FILED MAY 19, 2015 DOCUMENT NO. 02974-15 FPSC - COMMISSION CLERK

FLORIDA PUBLIC SERVICE COMMISSION

OFFICE OF TELECOMMUNICATIONS

APPLICATION FORM FOR

AUTHORITY TO PROVIDE TELECOMMUNICATIONS COMPANY SERVICE
WITHIN THE STATE OF FLORIDA

Instructions

- A. This form is used as an application for an original certificate and for approval of transfer of an existing certificate. In the case of a transfer, the information provided shall be for the transferee (See Page 8).
- B. Print or type all responses to each item requested in the application. If an item is not applicable, please explain.
- C. Use a separate sheet for each answer which will not fit the allotted space.
- D. Once completed, submit the original and one copy of this form along with a non-refundable application fee of \$500.00 to:

Florida Public Service Commission Office of Commission Clerk 2540 Shumard Oak Blvd. Tallahassee, Florida 32399-0850 (850) 413-6770

- E. A filing fee of \$500.00 is required for the transfer of an existing certificate to another company.
- F. If you have questions about completing the form, contact:

Florida Public Service Commission Office of Telecommunications 2540 Shumard Oak Blvd. Tallahassee, Florida 32399-0850 (850) 413-6600

1.	This is an application for (check one):	
	X Original certificate (new company).	
	Approval of transfer of existing certificate: Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority rather that apply for a new certificate.	
2.	Name of company: Quo Call LLC	
3.	Name under which applicant will do business (fictitious name, etc.):	
4.	Official mailing address:	
	Street/Post Office Box: 12472 SW 44 th CT City: Miramar State: FL Zip: 33027	
5.	Florida address:	
	Street/Post Office Box: 12472 SW 44 th CT City: Miramar State: FL Zip: 33027	
6.	Structure of organization:	
	Individual Corporation Foreign Corporation General Partnership X Other, please specify: LLC	

<u>lf in</u>	dividual, provide:	
	Name:	
	Title:	
	Street/Post Office Box:	
	City:	
	State:	
	Zip:	
	Telephone No.:	
	Fax No.:	
	E-Mail Address:	
	Website Address:	
7. 8.	Florida Secretary of State of	provide proof of authority to operate in Florida. The orporate registration number is: CC3614425673 vide proof of authority to operate in Florida. The Florida
9.	If using fictitious name (c statute (Chapter 865.09, FS fictitious name registration in	
10.		rship, please proof of registration to operate in Florida. ate registration number is: N/A
11.	If a partnership, provide n partnership agreement.	ame, title and address of all partners and a copy of the
	Name:	
	Title:	- The second sec
	Street/Post Office Box:	
	City:	
	State:	- The second of
	Zip:	the second secon
	Telephone No.:	The state of the s
	Fax No.:	
	E-Mail Address:	
	Website Address:	

12. <u>If a foreign limited partnership</u>, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable. The Florida registration number is: N/A

- 13. Provide <u>F.E.I. Number</u>: 46-5735699
- 14. Who will serve as liaison to the Commission in regard to the following?
 - (a) The application:

Name:	Eudes Fernando Jose Espinal Nunez
Title:	Owner
Street Name & Number:	12472 SW 44 th CT
Post Office Box:	
City:	Miramar
State:	FL
Zip:	33027
Telephone No.:	305-704-2117
Fax No.:	
E-Mail Address:	Fernando.espinal@quocall.com
Website Address:	www.quocall.com
	t for the ongoing operations of the company:
Name:	Eudes Fernando Jose Espinal Nunez
Title:	Owner
Street Name & Number:	12472 SW 44 th CT
Post Office Box:	
City:	Miramar
State:	FL
Zip:	33027
Telephone No.:	305-704-2117
Fax No.:	
E-Mail Address:	Fernando.espinal@quocall.com
Website Address:	www.quocall.com
(c) Where will you official schedule (a/k/a tariffs or p	lly designate as your place of publicly publishing your rice lists)?
☐ Florida Public Serv	vice Commission
X Website – Website a	address: www.quocall.com
Other - Please pro	ovide address:

15.	List the states in which the applicant:
	(a) has operated as a telecommunications company.
	N/A
	(b) has applications pending to be certificated as a telecommunications company
	N/A
	(c) is certificated to operate as a telecommunications company.
	N/A
	(d) has been denied authority to operate as a telecommunications company and the circumstances involved.
	N/A
	(e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.
	N/A
	(f) has been involved in civil court proceedings with another telecommunications entity, and the circumstances involved.
	N/A
16.	Have any of the officers, directors, or any of the ten largest stockholders previously been:
	(a) adjudged bankrupt, mentally incompetent (and not had his or her competency restored), or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. Yes X No
	If yes, provide explanation.

(b) granted or denied a certificate in the State of Florida (this includes active and canceled certificates). Yes No
If yes, provide explanation and list the certificate holder and certificate number.
(c) an officer, director, partner or stockholder in any other Florida certificated or registered telephone company. Yes No
If yes, give name of company and relationship. If no longer associated with company, give reason why not

17. Submit the following:

- (a) <u>Managerial capability</u>: resumes of employees/officers of the company that would indicate sufficient managerial experiences of each. Please explain if a resume represents an individual that is not employed with the company and provide proof that the individual authorizes the use of the resume.
- (b) <u>Technical capability</u>: resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance. Please explain if a resume represents an individual that is not employed with the company and provide proof that the individual authorizes the use of the resume.
- (c) <u>Financial Capability</u>: applicant's audited financial statements for the most recent three (3) years. If the applicant does not have audited financial statements, it shall so be stated. Unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer affirming that the financial statements are true and correct and should include:
 - 1. the balance sheet,
 - 2. income statement, and
 - 3. statement of retained earnings.

Note: It is the applicant's burden to demonstrate that it possesses adequate managerial capability, technical capability, and financial capability. Additional supporting information can be supplied at the discretion of the applicant.

THIS PAGE MUST BE COMPLETED AND SIGNED

REGULATORY ASSESSMENT FEE: I understand that all telephone companies must pay a regulatory assessment fee. Regardless of the gross operating revenue of a company, a minimum annual assessment fee, as defined by the Commission, is required.

RECEIPT AND UNDERSTANDING OF RULES: I acknowledge receipt and understanding of the Florida Public Service Commission's rules and orders relating to the provisioning of telecommunications company service in Florida.

APPLICANT ACKNOWLEDGEMENT: By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide telecommunications company service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083."

I understand that any false statements can result in being denied a certificate of authority in Florida.

COMPANY OWNER OR OFFICER

Print Name:	Eudes Fernando Jose Espinal Nunez
Title:	Owner
Telephone No.:	305-704-2117
E-Mail Address:	Fernando.espinal@quocall.com
Signature:	Date: 05/10/2015

CERTIFICATE TRANSFER

COMPANY OWNER OF OFFICER	
COMPANY OWNER OR OFFICER	
Print Name:	
Title:	
Street/Post Office Boy	
City:	
State:	
E-Mail Address:	
	_
Signature:	Date:

Coeurjoli Martinez

5404 W 27th Lane Hialeah, FL 33016 | (786)-236-7928 | mrjoli021@gmail.com

TECHNICAL BACKGROUND

Networking: Cisco, MikroTik, TCP/IP

Cisco, MikroTik, TCP/IP (v4/6), L2/L3 Switching, Vlan, Trunking, MPLS, VRF, VPN,

OSPF, BGP

Telephony

Sonus (NBS, GSX, PSX), Lucent Switches, Broadsoft, Edgemarc, Polycoms, Nortel,

Hardware:

NEC, Shoretel, Cisco Call Manager, CME

Telephony:

SIP, H323, SS7, QoS, E.164, RTMP, SBC's, Class4/5 Soft switches, Asterisk,

Freeswitch, Kamailio, MVTS, PortaOne.

Operating Systems:

Amazon AWS, Redhat Enterprise, CentOS, Debian, FreeBSD, Mac OS, VMWare ESXi,

Xen, VirtualBox

Programming:

Python, PHP, MYSQL, C++, Java, Perl, HTML, CSS, Bash, Lua, Regex

Applications:

Apache, MySQL, LDAP, Bind (DNS), Wireshark/TCPDump/TShark, Puppet, Git, Jira

PROFESSIONAL EXPERIENCE

SENIOR VOICE ENGINEER

2014-Present

INCONTACT, UT

InContact is one of the worlds largest contact center companies. I work with a team of engineer where we manage and maintain the companies voice platform. InContact's platform consists of a global deployment of Sonus, Lucent and Broadsoft equipment.

- Managed multiple Sonus 5k, 7k's and GSX with external PSX.
- Created TrunkGroups and managed routing for clients on the Sonus and Lucent platforms
- Developed app to automate Trunk group creation on the Sonus.
- ◆ Customers would receive and Edgemarc as the SBC onsite. Managed over 100+ Edgemarc's with Edgeview.
- Configured and maintained the Broadsoft hosted platform
- Worked with Empirix and Gigamon to capture pcaps for calls and do troubleshooting.
- Read pcaps with Wireshark/TCPDump and advised junior engineers of troubleshooting steps.
- ◆ Created script to automate Polycom configs and increased deployment time.
- Trained junior engineers on Polycom config files and Edgemarc.
- Troubleshot SIP and TDM connections including, but not limited to one-way audio, DTMF issues, IVR issues.

SENIOR VOIP ARCHITECT

2013 - 2014

KAPLAN UNIVERSITY, FL

Redesigned Kaplan's online infrastructure using existing Adobe Media Sever and Adobe Media Gateway products. Once contract was over, the beta product was released. Students would be able to go to a website and login to their online class. The instructor would be able to see them come in. All classes were recorded and students could submit their projects and have them pre graded before the instructor would get it.

- Managed 100+ Linux CentOS and Debian in multiple environments including physical, virtual and on the Amazon cloud.
- Once project was completed. We migrated all the test servers in to the Amazon cloud for production.
- Hired to redesign their current online platform. I was given a team to work with and I successfully completed the project within the guidelines given.
- For the holidays I wrote a script where based on the load of the servers, the script would create on demand servers on the AWS cloud to provide call capacity for customer.
- Installed Freeswitch and Kamailio on CentOS and separated VM hosts and had them communicate with Adobe Media Server and Adobe Media Gateway. Before I was hired to accomplish this, Kaplan did the research and Adobe did not communicate well with other products. I made it work.
- Created custom scripts where the submitted students work would get pre graded and checked for plagiarizing, then converted to a Kaplan approved format before the instructor received the document.
 Trained Kaplan staff on using Freeswitch and Kamailio
- Documented and diagramed all work using Visio, Puppet and Git for version control.
- Trained full-time staff on using the system.

VOICE ENGINEER 2012 - 2013

MTN SATELLITE COMMUNICATIONS, FL

MTN is the leader in Satellite communication for the Maritime industry. My role there was to maintain a 99.9% uptime on MTN's global VoIP network.

- MTN built a proprietary system that would change from Satellite to Wifi once a ship would reach the port. I created a secure and effective way to move traffic over without losing the connection. I used a protocol called MPTCP. MTN is currently implementing my design. I documented my finding and my paper got published on the MTN newsletter.
- Systems I managed and maintained for MTN were Linux based running MVTS as their SBC and PortaOne as the Class4 Switch. We also maintained several 3600 series routers as Gatekeepers for H323 compatibility. Their main PRI trunks were connected to Cisco 5400 routers. IVR's were asterisk based.
- ◆ Deployed Cisco gear to the clients as the endpoint to connect back to MTN's backbone.
- MTN has an agreement with ATT and ATT has a cell tower on the cruise ships. But since ATT's cell tower is big, it was not feasible for the Yacht market. I developed a small cell tower using a Raspberry Pi and a small Pico station from Etus networks. I built it using Freeswitch and OpenBTS. I left MTN before this project went live, but it was being tested in several Yachts.
- When I arrived at MTN none of the voice servers were virtualized and the Voice network was not stable. I created an LDAP system for authentication and setup the current VMware foundation using VMware ESXi. Then I meet with the network team and got them to give us a separate VRF (network) for the Voice team.
- Once of the PBX engineers started migrating 500+ phones from one PBX to another for over one year.
 I was asked to assist in the migration. I was able to perform the entire migration in less than one week.
 No user data was lost or corrupt during migration
- ♦ I designed a system that based on GPS coordinated of the vessel; the call would originate from MTN's closest POP.
- Came up with an AC design on the satellite dome's using an Arduino
- ◆ Migrated old servers from XEN virtual platform to VMware ESXi
- ◆ Taught Linux and basic Cisco to junior techs
- Documented and diagramed all work using Visio, Puppet and Git for version control.
- Worked with multiple carriers on interconnections to our terrestrial network.

VOICE ENGINEER 2011 - 2012

ICG, MIAMI, FL

ICG is a managed service provider for small to mid-sized companies in south Florida. My role was to take care of all the clients telecommunications needs as well as administer the clients with Linux/Unix servers.

- Installed and maintained Shoretel, Asterisk, NEC and other PBX systems for customers
- Customer wanted a blinking light when his phone ran. Shoretel doesn't have that feature, but I created an Asterisk box with a blinking light. All calls to that extension would ring the Asterisk box and would blink the light.
- Using AutoIt I developed an automation tool to reimage laptops, reducing the tech's time to a minimum.
- Setup a monitoring tool for clients using python and php.
- ♦ Designed and implemented solutions with VMware on multiple clients VoIP environments
- ♦ Tested and Turn-ups of customer circuits
- ♦ Configured switches, routers, firewalls and other networking equipment for VoIP services
- Troubleshot Linux/Unix systems

SENIOR ADMINISTRATOR

2006 - 2011

ACGG DEVELOPMENT, CORAL GABLES, FL

ACGG is a real estate/ Law firm company. As the real estate market grew they began to invest in condos throughout Florida and my responsibility was to oversee the entire IT Dept.

- ♦ Connected a 3com phone on an King Air airplane
- Learned 3Com phone system without any training, just a manual
- ♦ Grew the 3com VoIP system from 1 location to 14 locations throughout the state of Florida.
- Once the real estate market fell, the company downsized and started leasing the corporate building to tenants. I had to redesign the network to meet those needs.
- Managed a team to assist in administering Windows Servers and Linux CentOS servers.
- Evaluated and updated current network to Cisco managed switches, routers, and ASA firewall.

- Secured network infrastructure by upgrading all switches, routers and firewalls
- Developing a custom web based application for property management.

INSTRUCTOR

2003 - 2006

FLORIDA CAREER COLLEGE, Miami, FL

- ◆ Taught Cisco and Linux Courses
- Taught students how to install Linux on Xbox's and PlayStations

UNIX NETWORK ADMINISTRATOR

2001 - 2003

STS APPAREL, Miami, FL

STS is a factory of T-shirts for major retail companies. My role was to oversee the Miami and plants in Mexico.

- ◆ Configured Cisco 3810 Routers to facilitate Voice over IP connections from Miami to Mexico.
- Managed SCO UNIX and Solaris servers running NIS, Apache Web Server, Sendmail, and a variety of custom applications.

EDUCATION

COMPUTER SCIENCE, FLORIDA INTERNATIONAL UNIVERSITY, Miami, FL.

2010

Treasure/Founder of Plug (Panther Linux User Group)

2009

ASSOCIATE OF SCIENCE, General Studies, MIAMI-DADE COMMUNITY COLLEGE, Miami, FL

2000

Certifications: Shoretel 3200E, 3210E and Mobility, A+, CCNA, Network+, Linux+, MCP, IPV6

Eudes Fernando Espinal

12472 SW 44 CT. Miramar, Fl 33027 Tel. 305.308.3951

Fern920@gmail.com

OBJECTIVE: To obtain a position in an IT environment that will provide a challenging opportunity, where education along with qualifications and a customer driven focus significantly contribute to a company's operational quality, organization, and growth.

EDUCATION

Present

Currently pursuing CCNP Routing and Switching

12/2008

ITT Technical Institute

Miami, FL

Bachelor of Science Degree

Information Technology: Information Security Systems

9/2005

ITT Technical Institute

Miami, FL

Associate of Science Degree

Information Technology: Computer Network Systems Technology

Certifications:

CCENT

CCNA R&S

MS Office Suite

AREA OF TECHNICAL EXPERTISE

Windows Server Environment Computer/ Server Imaging LAN Administration

VmWare ESX Remote Support Cisco Firewall Configuration

Cisco Call Manager

MS Active Directory

Cisco IOS

Partition Magic Network Design Back-up Solutions MS Exchange

Cisco Unified Messaging

REFERENCES:

Name:

Title:

Contact Information:

Nick Katsaras Oliver Sepulveda Network Administrator Help Desk Supervisor

786.344.8899 954.658.8995

Eric Gonzalez

Help Desk Supervisor

305.323.0576

EXPERIENCE:

5/2014-Present

Auto Nation

Pembroke Pines, Fl

VoIP Administrator

- Maintained CCM ver. 9.1.2 Cluster for 320 different sites, roughly 26000 handsets.
- Gathered inventory of existing PRI DID inventory for SIP porting.
- Maintained Cisco VG224 for conversion from digital to analog faxes.
- Configured MPLS circuits for three sites, worked with the provider in order to turn up the BGP neighbor's.
- Configured Voice gateways (Cisco 2951) for network connectivity.
- Trouble shooting PRI issues and Voice related issues related to call quality.
- Converted six sites per week from analog PBX (Avaya, NEC) systems to CCM.
- Planned call flow for different departments, how calls should be routed.

3/2011-5/2014

Gulliver Schools

Pinecrest, Fl

Senior Telecommunications & Infrastructure Engineer

- Configured and Deployed Cisco 4 29XX series routers.
- Configured and Deployed 2 Cisco Catalyst 6500 and 2 Catalyst 4500.
- Maintained over 700 Cisco IP phones.
- Planned, coordinated, and relocated co-location into NOTA.
- Planned, coordinated, and Campus relocations.
- Configured Cisco voice gateways.
- Configured BGP peering with Florida Lambda Rail.
- Planned and deployed Routing changes in order improve speed.
- Planned and deployed Ruckus Wireless system.
- Planned, coordinated, and implemented network security measures in order to protect data, software, and hardware.
- Planned, coordinated, and implemented router and switch upgrades to six campuses.
- Maintained Cisco Networks, Cisco Call Manager and Cisco Emergency Responder.
- Responsible for Blackberry Enterprise Server and AT&T enterprise account.

12/2010-3/2011

Jpay Inmate Services

Miami, Fl

Deployment Engineer/Network Engineer

- Planned, coordinating, and implementing network security measures in order to protect data, software, and hardware.
- Planned, coordinated, and implemented Site-To-Site VPN for Twenty sites.
- Coordinated with vendors and with company personnel in order to facilitate purchases.
- Quality Assurance Testing.
- Planned, coordinated, and implemented tropos wireless systems.

2/2009-10/2010

Conquest Technology Service

Miami, Fl/Memphis, TN

Network Administrator/Systems Engineer/Service Desk Manager

- Planned, coordinated, and implemented network security measures in order to protect data, software, and hardware.
- Coordinated with vendors and with company personnel in order to facilitate purchases.
- Trained and managed eight Technicians and achieved significant improvements in their productivity.
- Maintained logs related to network functions, as well as maintenance and repair records.
- Maintained and administered computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Maintained Cisco Networks and Cisco Call Manager.
- Preventive maintenance to Servers, Desktops, etc.
- Recommended changes to improve systems and network configurations, and determined hardware and software requirements related to such changes.
- Administrated a VmWare ESX Cluster which consisted of six hosts and thirty Virtual Machines.
- Performed data backups and disaster recovery operations.
- Configured and solved problems proactively to firewalls and Switches.

7/2008-12/2008

Morrison, Brown, Argiz & Farra, LLP

Brickell, Fl

- Help Desk Technician
- Maintained LAN for six different sites.
- Preventive maintenance to Windows 2003 servers, Windows Xp Desktops, etc.
- Assisted in maintaining seven Vmware Terminal Servers
- Remote Desktop Support
- Backup operator

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Office Use Only



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SECRETARY OF STATE

FILED FILED

JUN 30 ZOST

COVER LETTER

TO: Registration Section Division of Corporations	
SUBJECT: QUO CA!	ility Company)
The enclosed member, resignation or dissociation at	nd fee(s) are submitted for filing.
Please return all correspondence concerning this ma	tter to:
EUDES F. ESPINA NUNEZ (Contact Person)	
QUO CA 11 (Firm/Company)	·
12472 SW 441CT (Address)	
MORAMAR F1 33027 (City/State and Zip Code)	
For further information concerning this matter, pleas	se call:
EUDES F ESPINA NUNES at (32) (Name of Contact Person) (Are	5 308 395 /
Enclosed please find a check made payable to the Fl	
STREET/COURIER ADDRESS: Registration Section Division of Corporations	MAILING ADDRESS: Registration Section Division of Corporations

P.O. Box 6327

Tallahassee, Florida 32314

CR2E079 (2/14)

Clifton Building

2661 Executive Center Circle

Tallahassee, Florida 32301



FLORIDA DEPARTMENT OF STATE DIVISION OF CORPORATIONS

DISSOCIATION OR RESIGNATION OF MEMBER, MANAGER FROM FLORIDA OR FOREIGN LIMITED LIABILITY COMPANY

(Pursuant to 605.0216, Florida Statutes)

1. The name of the limited liability company as it appears on the records of the Florida Department of State is: Quo Call'LLC'
2. The Florida document/registration number assigned to this limited liability company is:
L14000086944
3. The date this member/manager withdrew/resigned or will withdraw/resign is: 6/2/14
4. I, <u>FUDES</u> F. ESPINA MARTINEZ, hereby withdraw/resign as a (Print Name of Person Resigning)
MGR
(Print Title)
of this limited liability company and affirm the limited liability company has been notified of my resignation in writing.
9 h
Signature of Dissociating Member or Resigning Manager
Filing Fee: \$25.00 (Required)

CR2E079 (2/14)

Certified Copy:

\$30.00 (Optional)

14 JUN 16 PM 3: 35
SECRETARY OF STATE
ALL AHASSEE, FLORID

FILED

Electronic Articles of Organization For Florida Limited Liability Company

L14000086944 FILED 8:00 AM May 30, 2014 Sec. Of State

Article I

The name of the Limited Liability Company is: QUO CALL "LLC"

Article II

The street address of the principal office of the Limited Liability Company is:

12472 SW 44 CT MIRAMAR, FL. US 33027

The mailing address of the Limited Liability Company is:

12472 SW 44 CT MIRAMAR, FL. US 33027

Article III

The name and Florida street address of the registered agent is:

EUDES F ESPINAL NUNEZ 12472 SW 44 CT MIRAMAR, FL. 33027

Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.

Registered Agent Signature: EUDES ESPINAL NUNEZ