA** Corporations  
Online Filing System  
Department of Licensing and Regulatory Affairs

Form Revision Date 07/2016

## ANNUAL STATEMENT

(Required by Section 207, Act 23, Public Act of 1993)

Identification Number: 802034032

Annual Statement Filing Year: 2021

1. Limited Liability Company Name:

XIBER LLC

2. The street address of the limited liability company's registered office and name of the resident agent at that office:

1. Resident Agent Name: REGISTERED AGENT SOLUTIONS, INC.

2. Street Address: 2285 S MICHIGAN RD

Apt/Suite/Other:

City: EATON RAPIDS

State: MI

Zip Code: 48827

3. Mailing address of the registered office:

P.O. Box or Street Address: PO BOX 266

Apt/Suite/Other:

City: EATON RAPIDS

State: MI

Zip Code: 48827

This annual statement must be signed by a member, manager, or an authorized agent.

Signed this 17th Day of December, 2020 by:

Signature	Title	Title if "Other" was selected
KRISTIN MICKELSON	Authorized Agent	

By selecting ACCEPT, I hereby acknowledge that this electronic document is being signed in accordance with the Act. I further certify that to the best of my knowledge the information provided is true, accurate, and in compliance with the Act.

☐ Decline

☒ Accept

***MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS***  
***FILING ENDORSEMENT***

***This is to Certify that the*** 2021 ANNUAL STATEMENT

***for***

XIBER LLC

***ID Number:*** 802034032

***received by electronic transmission on*** December 17, 2020 ***, is hereby endorsed.***

***Filed on*** December 17, 2020, ***by the Administrator.***

***The document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.***



***In testimony whereof, I have hereunto set my hand and affixed the Seal of the Department, in the City of Lansing, this 17th day of December, 2020.***

*Linda Clegg*

***Linda Clegg, Interim Director***

***Corporations, Securities & Commercial Licensing Bureau***

**CONFIDENTIAL**

**EXHIBIT A-2 – FILED UNDER SEAL**

## **EXHIBIT A-3**



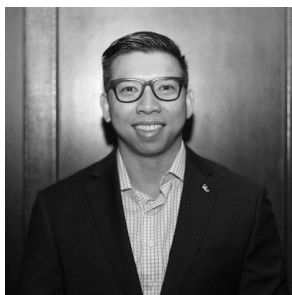


**Nik Thomas**  
*Chief Executive Officer*

Steven Nicholas (“Nik”) Thomas earned his bachelor’s degree in communications from Sam Houston State University, majoring in radio, film, and television. After college, Nik’s career began with T.V. networks in their sports divisions. He worked as an audio field engineer for CBS Golf, ESPN NFL, and NBC NBA.

With the passage of the 1996 Telecommunications Act, Nik took a position with SSC Communications out of Houston, Texas as their Director of Special Projects, where he was an integral part of their success. After serving as SSC’s VP of Business Development from 2000 to 2002, Nik applied for a CLEC license in the state of Hawaii under the name Hawaii Direct Telephone, now known as Hawaii Dialogix Telecom (“HDT”). After 15 years of exclusively operating in Hawaii, HDT acquired Xiber (formerly FiberX) from founder, Stephen Hon. Nik was appointed as “acting” CEO of Xiber in December 2019 and elected as CEO of Xiber by Xiber’s Board in December 2020, due to his skilled management.

Nik is a father of three and has been married to his wife, Kristine Thomas, for 25 years. Kristine also works for HDT as its Quality Control Manager. Nik’s favorite hobbies are snow skiing, tennis, boating and has been writing his second screen play for the past four years.



**Stephen Hon**  
*Founder, President & Chief Technology Officer*

Stephen Hon is currently President and CTO of Xiber. Previously a co-founder and CTO of Xiber’s parent company, HDT, he pioneered the use of Millimeter Wave technologies combined with advanced network protocols to create a modern service-provider network in the unique geography of the Hawaiian Islands. Following a move to Indianapolis in 2012, Hon founded Xiber (formerly FiberIndy, then FiberX) to provide modern Internet access to underserved communities across the Midwest. Recognizing the potential growth of his Midwest-based Internet Service Provider, Hon brought in the operational expertise and capital of his partners at HDT to help scale the company in 2017.

With over 20 years of experience starting back in the first dot-com boom, Hon is recognized as a disruptive telecom entrepreneur and strategist in this industry. As an early proponent of fixed wireless access, disaggregated networks, and hybrid transport networks, Hon used these technologies to quickly build a

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www.xiber.net



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national network footprint for Xiber. Xiber's network now spans 20 states and more than two dozen internet exchanges and peering facilities. Xiber's competitive edge is providing cost-effective and high performing networks in Tier 2 and other underserved markets. Hon also continues to forge strategic relationships with partners, vendors and customers like DISH Network, Ceragon Networks, Birge & Held, and the Meijer Companies who rely on Xiber's unique set of competencies, driving further growth.

Hon is married to Emily who brought him to Indiana in 2012 to pursue a career as faculty at the IU Medical School in Pediatric Gastroenterology. They have been blessed with two children, Miles (5) and Zenaida (3). Hon is also an avid submission grappler and Brazilian Jiu Jitsu practitioner that competes at both the local and national levels.



**Bruce Hollowell**

*Vice President of Field Operations*

Bruce Hollowell brings a unique set of skills to Xiber coming from a background studying classical music performance at Fort Lewis College in Durango, Colorado. Bruce intuitively sees the threads of opportunity that wind through an organization, brings them together into a coherent whole, helps others extend their thinking, and drives execution advantage in the field.

As Xiber's VP of Field Operations, Hollowell has delivered Xiber's myriad wireless and wireline networks throughout its 20-state service footprint on industry-leading timelines. Bruce has learned and excelled through doing, working with HDT and Xiber since their inceptions, managing all aspects of equipment procurement, provisioning, installation, and break/fix. Bruce's broad understanding of both outside plant construction and network technology makes Bruce a double-threat and gives Xiber a competitive advantage in the field. Bruce's experience in leading a geographically diverse team of field technicians and contractors continues to facilitate Xiber's ability to scale.

Bruce resides in Durango, Colorado, and enjoys his free time with his wife of 32 years and two children.

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**Jared Grugett**  
*Chief Xperience Officer*

For the past 20 years Jared Grugett has been a successful entrepreneur in the telecommunications space. As one of the founders of HDT, he has managed multiple areas of the business including accounting and finance, customer service, operations, and sales and marketing. Jared has been honored with several accolades for his accomplishments in Hawaii including 40 under 40, Pacific Edge Magazine's Sales and Marketing Executive of the Year and most recently was a member of the prestigious Pacific Century Fellows Cohort of 2019. Jared heads-up Xiber's "Xperience Xperts" (customer service and experience), accounting, and Corporate Culture for Xiber. Jared holds a degree in marketing and corporate communications from Hawaii Pacific University and currently resides in San Diego, CA with his wife Sylvia, 11-year-old daughter Taylor and eight-year-old son Jaxon. Jared is a tremendous sports fan, enjoys coaching his son and he and his family look forward to utilizing their San Diego Padres season tickets when live sports return.



**Steve Werner**  
*Chief Administrative Officer, General Counsel, and Corporate Secretary*

Steve Werner started building Web sites as a teenager in the early 90's, spurred by a passion for the new World Wide Web. After graduating from Indiana University with a double major in political science and philosophy and being disillusioned with politics and failing at his first business, he turned his hobby and side-gig into a career in Web development and IT management. Werner put himself through IU McKinney law school at night while working full-time as the Webmaster of a worldwide service organization and then the City of Indianapolis. After passing the Bar, he worked as in-house counsel and real-estate counsel and asset manager for large organizations (including the Fortune 500) for 7+ years. Before joining Xiber, Werner was a technology executive for a multi-family developer for 4.5 years, building out their technology infrastructure and VoIP networks to properties nationwide.

Werner began working with Stephen Hon at Xiber in 2015 to build a new platform for high-speed Internet for multi-family developments that also greatly increased net operating income for these properties. Werner joined Xiber fulltime in 2019 and has synthesized his various experiences and his long-time passion for the Internet to lead sales, in-house human resources, IT, and legal. While Werner wears many hats for Xiber,

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3500 Depauw Blvd., Suite 1042, Indianapolis, IN 46268





his thought leadership, relationships, and financial and sales acumen in the multi-family industry continue to be a major driver of revenue for Xiber.

Werner and his wife, Sarah, live in Indianapolis and have three children, two girls (7 and 12) and a boy (10). Werner has been active in the Indianapolis community serving as an adjunct professor of law at IU McKinney Law School and as Board member, counsel, and volunteer judge for Reach for Youth, Inc., which provides counseling, Teen Court<sup>®</sup> juvenile diversion, and mental health education to children across Indiana. Werner enjoys running, playing and teaching music to his kids, and brewing and tasting beer.

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3500 Depauw Blvd., Suite 1042, Indianapolis, IN 46268



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

\* \* \* \* \*

In the Matter of the Application of <b>Xiber</b> , LLC for	)	
a Temporary and	)	
Permanent License to Provide Local Exchange	)	
Service throughout Pontiac Exchange	)	
	)	Case No. U-20999
	)	

**PRE-FILED DIRECT TESTIMONY  
  
OF  
  
STEPHEN HON**

1 **Q. PLEASE STATE YOUR NAME, TITLE, AND BUSINESS ADDRESS FOR THE**  
2 **RECORD.**

3 A. Stephen Hon, President and Chief Technological Officer of Xiber, which is a subsidiary of  
4 Hawaii Dialogix Telecom LLC. Xiber's mailing address is 3500 Depauw Boulevard, Suite  
5 1042, Indianapolis, IN 46268.

6 **Q. PLEASE GIVE A BRIEF DESCRIPTION OF YOUR BACKGROUND AND**  
7 **PROFESSIONAL EXPERIENCE.**

8 A. I am the founder and President of Xiber, a gigabit internet service provider. Previously a  
9 co-founder and CTO of Xiber's parent company, HDT, I pioneered the use of Millimeter  
10 Wave technologies combined with advanced network protocols to create a modern service-  
11 provider network in the unique geography of the Hawaiian Islands. Following a move to  
12 Indianapolis in 2012, I founded Xiber (formerly FiberIndy, then FiberX) to provide modern  
13 Internet access to underserved communities across the Midwest. Recognizing the potential  
14 growth of this Midwest-based Internet Service Provider, I brought in the operational  
15 expertise and capital of my partners at HDT to help scale the company in 2017.

16 With over 20 years of experience, I was an early proponent of fixed wireless access,  
17 disaggregated networks, and hybrid transport networks. I used these technologies to  
18 quickly build a national network footprint for Xiber. Xiber's network now spans 20 states  
19 and more than two dozen internet exchanges and peering facilities. Xiber's competitive  
20 edge is providing cost-effective and high-performing networks in Tier 2 and other  
21 underserved markets.

22 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

23 A. The purpose of my testimony is to describe and support Xiber's application for a license to

1 provide basic local exchange service throughout the State of Michigan.

2 **Q. PLEASE DESCRIBE THE APPLICANT AND ITS CURRENT OPERATIONS.**

3 A. Xiber is a limited liability company organized in the state of Delaware, authorized to do  
4 business in Michigan. Xiber is a subsidiary of Hawaii Dialogix Telecom LLC (“HDT”), a  
5 Delaware LLC with principal offices located at 3375 Koapaka Street, Suite B284,  
6 Honolulu, HI 96819. HDT holds a 93% ownership interest in Xiber. A corporate  
7 organizational chart is included as Exhibit A-1 to the application. Xiber will offer basic  
8 local exchange service on a competitive basis for residents and businesses.

9 **Q. DOES APPLICANT CURRENTLY PROVIDE TELECOMMUNICATIONS**  
10 **SERVICES IN OTHER STATES OR HAVE APPLICATIONS PENDING?**

11 A. Yes, Xiber currently provides telecommunication services in Illinois and Ohio. It has never  
12 had a communications license or application denied or dismissed.

13 **Q. PLEASE DESCRIBE THE APPLICANT’S MANAGERIAL AND TECHNICAL**  
14 **QUALIFICATIONS.**

15 A. Xiber is highly financially, technically, and managerially qualified to provide services in  
16 Michigan. Descriptions of the technical and managerial experience of senior personnel at  
17 Xiber are attached as Exhibit A-3 to the application.

18 **Q. PLEASE DESCRIBE THE APPLICATION’S FINANCIAL ABILITY TO**  
19 **PROVIDE SERVICE.**

20 A. Xiber is financially qualified to operate as a provider of telecommunications services in  
21 Michigan. The proposed initiation of services in Michigan will be funded by Xiber in  
22 conjunction with its parent company, HDT and the use of the RDOF monies. Financial

1 statements setting forth the capital and operational financial resources available to Xiber  
2 are provided as Exhibit A-2 (filed under seal) to the application. This information  
3 demonstrates that Xiber has sufficient financial resources to fully fund all proposed  
4 operations.

5 **Q. DOES APPLICANT AGREE TO ABIDE BY ALL RULES, REGULATIONS,**  
6 **POLICIES AND ORDERS OF THIS COMMISSION, AND THE LAWS OF THE**  
7 **STATE OF MICHIGAN, IN ITS PROVISION OF TELECOMMUNICATIONS**  
8 **SERVICE?**

9 A. Yes.

10 **Q. HOW ARE CUSTOMER INQUIRIES/DISPUTES HANDLED?**

11 A. Xiber will abide by the general industry standards for service quality. Xiber takes customer  
12 service and customer complaints seriously, and will offer a toll-free phone number and an  
13 email address for customer service. These will both be listed on every bill and service plan  
14 document issued by Xiber, as well as on Xiber's website. Customer complaints will be  
15 logged and monitored for expedient resolution.

16 **Q. PLEASE PROVIDE THE CONTACT INFORMATION FOR THE CUSTOMER**  
17 **SERVICE DIVISION FOR COMPLAINT RESOLUTION.**

18 A. Customers with billing questions or complaints may reach Xiber at (888) 366.2211 or by  
19 email at [xpert@xiber.net](mailto:xpert@xiber.net).

20 **Q. PLEASE DESCRIBE THE PUBLIC INTEREST BENEFITS ASSOCIATED WITH**  
21 **APPLICANT'S PROPOSED OFFERING OF TELECOMMUNICATIONS**  
22 **SERVICES IN MICHIGAN.**



1 A. Grant of Xiber's application will promote the public interest and benefit all  
2 telecommunications consumers in Michigan. Xiber's operations will be overseen by highly  
3 experienced, well-qualified management and technical personnel. Xiber's provision of  
4 telecommunications services will enhance competition in the provision of  
5 telecommunication services in the State of Michigan, which will increase competition,  
6 thereby providing Michigan consumers with additional options for obtaining services,  
7 particularly in unserved and underserved rural areas of the State.

8 **Q. DO YOU RATIFY AND CONFIRM THE STATEMENTS MADE IN**  
9 **APPLICANT'S APPLICATION?**

10 A. Yes.

11 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

12 A. Yes.