

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

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IN THE MATTER OF THE APPLICATION  
OF WIDE VOICE, LLC FOR A  
CERTIFICATE OF AUTHORITY TO  
PROVIDE LOCAL EXCHANGE SERVICES  
IN SOUTH DAKOTA

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Docket No. TC11-088

**DIRECT TESTIMONY OF**

**CAREY ROESEL**

**ON BEHALF OF**

**WIDE VOICE, LLC**

**February 3, 2012**

## **BACKGROUND & EXPERIENCE OF CAREY ROESEL**

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

A: My name is Carey Roesel and my business address is 2600 Maitland Center Parkway, Suite 300 - Maitland, Florida 32751.

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

A: I am employed by Technologies Management, Inc. ("TMI") as Vice President and Consultant. I have been retained as a consultant by the applicant in this matter, Wide Voice, LLC ("Wide Voice").

**Q: What is the purpose of your testimony in this proceeding?**

A: The purpose of my testimony is to describe the managerial, financial, and technical ability of Wide Voice to provide the telecommunications services as outlined in Wide Voice's "Application for a Certificate of Authority" and filed with the Commission. These proposed services include both local and interexchange authority.

**Q: Have you previously filed testimony or appeared as an expert witness before a regulatory or legislative body?**

A: I have been an expert witness in CLEC cases in Florida, Kentucky, and Alabama. I have represented numerous CLECs in certification proceedings in all states that require certification.

**Q: Please summarize your background and experience.**

A: I joined TMI in 1996. In my role at TMI, I work with a wide variety of telecommunications carriers to obtain certification and manage ongoing regulatory issues. I also provide in-depth analysis regarding many key local telecommunications issues, with a particular focus on intercarrier compensation.

Prior to becoming part of TMI, I served as Manager - Business Planning at Sprint/United, where I provided input and support to the Executive team on a variety of economic and regulatory issues. From 1993 to 1995, I held the position of Manager-Tariffs, in which I was responsible for interpreting and maintaining the company's access, toll and private line tariffs. In my earlier career, I was assigned to Revenue Planning and Pricing where I worked directly with Florida Public Service Commission staff on behalf of United.

I earned my Bachelor of Arts in Economics at the University of Florida and my Master of Arts in Economics from the University of Central Florida.

### **WIDE VOICE'S PROPOSED SERVICES AND EXPERTISE**

**Q: Please describe the services Wide Voice proposes to offer in South Dakota.**

A: Wide Voice proposes to offer local services and interexchange services. Wide Voice proposes to offer competitive local exchange service, including exchange access service, within the state of South Dakota using its own facilities. Wide Voice may also utilize resold services available from the underlying incumbent local exchange carrier ("ILEC") or other facilities-based carriers. Wide Voice will seek to negotiate an interconnection agreement with Qwest/CenturyLink.

**Q: Does Wide Voice offer similar services as a CLEC in other states?**

A: Yes.

**Q: Please describe any other states where Wide Voice has acquired the authority to provide similar services.**

A: Wide Voice has the authority to operate as a facilities-based and resale provider of competitive local exchange services and interexchange services in California, Iowa, Florida, Montana, Nevada, New York, North Dakota, Oregon, Texas, and Washington. Wide Voice has never been

denied registration or certification in any state. Additionally, Wide Voice is in good standing with all states in which it currently operates.

**Q: What managerial and technical ability does Wide Voice possess to offer the proposed services in South Dakota?**

A: As noted earlier, Wide Voice has many years of managerial and technical experience in providing the telecommunications services proposed in its Application. Wide Voice will use the same experienced technical staff that it presently has in place. Foreseeably, with an expanded territory, it may be necessary to employ additional operational personnel, but any such personnel will be trained and supervised by Wide Voice's current management and technical staff, and have the benefit of their extensive knowledge and experience.

**Q: Please describe the class of customers that Wide Voice intends to serve.**

A: Wide Voice will provide its services to both residential and business customers.

**Q: Please describe the extent to and time frame by which Wide Voice will provide service through the use of its own facilities, the purchase of unbundled network elements, or resale.**

A: Wide Voice proposed to provide local service immediately upon the Commission's certification using its own facilities. Interexchange toll services will be provided via resale.

**Q: Please describe all facilities that Wide Voice will use to furnish the proposed local exchange services, including any facilities of underlying carriers.**

A: *Line Side Facilities.* Wide Voice primarily uses a fixed, wireless solution based on the WIMAX (Worldwide Interoperability for Microwave Access) technology operating in the 3.65 GHZ licensed spectrum providing service to residential, small business, hospitality and public safety. The network supports high-speed broadband services, voice service, data and Internet access, and multimedia. In select markets, Wide Voice will also lease line side transport services from the incumbent to include, analog and digital loops and t-carrier services at the DS1 level.

*Trunk and Interconnect Facilities.* Wide Voice will primarily use leased transport services from the incumbent LEC, other CLEC's and

CAP's. Wide Voice may also use private, point-to-point microwave radio transport in select opportunities and markets. Both transport methods will support Ethernet and t-carrier – DS1 through OC3 capacities.

*Switching and Call Routing.* Wide Voice operates a geographically-diverse, Class 4 and Class 5 Telephony Services Topology. The network consists of Trunking and Signalling Gateways provided by GenBand with Call Routing, Call Management, Call Feature Service and Border Control by WydeVoice. The network is "VoIP/TDM agile," accepting or providing TDM or VoIP connectivity on both the line and trunk side of the network.

**Q: Please describe the geographic area Wide Voice proposes to serve.**

A: Wide Voice intends to offer its services initially in the territory now served by Qwest/CenturyLink. Wide Voice will adhere to the service area maps defined by Qwest/CenturyLink.

**Q: Please describe the policies, personnel, or arrangements Wide Voice has made to respond to customer complaints and inquiries and to perform facility and equipment maintenance necessary to ensure compliance with the Commission's quality-of-service requirements.**



A: Wide Voice will be responsible for all customer inquiries and complaints. Wide Voice will provide the telephone number for customer inquiries and complaints on the customer's bill.

*For regulatory matters, the contact person will be:*

Tara Odenthal, Operations Manager  
Wide Voice, LLC  
410 South Rampart, Suite 390  
Las Vegas, Nevada 89145  
Telephone: (562) 624-5444  
Facsimile: (562) 437-1422  
Email: [regulatory@widevoice.com](mailto:regulatory@widevoice.com)

*For complaints to the Commission, the contact person will be:*

Tara Odenthal, Operations Manager  
Wide Voice, LLC  
410 South Rampart, Suite 390  
Las Vegas, Nevada 89145  
Telephone: (562) 624-5444  
Facsimile: (562) 437-1422  
Email: [regulatory@widevoice.com](mailto:regulatory@widevoice.com)

*For customer complaints, the contact person will be:*

Patrick Chicas, President  
Wide Voice, LLC  
410 South Rampart, Suite 390  
Las Vegas, Nevada 89145  
Telephone: (702) 553-3007  
Facsimile: ((562) 437-1422  
Email: [pjc@widevoice.com](mailto:pjc@widevoice.com)



**Q: Please describe how Wide Voice will provide customers with access to emergency services, such as 911 or enhanced 911, operator services, interexchange services, directory assistance, and telecommunications relay services.**

A: Wide Voice will enter into interconnection agreements with Qwest/CenturyLink and other certified LECs. Under these agreements, Wide Voice's customers will be able to access emergency services such as 911 or enhanced 911. These calls will be routed through the underlying carrier to the appropriate emergency agency serving the originating location. Access to local operator services, directory assistance, and telecommunications relay services will also be made available.

**Q: Please describe all LECs that Wide Voice plans to interconnect.**

A: Wide Voice intends to initially execute interconnection agreements with Qwest/CenturyLink and other certified LECs as customer demand warrants.

**Q: Please describe when Wide Voice intends to initiate interconnection service.**

A: Wide Voice anticipates negotiating its interconnection agreements concurrent with the processing of its pending application with the Commission.

**Q: Has Wide Voice successfully negotiated other interconnection agreements with other companies?**

A: Yes.

**Q: Please describe how Wide Voice will indicate its prices, terms, and conditions of each contemplated local service offering.**

A: Upon receiving the Commission's approval in this case, Wide Voice will file an Access Tariff before offering any services in South Dakota.

**Q: Has Wide Voice ever had a complaint filed against it with any state or federal regulatory commission regarding the unauthorized switching of a customer's telecommunications provider, and/or the act of charging customers for services that have not been requested?**

A: Wide Voice has never had a complaint filed against it for any of the above-referenced actions.

### **WIDE VOICE'S FINANCIAL CAPABILITIES**

**Q: Is Wide Voice a publicly-held entity?**

A: No.

**Q: What are Wide Voice's financial capabilities to provide the services proposed?**

A: Wide Voice has established a business savings account and funded it with \$150,000.00. For additional financial information, see "Confidential Financial Documents" provided to the Commission by Wide Voice. Based upon my experience, Wide Voice has the financial capabilities to provide the services it proposes to provide high-quality telecommunications services to its South Dakota customers.

### **CONCLUSION**

**Q: In your opinion, does Wide Voice have the technical, financial, and managerial qualifications to provide local and interexchange services in South Dakota?**

A: Yes.



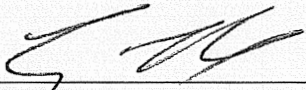
**Q: Does this conclude your testimony?**

**A:** Yes, it does.

**VERIFICATION**

I, *Carey Roesel*, state that I have first-hand knowledge of the matters set forth above and hereby verify that, to the best of my knowledge and belief, the allegations and statements contained herein are true and correct.

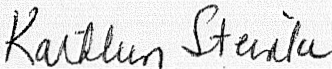
Dated this 3<sup>rd</sup> day of February, 2012.

  
\_\_\_\_\_  
Carey Roesel

STATE OF FLORIDA )

COUNTY OF ORANGE )

Subscribed and sworn to before  
me this 3<sup>rd</sup> day of February, 2012.

  
\_\_\_\_\_  
Notary Public

My Commission Expires:

(SEAL)

