

STEVEN G. RUSH

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SUMMARY

TELECOMMUNICATIONS EXECUTIVE with reputation for building strong customer relationships and restoring calm during crisis. Extensive background in network operations, managed services and in-bound call support. Known for ability to motivate, enable and empower high performance teams delivering innovative ideas, driving change and sustaining excellence. Exceptional leader and strategic partner with unparalleled integrity, dedication and urgency in demanding, virtual, global 24 X 7 environments.

- Call Centers
- Fault/Crisis Management
- Installation Project Management
- Voice and Data Center Operations
- Technical Field Services
- Network Operations Centers

PROFESSIONAL EXPERIENCE

AT&T, Bedminster, NJ

1980-2006

Network Operations Vice President (2004-2006)

Directed Network Field Services organization of 2000 technical resources with \$200M budget. Led five regions (20 Eastern states) improving network stability, dispatch, customer trouble resolution, new service and technology installation, vendor management, and security.

- Dramatically transformed Field Operations organization into a single model with common management, accountability and process while removing \$165M in cost.
- Maintained and grew expansive global network, plant infrastructure, and environment (1000 buildings) while keeping operating and investment expenses \$19M under budget.
- Implemented improvements that reduced installation cycle time (from 30 to 23 days) while enhancing first time reliability (from 93% to 99%) accelerating billing cycle.
- Improved network performance, restorability and resiliency achieving 100% of installation and maintenance performance targets while realizing a 15% reduction in ticket volume.
- Oversaw process improvements and operational performance for 13 geographically dispersed Web Hosting - Internet Data Centers growing customer base by 11% and revenue by \$13M.
- Refined performance management programs to include 100% evaluation, career development and succession planning.

Director - Customer Network Operations Center (2003-2004)

Deployed and led 50 person team providing holistic, structured and proactive detection, fault analysis, restoration and communication of network events and service anomalies.

- Implemented and sustained process improvements specific to incident management and event handling resulting in a 20% reduction in network failures.
- Enhanced customer experience with 17% improvement of Network mean time to repair (2.65 hours vs. 3.19 hours).
- Introduced proactive network event notification process to customers and senior executive leadership eliminating 30% of in-bound status and progress calls.
- Significantly enhanced competency of network engineers through on-going training, career development, and participation in systems user acceptance testing resulting in 35% individual employee productivity gains.
- Functioned as executive "communications" liaison across business units and customer base to ensure message consistency, reliability, and accuracy.

Customer Care Service Director (2000-2003)

Directed Customer Care call centers protecting \$2B in contract tariff revenue. Provided advocacy, single point of contact, inbound call receipt, proactive monitoring, fault repair and installation project management to 350 of AT&T's most significant clients.

- Mobilized and coordinated telecommunications network restoral for the U.S. financial epicenter in New York City allowing NYSE opening bell to ring seven days after 9/11.
- Successfully positioned and respected by key customer Executive decision makers, increasing managed services revenue to \$125M
- Spearheaded overtime accountability program resulting in \$1M reduction in overtime.
- Exceeded customer service levels obtaining an average repair time of 1.67 vs. a 3 hour objective, ASA of 10 seconds vs. a target of 15, customer status of 90% vs. an 85% target
- Achieved 95% customer retention rate through contract renewals and exceptional service results.
- Led ongoing re-engineering efforts that resulted in significant employee productivity gains (40%) and unit cost reductions (\$4.5M).
- Implemented customized Service Management arrangements for Executive accounts, attaining an average score of 8 (out of 10) on "Voice of the Customer" satisfaction surveys.

General Manager (1997-2000)

Directed customer specific managed services support centers. Led 750 associates (\$75M operating budget) deployed in 20 US locations.

- Personally conducted regularly scheduled account reviews and stewardship meetings with Fortune 500 companies.
- Delivered world class customer satisfaction, attaining 100% of negotiated service levels and securing 100% of all contract renewals exceeding revenue commitment by 20%.

Process/ Project Manager (1994-1997)

Led process and project management support for 33 custom work centers supporting AT&T's largest global transport customers, representing \$2B in yearly revenues.

- Negotiated and amended internal and external strategic partnership/interface agreements securing an additional \$45M in funding.
- Project managed design and implementation of Network Management Centers and associated disaster recovery plans successfully completing on time and \$20M under budget.

Program Manager (1990-1993)

Directed and managed Voice and Data Center Operations. Oversaw all inbound calling, service inquiries, maintenance, provisioning, customer interface, and budgetary duties.

- Managed 24 X 7 operating environment of more than 450 employees.
- Coordinated Malcolm Baldrige National Quality Assessment certification.

OTHER RELATED EXPERIENCE

Held numerous roles during early AT&T career including National Service Manager, Private Line Board Supervisor, and Communication Technician.

MILITARY

Third Class Petty Officer, Advanced Electronics and Electricity, US Navy, Great Lakes, IL

PROFESSIONAL CERTIFICATIONS

- Executive Leadership Development
- Quality Improvement Process
- Local/Wide Area Design and Applications
- Data and Voice Communications

Confidential Candidate Report
March 7, 2007
Vice President, Human Resources, FairPoint Communications

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EDUCATION AND PROFESSIONAL TRAINING

- Many company provided internal and external university programs
- Harvard University Graduate School of Business Program for Management Development, 1993
- ITT Business Institute, Baileys Cross Roads, Virginia, 1971

PROFESSIONAL SUMMARY

Springs Global, Inc., Fort Mill, SC <i>Manufacturer of home textiles</i>	2/99-5/06
• Senior Vice President, Human Resources	
Lucent Technologies, Murray Hill, NJ	1996-1999
• Human Resources and Marketing Vice President-Washington D.C.	1997-1999
• Human Resources Vice President- NJ	1996-1997
AT&T, Morristown, NJ	1984-1996
• Human Resources Vice President /Strategic Partners, Network Systems-NJ	1995-1996
• Human Resources Director-NJ	1993-1995
• General Manager, Accessible Communications Products-NJ	1991-1993
• Area Manager-AT&T Phone Centers-NJ	1990-1991
• District Manager-PhoneCenter Education-NJ	1989-1990
• Zone Manager-DC Metro PhoneCenter Stores-Washington D.C.	1986-1989
• Staff Manager-Marketing and Retail Support-MD	1985-1986
• Manager, Labor Relations-MD	1984-1985
Chesapeake and Potomac Telephone, Parsippany, NJ <i>Provider of telecommunications acquired by American Bell</i>	1969-1984
• Zone Manager, Phone Centers-American Bell-Washington, D.C.	1981-1984
• Manager, Material Management-VA	1980-1981
• Manager Residence Installation-MD	1979-1980
• Foreman, Materials Management-VA	1977-1980
• Employment Interview, Staffing Manager-VA	1975-1977
• Operator, Administrative Assistant, Group Chief Operator-VA	1969-1974

RÉSUMÉ AND PERFORMANCE REVIEW PROVIDED BY CANDIDATE

Gracie P. Coleman
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Summary of Qualifications

Senior executive who has contributed to business success utilizing skills and knowledge and broad experience in human resource management, profit and loss management, sales, marketing, product management, and leading large teams. Primary strengths are relationship management, persuasive communications and achieving results and growth while managing major organizational change.

Professional Experience

Senior Vice President - Human Resources
Springs Global, Inc., Fort Mill, SC

1999 - 2006

Served as business partner to the Co-Chairmen and Co-CEO's of a \$2.5B home furnishings company with 15,000 employees. Led all aspects of human resources including compensation and benefits, medical, staffing and recruiting, education and training, leadership development, succession planning, diversity, and culture transformation with a team of more than 200 human resource professionals. In addition, led the environmental safety and health organizations' efforts related to the safety and well being of associates, protection of the environment, human rights and other compliance issues. Served as member of the Corporate Management Committee of the company:

- Led human resources due diligence efforts for Springs Industries merger with Coteminas while simultaneously managing human resources aspects of the spin-off of two other businesses
- Led human resources due diligence and integration activities for six acquisitions
- Designed and implemented change management initiatives in connection with ERP implementation
- Implemented managed disability program resulting in cumulative savings of \$24 M
- Recruited senior executives to critical positions (CFO, CIO, EVP, Business Unit Presidents etc.)
- Led the design and implementation of a talent review and succession planning process
- Led re-design of executive long-term compensation plans a gained Board approval
- Implemented many HR process improvements: internet/intranet staffing & recruiting, claims processing, cost tracking systems and medical and workers compensation claims reporting

Human Resources & Marketing Vice-President - Government Solutions
Lucent Technologies, Washington, DC

1997 - 1999

Led all human resources activities for Lucent's sales channel to the federal government, a \$1billion business with 5,000 employees. In this role served as strategic partner to the business unit President in development and delivery of the full breadth of human resources products and services: performance management, compensation, sales incentives, diversity, staffing, culture transformation, recognition and rewards, skills and competency assessment, education and training and workforce relations. Also led the marketing, public relations, and external/internal communications teams including all market research, media relations, advertising, promotions, marketing collateral, trade show and customer event activity for the market segment.

- Led design and implementation of sales incentive plan

- Managed all human resources aspects of the divestiture of the undersea surveillance business
- Identified critical competencies and skills of technical workforce to manage recruitment, development and out placement of technical workforce
- Led marketing and brand positioning campaigns that established 90% brand awareness in government marketplace

Human Resources Vice President

1996 – 1997

Lucent Technologies, Murray Hill, NJ

Led development of executive compensation and benefits programs and policies for Lucent Technologies.

- Acquired executive and officers through numerous strategic relationships with executive search firms
- Improved staffing processes to expedite staffing and comply with federal requirements
- Created talent assessment and succession planning process and tools which were implemented throughout the enterprise.
- Assisted 20 executives in career transitions outside of AT&T
- Created corporate-wide diversity strategy and initiatives
- Led development and administration of world-wide associate satisfaction survey
- Developed Lucent's leadership talent review and succession planning process

Human Resources Vice President (Strategic Partners - Network Systems

1995 – 1996

American Telephone and Telegraph (AT&T), Morristown, NJ

Led Human Resources organization for 60,000 clients worldwide with an organization of 700 human resource professionals. Delivered a broad range of products and services: performance management, compensation and benefits, EO/AA & diversity, staffing, and other general human resource processes.

- Led corporate-wide staffing initiative at the AT&T tri-vestiture for all corporate centers
- Implemented force management offer for 30,000 employees
- Created and administered a staffing and redeployment process to balance skills across businesses
- Played a key role in developing the staffing and redeployment policies for the AT&T tri-vestiture
- Participated in the design and implementation of a new human resources model for Lucent Technologies

Human Resources Director – Network Systems

1993 – 1995

American Telephone & Telegraph (AT&T) Morristown, NJ

Led Human Resources organization for 20,000 clients and coached 200 human resource professionals. Delivered a wide array of human resources products and services for the Transmission Systems, Switching Systems and Professional Services Business Units. Functions included: cultural and organizational change, performance management, career management, compensation, staffing, and numerous other HR activities.

- Co-led an AT&T-wide skills and competency project for union represented employees that received wide recognition at the corporate and national union levels.
- Provided administrative and executive support to the President – Transmission Systems
- Developed the process and conducted a cultural assessment of two business units to identify culture change requirements necessary to integrate the units
- Designed and facilitated culture change seminars to prepare organizations for major restructure

General Manager - Accessible Communications Products
AT&T Consumer Products, Parsippany, NJ

1991 - 1993

Full P&L responsibility for the AT&T Accessible Communications Products Strategic Business Unit including marketing, sales, research and development, and product management. This unit was focused on products to meet the needs of people with disabilities.

- Generated 47% revenue growth year over year
- Restructured telemarketing center to create greater efficiency resulting in a 300% increase in productivity
- Exceeded world-class measurements of customer perception results during a major organizational transition
- Developed relationships with key external stakeholders, including major retailers, national leaders and advocacy groups for people with disabilities which enhanced AT&T's position as a socially committed corporation
- Persuaded major retailers to sell products for people with disabilities for the first time in history in this product category.

Area Manager - AT&T Phone Centers
AT&T Consumer Products, Chicago, IL & Parsippany, NJ

1990 - 1991

Managed profit and loss for 200 AT&T Phone Center stores with a staff of 1,500 people.

- Achieved all key financial and customer satisfaction measures during a major restructure of the Phone Center Leadership Team
- Developed people programs that resulted in improvement in 12 categories of the People Attitude Survey

District Manager - Phone Center Education
AT&T Consumer Products, Parsippany, NJ

1989 - 1990

Led the development and delivery of education programs for 400 AT&T Phone Centers with 3,000 clients nationwide.

- Developed and designed the education curriculum to support Phone Centers' transition to a profit and loss environment
- Led a cultural change in the Phone Centers through the development and implementation of an experiential learning process for Phone Center managers

Zone Manager - AT&T Phone Centers
AT&T Consumer Products, Washington, DC

1986 - 1989

Managed sales, inventory and store operations for 12 AT&T Phone Centers comprised of 120 people.

- Significantly exceeded all major sales, financial and customer satisfaction measurements
- Consistently achieved the highest People Attitude Survey results in the Northeast Area

Staff Manager - Marketing & Retail Support
AT&T Consumer Products, Chevy Chase, MD

1985 - 1986

Supported field sales managers for AT&T Phone Centers and Customer Services offices for the Northeast Region.

- Developed creative marketing and sales incentive programs that led to the Region exceeding its revenue commitments

- Produced an employee information publication and feedback vehicle that strengthened communications throughout the region

Manager - Labor Relations
AT&T Consumer Products, Chevy Chase, MD

1984 - 1985

Responsible for company/union relations in a five state area.

- Created a supervisors guide to assist managers in understanding labor agreements during the period following divestiture where dual labor contracts were in effect
- Provided leadership and coaching to line managers on supervisory matters
- Built a highly successful relationship and earned the respect of local and district labor leaders
- Represented AT&T in the third-step of the grievance process using persuasive communications and problem-solving methods

Zone Manager - American Bell Phone Centers
American Bell, Washington, DC

1983 - 1984

Managed sales, inventory and retail operations for 10 Phone Centers.

- Achieved formal recognition for highest sales results in the mid-Atlantic area
- Led a team of 100 people and the transition from a regulated environment to a retail environment

Zone Manager - C&P Telephone Bell Phone Centers
Chesapeake and Potomac Telephone Company, Northern Virginia

1981 - 1983

Managed sales, inventory and service for Northern Virginia Phone Centers.

- Achieved highest sales results in district which resulted in temporary promotion
- Led a district with 24 Phone Centers in a wide geographic area on a temporary promotion and exceeded performance measurements

Manager - Materials Management
Chesapeake and Potomac Telephone Company, Northern Virginia

1980 - 1981

Directed efforts to recover company assets from customer premises.

- Analyzed results and compiled correspondence representing the headquarters Senior Vice President
- Developed methods and procedures to recover assets

Manager - Residence Installation
Chesapeake and Potomac Telephone Company, Silver Spring, Maryland

1979 - 1980

Conducted operations reviews of outward station management.

- Developed processes for recovering company assets
- Built relationships with field staff that led to improved results

Foreman - Materials Management
Chesapeake and Potomac Telephone Company, Northern Virginia

1977 - 1980

Directed the procurement of materials and supplies at 10 company locations and remotely supervised 12 employees.

- Pioneered the migration of women into non-traditional jobs
- Created and developed the first formal training for storekeepers in the C&P Telephone Companies

Education

ITT Business Institute – Baileys Cross Roads, Virginia, 1971
Numerous college and AT&T and Lucent sponsored courses
Harvard University Graduate School of Business Program for Management Development - 1993

Associations/Affiliations

Board of Trustees – Bennett College for Women, Greensboro, NC
Commissioner – Carolinas Healthcare System, Charlotte, NC
Member – Steering Committee – Levine Children's Hospital, Charlotte, NC
Immediate past Chairperson – National Technical Institute of the Deaf Foundation (NTID)
Appointed by the U.S. Secretary of the Dept. of Education to the National Advisory Group – NTID
Executive Committee Member – United Way of Central Carolinas
Human Resource Committee Chairperson – United Way of Central Carolinas
Former Member – Board of Directors – York County Disabilities Foundation, Rock Hill, SC
Former Member – Board of Directors – Minority Scholarship Foundation, Rock Hill, SC
Former Member – Board of Directors – Lancaster County Educational Foundation, Lancaster, SC
Founding Chairperson – Women's Intercultural Exchange (WIE), Charlotte, NC
Formerly coordinated 15 Junior Achievement programs in the Washington, DC area.

- Created first Junior Achievement program in the nation for children with disabilities
- Served as Junior Achievement "Project Business" consultant and taught business classes to high school students

Honors

AT&T Living the Values Excellence Award
AT&T Consumer Products Shared Values Award
AT&T CCS Eagle Award
AT&T Circle of Excellence
YWCA Twin Award - honoring Outstanding Women in Industry
Black Managers Group Award for outstanding service to the African American Community
Executive Partnership Award – Alliance of Black Lucent Employees (ABLE)
"Bridge Builder" Award – Alliance of Black Lucent Employees (ABLE)

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Experience:

June 2003-
Present

One Communications, Waltham, MA (formerly CTC Communications)

Sr. Data Network Technician: Responsibilities include the provisioning, troubleshooting, design, planning, peering and deployment of Frame-Relay, ATM, BGP, and ISP services across an ATM backbone. Assist customers in turning up their services on the network. Work trouble tickets to address and resolve troubles related to customer outages or problems within CTC. Provide 24/7 on call support for the Internet and Frame group for customers experiencing outages. Provide customer service to customers calling with questions regarding their network. I was also involved with most facets of a major POP build out. Work daily on Cisco BPX, MGX, 7200, 3600, 2400, 1700 series equipment, Siemens and Netopria Routers utilizing T1, T3 and ATM technology to provide service to customer's wide area networks.

July 1996 -
May 2003

Comm-Tract Corporation, Waltham, MA

Installation and Frame Provisioning Manager: This position was subcontracted out to CTC Communications. Responsibilities included managing a group of twelve staff members, coordinating activation of customer wide area networks, troubleshooting problems with outages, installation of integrated access devices and CISCO equipment at customer locations and programming of same. Responsible for delegating the daily workload to the members of my group. Directly involved in the development process of corporate OSS.

Manager: Responsibilities included dispatching field technicians to daily job sites, assisting warehouse manager with all daily duties, maintaining the company's vehicle fleet, recording field technician's daily hours and answering incoming telephone calls from customers.

Voice Data Cable Technician: Responsibilities included conducting site surveys, planning materials necessary staffing and running of voice, data and fiber optic cables, terminating on both ends utilizing AT&T, Lucent, Siemon and Krone Equipment and testing using Mod-Tap, Scope 155 and OTDR. Job sites have included Harvard University, major Boston law firms and various companies throughout the New England area. Additional responsibilities included the installation and programming of Lucent and Cabletron switches and hubs.

February 1995 -
July 1996

NECOM, Wilmington, MA

Operations Manager: Responsibilities included installation, programming, trouble shooting and training new customers on several types of telephone and voice mail systems including Comdial, Vodavi, AT&T and Reliant, conducting site surveys to determine required materials for jobs, direct contact with customers to solve problems and address issues, supervision of technicians and maintaining inventory both in stock room and in technicians' vehicles. Also responsible for the weekly shipping and receiving for the warehouse.

January 1994 -
February 1995

The Boston Company (Mellon Bank), Medford, MA

Human Resources Assistant: Responsibilities included assistant to recruiters, scheduling and conducting interviews with potential candidates for managers, completing paperwork for all new hires, conducting reference checks on potential candidates. Responsible for facilitating and coordinating orientation for all new hires on a weekly basis. Additional responsibilities included installation of new computers (hardware and software), serving as the contact in the department for all computer-related issues, backing up the Restrac system, and data entry.

Computer Skills:

Microsoft Office, Microsoft Project, Visio, Lotus Notes, Service Alliance (Astea), Remedy, MetaSolv, NetCracker, DNS, and T-Berd Testers

Education:

Merrimack College, North Andover, MA

Bachelor of Science Degree in Business Administration (1994)

Double Major: Management and Marketing Participant of the Cooperative Education Program

CISCO Certified Network Associate (CCNA) - expired, Cisco Routing 2.0, BICSI Certified Installer, Cabletron SmartSwitch and Lucent certification programs.

References:

Available upon request.

FPNH 0923

RALPH E. WASNER

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SENIOR INFORMATION TECHNOLOGY EXECUTIVE

CIO, CTO, VP of Information Technology

- **Catalyst in saving nearly \$1.3 billion and generating over \$1.5 billion in revenue during career** ◀
Managed departments with staff ranging from 90 to 475 and budgets spanning from \$2 million to \$93 million

Distinguished executive IT career is underscored by 17 years of technology accomplishments in the financial services, retail, and telecommunication industries. Impressive background in creating robust disaster recovery and business continuity plans, designing offshore outsourcing plans to support software development, creating IT groups from the ground floor, designing global data centers, and directing numerous multinational IT organizations. High degree of proficiency in leading multimillion dollar IT projects and deploying CRM, Oracle (ERP) Financial solutions, HRMS, and data warehouse solutions for global Fortune 200 enterprises. Solid experience in Merger & Acquisitions (due diligence and post-integration).

Recognized as a guru in disaster recovery and business continuity, a leader in systems and call center designs, and an expert in POS systems and retail enhancement systems. Lived and worked in Europe and Asia on several occasions, and managed teams in Columbia, Mexico, Germany, Denmark, Spain, England, Hong Kong, Australia, Japan, and Singapore. Speak conversational Spanish and fluent German. **Areas of Expertise:**

Systems and Process Restructuring Projects	Business Continuity	Vendor Negotiations and Contract
Hardware and Software Architectural Design	Disaster Recovery Planning	Optimization
Network and Systems Administration	Enhanced Process Improvements	Infrastructure and Staff Optimization
Systems and Process Restructuring Projects	Staff Development / Training	Regulatory Compliance (SEC, Sarbanes, etc.)

CAREER BENCHMARKS AND MILESTONES

- **Principal player in seven Merger & Acquisition transactions;** led corporate and IT transitions and chaired post-acquisition committees. Member of an acquisition team that worked with Bell Canada when they acquired Teleglobe.
- **Spearheaded the consolidation of five companies into a single team for Teleglobe,** which was created by merging five companies. Successfully relocated company to a new corporate facility and circumvented the possible loss of hundreds of millions of dollars in revenue.
- **Built an IT organization for Euro Brokers that eventually had remote offices in 36 countries.** Organization became a profit center through development and marketing of several business systems to competitors and customers; provided the revenue needed to establish a total of 43 offices.
- **Created successful disaster recovery and business continuity plans for two companies located in the World Trade Center;** plans were executed flawlessly during terrorist attacks and were acknowledged as the single factor that enabled both companies to still exist today.
- **Led development of an Oracle based provisioning system costing \$6 million** which was purchased by Oracle and became the standard provisioning system for most telecommunication carriers.
- **Directed a \$19 million deployment of HRMS using PeopleSoft;** hailed for efforts in delivering project in nine months across a 170,000 user community.
- **Consulted with multiple leading companies** regarding the design of data centers and call centers.

TECHNICAL CAREER PATH

TRACFONE WIRELESS, INC. – Miami, FL..... 2004 to Present
Privately held, \$1 billion telecom company serving the lucrative prepaid wireless market and more than 6.8 million subscribers.

SENIOR VICE PRESIDENT, INFORMATION TECHNOLOGY

Nine Direct Reports: VP of IT Development, AVP of IT Architecture, AVP of IT Operations, VP of Application Support, Senior Manager of IT Metrics, Director of Quality Control and Production Control, Director of SOX Compliance, Director of Business Continuity, VP of Project Management Office, and Supervisor of Administrative Services, Indirect Reports: 115+ and 93 contractors, Budget: \$49 million

Joined fast-track, national wireless company to drive the design of IT strategies and build a scalable technology platform to accommodate future growth as IT Department had failed to meet technology needs of rapid growth company. Moreover, challenged to define technology development practices to eliminate ad-hoc development practices. **FPNH 0924**

Spearhead IT / Telecommunications Department and ensure IT systems are best-of-class to support millions of customers. Technology activities include data recovery and business continuity planning, regulatory compliance, technology outsourcing, vendor relationship management, contract consolidation and maximization, new property build outs including data centers, redesigning and redeploying key applications, cost savings, career pathing, and more.

- Contributed to \$72 million in total savings by renegotiating information technology service and support contracts. Currently revamping procurement and contract processes to be deployed across the enterprise.
- Delivered \$7 million savings in hardware and software costs with projections of \$33 million in return on investment over a five years period by redeploying a CRM solution. Technology integrates a scalable solution needed for a seasonal based business model.
- Authored and executed a disaster recovery and business continuity program that was catalyst in keeping company active during Hurricanes Katrina and Wilma, despite losing electricity and connectivity to two company locations. Achieved zero customer downtime during these two events.
- Redeployed ERP (Oracle) to align better with business needs as organization had shifted to a retail model. Slashed order transaction time from nearly 4 hours to less than three minutes and eliminated 32 manual processes.
- Curtailed system downtime from 73 days in 2003 to 23 hours the first year and less than two hours the second year.

LIMITED BRANDS, INC. – Columbus, OH2001 to 2004
 \$8.5 billion clothing retailer with 7,000+ stores in the US, Canada, Mexico, and Panama.

DIRECTOR, INFORMATION TECHNOLOGY (Technical Services)

11 Direct Reports: Senior Managers of Database Tuning, Telecom Design, Engineering Support, Technology Enhancement, Process Improvement, Network Design, Mid-Range Design, Intel Design, High End Design, POS Enhancement, Off Shore Support, Indirect Reports: 52 and 32 contractors in Japan, Singapore, Vietnam, Hong Kong, Budget: \$93 million

Hired by an international retail company due to success in reengineering IT, transforming it into a customer-centric organization, and overturning fragmented IT and business processes. Challenged to consolidate IT as company was established as a result of consolidation of seven companies with each boasting a unique system and application platform. Aggressively took steps to lower the IT costs as they were twice the rate of other divisions.

Executive role included P&L management, system consolidations, software and hardware migrations, disaster recovery and business continuity planning, engineering support, technology evaluations, contract negotiations, and staff mentoring.

- Architected a three-stage, disaster recovery solution that realized a monumental business continuity insurance savings and \$16 million return on investment for stage one 12 months following implementation.
- Drove a \$21 million savings by consolidating several ERP and CRM applications to a holistic ERP and CRM platform enabling cross-pollination between two robust enterprise applications and lowering vendor support costs.
- Selected PeopleSoft as the principal HRMS system and deployed to 170,000 employees in six months. Technology triggered a \$9 million savings the first year.
- Credited with generating a \$39 million stock rotation cost savings by converting the POS systems from a nightly batch system to an active connection system. Moreover, enabled deployment of a real-time replenishment model to stores.
- Catalyst in delivering a \$9.5 million savings by lowering number of DBAs from 72 to 30 in a 16-month timeframe.
- Led acquisition and integration of three offshore manufacturing companies and migrated systems to corporate infrastructure.
- Built the company's first N+1 scalable data center with an emphasis on staged strategic growth.

TELEGLOBE COMMUNICATIONS – Reston, VA1997 to 2001
 \$8.5 billion telecommunication company that sold products to carriers such as MCI and Sprint.

VICE PRESIDENT, INFORMATION TECHNOLOGY (CIO of the Americas)

Eight Direct Reports: Manager of Support, Director of Telecom, Director of Systems Development, AVP of Canadian Systems Support, Senior Manager of Facilities, Manager of Security, AVP of Development, AVP of Canadian Development, Indirect Reports: 184 IT Professionals at 73 locations, Budgets: \$50 million

Accepted mandate to resolve infrastructure problems for a dysfunctional global IT environment, create an IT group, build a scalable software solution as legacy applications were deteriorating as customer base grew, and form a cohesive technology organization among disparate global IT groups. In summary, directed all aspects of IT and business systems to support the global company's business model, lower technology costs, accelerate performance, and consolidate and modernize IT systems.

- Conducted due diligence and orchestrated acquisition of two companies that enabled business to expand its product portfolio; directed integration of both companies into Teleco's centralized IT infrastructure.
- Evaluated development platforms and implemented web-based Oracle for ERP and financial functions, and CRM technology. Efforts triggered a \$3 million labor cost savings.
- Contained staffing costs by streamlining network support activities and lowering need for additional staff by upgrading the IT back office support systems.
- Presided over the deployment of two fully redundant WANs with connectivity to multiple locations in the core network that met the needs of 4,000 national and 63 international locations.

EURO BROKERS INTERNATIONAL – New York, NY 1987 to 1997
 \$500 million Wall Street boutique brokerage firm specializing in high yield bonds and futures.

VICE PRESIDENT OF INFORMATION TECHNOLOGY (CTO)

Eight Direct Reports: Director of IT in Japan, Director of IT in England, Director of IT in Hong Kong, Director of Telecom, Director of System Development, Senior Manager of Facilities, Manager of Security, Director of Development

Charged with deploying data services to 47 national and international locations, writing a five-year blueprint to leverage cutting-edge technologies, and implementing next generation systems. Core activities entailed technology vision, systems design and implementation, strategic planning, architectural design, international staff management, and staff training and mentoring.

- Established a global WAN system featuring a rich disaster recovery program and linked to concurrent operations in global time zones. Disaster recovery plan saved company an estimated \$170 million in lost revenue when used during the first World Trade Center bombing.
- Credited with delivering \$9 million in annual savings by integrating voice and data networking and integrating global local dial tone access and private lines circuits.
- Created a scalable telecom infrastructure to support remote locations and future growth of the company.
- Designed internal systems to receive digital composites from Wall Street systems received by a proprietary system used by 560+ Brokers. Reduced number of monitors on each Trader's Desk from five/six to one.
- Identified a neglected market, defined customer base, and built the third largest profit center in the company; in four years, delivered \$36 million.

EDUCATION & KEY TRAINING

Engineering degree, Electrical Engineering and Computer Science
 University of Heidelberg, Germany

Senior Management Training, Professional Management, I, II, III and IV, Long Distance Communication School,
 Security Systems School

TECHNOLOGY CAPSULE

CRM: Clarify, Pivotal, Oracle, Informix, and SQL

ERP: PeopleSoft, SAP and Oracle

HRMS: Siebel, PeopleSoft, and Oracle

Web: PLSQL, WebLogic, iStore, Clarify, .net

Databases: Oracle, DB2, Teradata, SQL, and Access

Hardware Systems: Novell, Windows 2000, Windows 2003, Windows NT, Banyan 7, UNIX and the components of each OS. (GroupWise, SMS, Active Directory, Exchange, Site Server and Banyan Vines), NT based servers, IBM 2C7, AS400, IBM 2C7 Mainframe, HP 3000, Teradata, IBM P series, HP SuperDome, HP Non Stop, and HP 9000

Telecom Systems: Avaya, Northern Telecom, NEC with associated add on solutions such as Avaya based IVR solution, CSM, VoIP, and Witness/Nice recording systems.

JOHN F. SMEE

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SENIOR OPERATIONS & BUSINESS EXECUTIVE SUMMARY

Entrepreneurial executive with more than 15 years of strong leadership credentials, in operations, network design and management, sales support, and service delivery, at the district, regional and corporate levels for start-ups to Fortune 500 companies. In depth experience providing decisive operations strategy and tactics in diverse cultures: multi location, rapid growth, turnaround, and M&A. Proven ability to move fluidly between strategic and hands-on roles. Motivational management style with a record of building trust and credibility at all organizational levels, while driving results oriented teams and programs. Demonstrated abilities and expertise in:

- **Strategic Planning for Rapid Growth & Expansion**
 - **Start-up Operations**
 - **Operational Consolidation & Functional Realignment**
 - **Contract / Price Negotiation**
 - **Budgeting & Cost Containment**
 - **Productivity and Quality Improvement**
 - **Training & Performance Management**
 - **Project Management**
 - **Acquisition & Merger Integration**
 - **Customer Service and Sales Support**
-

PROFESSIONAL EXPERIENCE

Vice President, Operations (*reporting to COO*) – **One Communications**, Rochester, NY
1999 to 2007

Formerly a \$335M publicly traded company taken private in 2004 following a Chapter 11; now \$800M, 2.2K employee, 250+ Operations group, rapid growth business, and emerging integrated broadband data, Internet and telecommunication communications service provider

Advanced from start-up Operations Manager to Director and Vice President in 2 years. As a member of the executive team, provided strategic and business leadership during dynamic periods of business evolution. Regularly coached and directed the Operations leadership team of 7 Directors of: Field, Service Delivery, Sales Engineering, NOC, and Support Services in executing the business plan across the following phases of evolution:

1. Start-up, IPO and rapid organic and acquisition-based growth to \$335M in revenue, 1.4K employees and 110K customers in 29 markets across 11 states by 2003.
2. Industry and economic recession forcing Chapter 11 bankruptcy workout, significant downsizing and comprehensive financial and organizational restructuring to eliminate 80% of \$1B+ debt and emerge as a private business in 2004.
3. Becoming a forerunner in an industry roll-up, including acquisition/consolidation of 4 companies to create an \$800M, 2.2K employee, 160K customer business operating in 16 states in 2006.
4. Forward looking business process reengineering and people development to facilitate profitable growth, and continued expansion of products, services and customers to compete head-on with major market leaders.

Business Start- Up Planning and Operations

- Within 12 months set up Operations infrastructure: built 5 city voice and data network hired and placed 30+ technical and management professionals, enabling rapid sales growth and first year revenues of \$11M.
- Developed and implemented Sales Technical Support function enabling focus on larger higher margin customers.
- Planned and contracted for outsourced customer site installation work, and network support and surveillance to permit measured growth on a success based model.
- Negotiated with network and vendor partners for low cost on time delivery of critical equipment, network and support services.
- Developed strategy, tactics and tools in collaboration with peer organizations for rapid growth in service installs, to support sales, and continued geographic growth and network expansion. Within 24 months went from zero revenue to \$120M+.

Productivity and Quality Improvement

- Revised service delivery model to focus on measurable quality and production objectives through use of automation for reporting and implementation, along with strict process control. Yielding 86% reduction in customer delivery errors, and an associated reduction in customer churn due to poor on-boarding experience.
- Designed and Implemented in-house automated work force management tool and dispatch team which improved productivity by 40% over 12 months, avoiding salary expense of \$2.5M while improving on time service delivery by 56%.
- Developed comprehensive productivity scoring and reporting mechanism to enable daily measurement of completed and pending work, permitting force adjustments in both near term, utilizing outsourced contractors or temps, and long term in shrinking or growing on payroll staff members
- Collaborated with call center team in improving trouble resolution times for high margin clients by utilizing remote testing capabilities and mobile communications tools driving an improvement in trouble resolution times of 75%.

Operations Leadership

- Built a best-in-class operations group of more than 250 technical, support and management professionals committed to supporting continuously evolving corporate goals/objectives – geographic expansion, acquisition integration and ongoing organizational improvement.
- Achieved 100% of quarterly and annual objectives; successful and effective management and cost containment resulting in Operations functions at or below budget for FY 2000- 2006.
- Leveraged existing staff and web-based technology to launch Operations Methods & Procedures database, including updates in bulletins and newsletters, multi-parameter dashboard metrics system, and web-based training resources.
- Revamped Operations organization to support business shift from rapid geographic expansion to concentration on existing markets, higher margin products, and larger customers.
- Led the deployment activity of network build outs, subsequent growth, and technology evolution from TDM to ATM to IP. Developed and delivered training packages and systems to maintain and enhance technical professional staff knowledge levels supporting new product launches, and quality of service.
- Defined career paths for technical staff and management development initiatives to align with corporate goals of employee retention, sales growth, plus both high quality technical service and customer care.

P&L, Financial Management

- Reduced network expense by \$12M per year by implementing network redesign taking advantage of ATM, SONET, and stranded switching capacity.
- Increased annual revenue by \$600k through planning and instituting a customer site-visit service sales program.
- Cut annual install expense by \$700K through reduction in use of outsourced labor, substituting more efficient on payroll staff.
- Re-negotiated service provider support contracts saving \$1.4M per year in expense costs.
- Instituted fleet maintenance program along with team structured budget analysis program, and strict oversight controls on support expenses. These efforts created a 37% drop in small material expenses, and 11% reduction in fleet expenses.

Merger and Integration

- Conducted analysis of employee capabilities, business processes and systems, and cost structures.
- Developed plan for post merger organization structure, and integration plan, utilizing best practices. Placed 15 managers and 100 technical professionals into post merger structure within 2 weeks of transaction close.
- Identified gaps in cross company technical skills. Designed a rapid response training curriculum to enable all Operations colleagues to work effectively on new company tasks within 60 days of transaction close.
- Executed a strategic downsizing of 16% of staff over 5 months saving \$2.7M in expense.
- Led post acquisition union avoidance effort in collaboration with in-house and external counsel. Successfully reversed union effort to organize originating out of acquired company, through identifying grievances, remedying problems, and delivering information on unionization.

Regional Operations Manager - Bell Atlantic, Utica, NY 1998 to 1999

Global telecommunications provider

Developed union management joint initiative to expand work functions beyond traditional roles. Initiated use of performance measurement scorecards for unionized workforce. Led post-strike service recovery effort, and restoration of positive union management relations. Led service restoration after tornado and windstorm damage, returning thousands of customers to service within 3 weeks of devastating weather.

Staff Director, Finance – NYNEX/Bell Atlantic, Syracuse, NY 1995 to 1998

Fortune 500 communications company

Advanced from Staff Manager to Director in 2.5 years. Developed and controlled \$100M+ expense budget for 1000 person division. Integrated budget with workforce, workload planning and network evolution plans. Created and implemented work plans with line peers to ensure on budget results. Negotiated service agreement with purchasing organization to directly tie ordering with line requirements. Appointed to represent division on company wide travel cost reduction initiative. Organized line partners to define and remove field productivity roadblocks: increased field productivity 7% over 6 months.

Network and NOC Manager – NYNEX, Syracuse, NY 1990 to 1995

Fortune 500 communications company

Received President's award for reducing customer trouble reports in targeted geographies by 50%. Coordinated successful network conversion for \$2M, top 100 customer. Received Vice-President's award for improving service delivery interval through use of automated tools. Developed and implemented procedure for error free software upgrades on switching platforms. Delivered tier two technical support out of NOC for network and equipment across 1M line region.

EDUCATION

Bachelor of Arts, Psychology – University of Michigan- Ann Arbor, 1978

More than 50 post graduate, or corporate classes in management, finance and technology

Brian Lippold

1360 High Oak Court, Upper St. Clair, PA 15241 -- brian.lippold@yahoo.com -- (412)735-6309

Overview & Highlights

- Sales / Engineering / Operations leader and executive in the telecommunications industry for 20+ years.
- Wholesale & retail, Small Medium & Large Business, government & enterprise, with regional & national carriers, including CLEC's, ILEC's, MSO's and Reseller's.
- Successfully led the development, deployment and sales of new voice and data services and entered new markets in the U.S.

Summary of Qualifications

- Small & Medium Business
- New Products & Services
- Wholesale Accounts
- Business Development
- P&L Responsibility
- Enterprise Networks
- Customer Acquisition
- National Sales
- Network Construction
- Compensation Development
- Channel Development
- New Market Entry
- Government Sales
- Network Planning
- Project Management

Professional Experience & Background

Level 3 Communications, Inc.

1993 - 2007

Senior Vice President – State Government, Research & Higher Education (Jan 2007 – Mar 2007)

Responsible for establishing a new sales channel to leverage acquired company customer relationships, personnel and assets, to create a focused sales and implementation organization.

- Established a nationwide sales organization structured around regional optical networks & national research networks to leverage existing relationships, such as; Internet2, NLR, CENIC, ESnet, CANERIE, FLR, NYSERnet, LEARN, etc.
- Developed strategy to establish purchasing vehicles & relationships with state governments to leverage and duplicate the success established with the Commonwealth of Pennsylvania.
- Created a post sale support team to manage the conversion of sales into revenue within the customer requested interval and capital budget.
- Created a service management team focused on the largest accounts to insure customer satisfaction.
- Expected to grow revenue (*Dec 2006 MRR vs. Dec 2007 MRR*) by 20%+.
- Terminated along with entire legacy TelCove senior management team.

Regional Vice President – Business Markets Group – West Region (Sep 2006 – Dec 2006)

Tasked with integrating the acquired company sales personnel and customers into the new Business Markets Group sales channel, while expanding a sales team throughout the western US to leverage existing network assets.

- Colorado market led all BMG sales teams in total sales Nov & Dec 2006.
- Expansion of sales team through western US was placed on hold in Oct 2006 pending completion of the Broadwing Communications acquisition and subsequent reorganization in Jan 2007.
- Promoted to SVP in Jan 2007.

Vice President – Carrier Services Group / Federal Solutions Group (Dec 2003 – Aug 2006)
TelCove, Inc. (acquired by Level 3)

Tasked with re-building an under-performing wholesale sales channel to leverage the TelCove metro & long-haul network across the eastern US.

- Diversified wholesale customer base where 95% of existing revenue was derived from AT&T, MCI & Sprint, to a level of less than 50%, by establishing relationships with 40+ wireless providers, CLEC's, RBOC's and VoIP providers.
- Increased average MRR sales by 430% from 2003 (average \$72k) to 2006 (average \$310k over 1st half of 2006).
- Increased wholesale sales vs. overall company sales from 15% in 2003 to 45% in 2006.
- Reorganized & improved post sale implementation process and team resulting in significantly improved customer satisfaction.
- Established Federal Solutions Group to target Federal Government opportunities.
- Successfully implemented GSA Schedule to facilitate Federal purchasing.
- Assigned to pre-acquisition due-diligence team and post-acquisition integration team (Jun 2006 – Sep 2006).

General Manager – Wichita, Kansas – TelCove, Inc. (acquired by Level 3) (Aug 1993 – Dec 2003)

Partnered with the local cable TV provider, designed and constructed a metropolitan fiber optic network to provide private line access services. Ultimately, the operation became a full-service telecommunications provider competing across the full product spectrum with the Regional Bell Operating Company, targeting small, medium and large business customers.

- Full P&L responsibility – operated Wichita network as a stand-alone entity.
 - Grew annual revenues from zero to \$20.5 million.
 - Generated gross margins of 85%.
 - Generated EBITDA margins of 60%.
 - Financial performance was consistently in the Top 3 of 70 markets.
- Achieved the highest level attainable for each year of President's Club.
- Physical Assets & Significant Accomplishments.
(all success based with exception of initial backbone network)
 - 248 miles of fiber optic plant.
 - 271 buildings connected to the fiber optic network.
 - 772 SMB buildings connected to the network via leased facilities.
 - 23,055 total lines in service.
 - Revenue mix = 53% switched services & 47% data & private line.
- Results were routinely utilized by corporate finance to demonstrate proof-of-concept when raising capital and seeking approval to exit bankruptcy.

Long Distance North / Rochester Tel**1989 - 1993****Vice President – Network Engineering & Operations– Burlington, Vermont (Mar 1990 – Aug 1993)**

Responsible for all network engineering and operations for New England region, as well as continuing the duties of the Director of Network Planning & Engineering position detailed below.

- Expanded leased network to encompass the entire New England region.
- Integrated the network and services into the network / organization of the new parent (Rochester Telephone) company post-acquisition.
- Improved auditing procedures of CABS billing resulting in savings of \$1.5 million.
- Decreased cost-of-access by 8% through careful application of federal and state access tariff provisions.
- Provided expert witness testimony in numerous state and federal regulatory proceedings.

Director – Network Planning & Engineering – Burlington, Vermont (Mar 1989 – Mar 1990)

Responsible for all aspects of network planning and engineering, focusing on cost reduction and increasing the efficiency of the network, supervision of engineering staff, short & long term planning, budgeting, tariff & cost-of-access analysis, network optimization, and vendor negotiations. Provided technical assistance to sales and participated in major sales projects. Promoted to Vice President of Network Engineering & Operations.

- Established an audit and verification function for CABS billing.
- Negotiated and successfully completed the industry's first agreement with AT&T to originate and terminate 800-NXX traffic outside a regional inter-exchange carrier's operating territory.
- Established Virtual Private Networks with AT&T, MCI and Sprint, for the purpose of resale by the national sales organization.
- Upgraded all structural, environmental, power and transmission systems throughout the network to meet industry installation, maintenance and safety standards.

Additional Experience & Background

- Jun 1986 – Mar 1989 **Network Operations Manager**
American Communications, Inc. - Wichita, Kansas
- Sep 1985 – Jun 1986 **Operations Manager**
Dial-Net, Inc. - Sioux Falls, South Dakota
- Jun 1984 – Sep 1985 **Systems Analyst / Engineer**
Billing Systems International - Houston, Texas
- Mar 1981 – Jun 1984 **Civil Engineering Designer**
Dannenbaum Engineering - Houston, Texas

Professional Accomplishments

- Wichita Business Journal – “40 Under 40” Award – 1999
Wichita Chamber of Commerce – “Leadership Wichita Class of 2000”

Education

- Penn State University – Major: Engineering
University of Houston – Major: Computer Science
Trinity College- Major: Business

Donald A. Romano

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EXPERIENCE

July 2005-Present NEON Communications
Westborough, MA

Sr. Manager, Provisioning

- Manage a team of Provisioning Engineers and Technicians designing circuits on the fiber, optical and SONET networks. Oversee their workload, monitor circuit turn-up progress and provide mentoring, training and support to meet internal and external customer requirements. Direct restoration activities in the event of dark fiber network outages. Manage fiber resources including native and leased fiber.

February 2003-July 2005 NEON Communications
Westborough, MA

Manager, Change Management/Technical Support

- Analyzes real time and historical data from customer trouble reports and various network element technologies and takes necessary action to correct identified problems. Establish change management function for all network activities. Establish maintenance and approval processes with internal departments, customers and vendors. Establish Tier 2 support organization for multi-vendor optical network.

1999-January 2003 NEON Communications
Westborough, MA

Manager, Network Control Center

- Perform day-to-day management of the Network Control Center (NCC), including the direction of operation and maintenance on the optical network. Establish surveillance center providing customer support and trouble resolution. Accountable for the coaching, direction and guidance of the NCC staff consisting of 12 employees covering three shifts. Ensure the center is fully manned 7x24. Establish Tier 2 support organization for multi-vendor optical network.

1996 – 1999 MCI Worldcom
Charlton, MA

Operations Applications Specialist

- Provide capacity planning for MCI local networks in MA, CT, NY and NJ. Implement a proactive monitoring and maintenance center for MCI's US long distance network. Utilize statistical processes to determine network degradations. Function as a source of technical information for junior technicians.

1994 – 1996 MCI Local
Acton, MA

Technical Specialist/Group Leader

- Install and maintain voice and data circuits on MCI's local fiber network as well as the fiber optic equipment and multiplexers used on the network. Plan and coordinates network enhancements with network operations personal and the customers on the network.

1990 – 1994 MCI
Charlton, MA

Technical Specialist

- Install and maintain high quality voice and data services for MCI customers. Interact with local access providers, sales, engineering and customers to ensure that the service requested by the customer is delivered. Act as the point of contact in the operations terminal for the above mentioned groups when service issues arise.

1983 – 2004 MA Air National Guard
Worcester, MA

Satellite/Wideband Communications Technician

- Supervise the installation, operation and maintenance of tropo-scatter and satellite radio systems. Evaluate the training needs of technicians and ensure appropriate training is requested and provided. Support the workcenter supervisor in evaluating technician eligibility for promotion and upgrade to higher skill levels.
- Security Clearance: Secret

1987 – 1990 MA Air National Guard
Worcester, MA

Electronics Technician

- Responsible for installing, repairing, modifying and operating various communications systems. Coordinate with others working on portions of links to clear system problems. Conduct training for traditional guardsmen on communications equipment including theory of operation, set-up and operation.

1986 – 1987 Whistler Corporation
Westford, MA

Technical Coordinator

- Responsible for the development of junior technicians, interfacing with engineering when required and troubleshooting targeted areas. Assisted the supervisor in assigning the work of the operators in the area as directed. Develop and maintain the technician training manual, preparing detailed test technician reports and routine production reports.

EDUCATION

2002 NEON Communications
Westborough, MA
Leadership Training (25 hours)

1997 MCI Worldcom
Worcester, MA
Seven Habits Seminar (40 hours)

1994 MCI Worldcom
Richardson, TX
Communications Protocols (40 hours)

1993 WPI
Worcester, MA
Using SPC in the Service Sector (40 hours)

1991 MCI Worldcom
McLean, VA
Data Transmission & Systems Applications (80 hours)

1988 Quincy Junior College
Quincy, MA
Associates Degree Business Administration

1983 Holy Name Central Catholic H.S.
Worcester, MA



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FAIRPOINT CREATING 190 JOBS IN MANCHESTER
Part of Plan to Create a Total of 250 Jobs in New Hampshire Upon Merger

MANCHESTER, NH (June 28, 2007) – FairPoint Communications, Inc. today announced its intention to create approximately 190 jobs in Manchester, part of a plan to create a total of 250 new jobs throughout New Hampshire following the completion of its merger with Verizon's landline business in New Hampshire.

"The impact on the economy of New Hampshire should be significant and long term," said Walter E. Leach, Jr., FairPoint's executive vice president. "We are honored to serve as a catalyst for the economy of New Hampshire in general and Manchester in particular, providing jobs for the residents and introducing new spending that could spur the development of even more jobs by other companies. We are also pleased to be part of the continuing development in the revitalization of downtown Manchester."

"I am excited that FairPoint has chosen Manchester as its operations hub for New England," Manchester Mayor Frank Guinta said. "Having 190 new, high-paying tech jobs in the city are exactly the type Manchester has tried to attract. FairPoint recognizes that our city has a lot to offer its company in helping it grow, and I look forward to working with them as this process moves along."

Contingent on the New Hampshire Public Utilities Commission's approval, receipt of other regulatory approvals and completion of the merger, the 190 new jobs in Manchester will involve opportunities in business and wholesale sales, accounting, marketing, engineering, risk management, and staff support. FairPoint has already begun hiring for some of the positions in New Hampshire and will continue the process through January 2008 when the merger is expected to be completed.

A new FairPoint data center is expected to be located at 770 Elm St., in a building currently owned by Verizon. This and another existing Verizon site at 875 Holt Ave. should provide enough office space for the new FairPoint employees and the existing Verizon employees. Leach noted that the company is also planning to locate a new network operations center (NOC) in Manchester as well, but the final location is still under review.

The cost of the data center building renovations is estimated at \$6 million, almost all of which will be contracted locally. In addition, well over \$50 million is expected to be invested in equipment, hardware and software used in the data center and NOC. FairPoint has engaged CB Richard Ellis (CBRE) to manage the renovations. CBRE will be supported by Vincent Construction and Reilly Electric, a local subcontractor represented by the International Brotherhood of Electrical Workers (IBEW). Work is currently in process and expected completion of this project is fall 2007. Prior to the completion of the merger, FairPoint will rent appropriate space at 770 Elm St. from Verizon.

The new employees will join the existing Verizon employees who continue as employees of FairPoint after the merger is completed.

"Our goal is to have a cohesive team right from the start," said Leach.

In addition to the approximately 190 jobs FairPoint is planning to create in Manchester, it also plans to create another 50 in Littleton and another 10 in various locations around the state, for a total of approximately 250 new jobs in New Hampshire. "FairPoint expects certain of these positions to be union represented jobs." Leach said.

"Manchester and New Hampshire in general are very important to FairPoint's commitment to deliver quality customer service," Leach said. "FairPoint is excited to be here and committed to becoming even more involved and active in New Hampshire as our presence in the state grows."

About FairPoint

FairPoint is a leading provider of communications services to rural and small urban communities across the country. Incorporated in 1991, FairPoint's mission is to acquire and operate telecommunications companies that set the standard of excellence for the delivery of service to rural and small urban communities. Today, FairPoint owns and operates 31 local exchange companies located in 18 states offering an array of services, including local and long distance voice, data, Internet and broadband offerings. The company is traded on the New York Stock Exchange under the symbol "FRP".

This press release may contain forward-looking statements by FairPoint that are not based on historical fact, including, without limitation, statements containing the words "expects," "anticipates," "intends," "plans," "believes," "seeks," "estimates" and similar expressions and statements related to potential cost savings and synergies expected to be realized in the merger. Because these forward-looking statements involve known and unknown risks and uncertainties, there are important factors that could cause actual results, events or developments to differ materially from those expressed or implied by these forward-looking statements. Such factors include those risks described from time to time in FairPoint's filings with the Securities and Exchange Commission, including, without limitation, the risks described in FairPoint's most recent Annual Report on Form 10-K on file with the Securities and Exchange Commission. These factors should be considered carefully and readers are cautioned not to place undue reliance on such forward-looking statements. All information is current as of the date this press release is issued, and FairPoint undertakes no duty to update this information. Source: FairPoint Communications, Inc., www.fairpoint.com.

FairPoint has filed a registration statement, including a proxy statement, and other materials with the Securities and Exchange Commission ("SEC") in connection with the proposed merger. We urge investors to read these documents because they contain important information. Investors can obtain copies of the registration statement and proxy statement, as well as other filed documents containing information about FairPoint and the merger, at www.sec.gov, the SEC's website, or at www.fairpoint.com/investor. Investors may also obtain free copies of these documents and the Company's SEC filings at www.fairpoint.com under the Investor Relations section, or by written request to FairPoint Communications, Inc., 521 E. Morehead Street, Suite 250, Charlotte, NC 28202, Attention: Investor Relations.

FairPoint, Verizon, and FairPoint's directors, executive officers, and other employees may be deemed to be participants in the solicitation of proxies from FairPoint stockholders with respect to the merger and transactions. Information about FairPoint's directors and executive officers is available in FairPoint's proxy statement for its 2006 annual meeting of shareholders, dated April 24, 2006. Additional information about the interests of potential participants will be included in the registration statement and proxy statement and other materials filed or to be filed by FairPoint with the SEC.

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FAIRPOINT CREATING 50 JOBS IN LITTLETON

Impact Will Create Even More Jobs in Grafton and Coos Counties Upon Merger

LITTLETON, NH (June 28, 2007) – FairPoint Communications, Inc., today announced its intention to create approximately 50 jobs in New Hampshire's North Country upon the completion of its merger with Verizon's wireline business in New Hampshire.

"The opportunities for Littleton and the rest of the North Country are significant and FairPoint is proud to be a major contributor to economic development here," said Walter E. Leach, Jr., FairPoint's executive vice president who made the announcement today during a news conference in Littleton.

District 1 Executive Councilor Raymond Burton added, "This is wonderful news for New Hampshire, specifically the North Country, which truly needs these types of good professional jobs. FairPoint has made a very strong commitment to not only preserve all of the existing Verizon jobs, but to create new jobs as well. This was one of my major concerns with this transaction, and FairPoint has met the test."

Contingent on the New Hampshire Public Utilities Commission's approval, receipt of other regulatory approvals and completion of the merger, the 50 new jobs in Littleton are expected to involve opportunities in outbound telemarketing, credit and collections activities and marketing.

According to Brian J. Gottlob, an economist and principal of Polecon Research in Dover, the jobs FairPoint is creating could spur additional job creation by other companies in Grafton and Coos Counties.

By FairPoint adding jobs, there should be "significant overall employment gains in the two county (Grafton and Coos) region," Gottlob said. He offered examples such as contractors and vendors doing building renovation work for FairPoint, as well as retail businesses where the new employees and contractors would shop.

The 50 new jobs FairPoint is planning for Littleton are part of an overall plan to create a total of 250 jobs in New Hampshire. "FairPoint expects certain of these positions to be union represented jobs." Leach said. This includes 190 jobs in Manchester and another 10 in various locations around the state. FairPoint has already begun hiring for some of the positions in New Hampshire and will continue the process through January 2008 when the merger is expected to be completed. The new employees will join the existing Verizon employees who continue as employees of FairPoint after the merger is completed.

The 200 new jobs outside of the North Country will involve opportunities in business and wholesale sales, accounting, marketing, engineering, risk management, staff support and marketing.

"The North Country and New Hampshire in general are very important to FairPoint's commitment to deliver quality customer service," Leach said. "FairPoint is excited to be here and committed to becoming even more involved and active in New Hampshire as our presence in the state grows."

About FairPoint

FairPoint is a leading provider of communications services to rural and small urban communities across the country. Incorporated in 1991, FairPoint's mission is to acquire and operate telecommunications companies that set the standard of excellence for the delivery of service to rural and small urban communities. Today, FairPoint owns and operates 31 local exchange companies located in 18 states offering an array of services, including local and long distance voice, data, Internet and broadband offerings. The company is traded on the New York Stock Exchange under the symbol "FRP".

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**FAIRPOINT ANNOUNCES PLAN FOR 675 JOBS,
NEW ENGLAND BROADBAND EXPANSION STRATEGY**

Merger-Related Job Creation Exceeds Initial Announcement of 600 Positions

CHARLOTTE, N.C. (June 28, 2007) – FairPoint Communications, Inc. (**NYSE: FRP**) (“FairPoint” or the “Company”), a leading provider of communications services to rural and small urban communities across the country, today announced several significant developments related to the Company’s previously announced transaction to merge with Verizon Communications’ wireline operations in Maine, Vermont and New Hampshire. FairPoint continues to expect that the transaction will close in January 2008. When the pending transaction was first announced, FairPoint said it intended to create approximately 600 new positions in New England. FairPoint also announced today more details on its New England broadband strategy and specific plans for Vermont.

Job Creation

Throughout the Maine, New Hampshire and Vermont region, FairPoint intends to create jobs that will have a significant economic impact in the cities and states where they are being created. The details of the job creation on a state-by-state basis are as follows:

- **Vermont:**
FairPoint intends to create approximately 145 new positions in Vermont, with most being located in Burlington. These jobs will be in the fields of business and wholesale sales, circuit provisioning, collections, order and billing management for wholesale services, regulatory, marketing, and IT desktop support. While hiring key management positions has already commenced, the bulk of the hiring will occur during the fourth quarter of this year and the first quarter of 2008.
- **Maine:**
FairPoint intends to create approximately 280 new positions in Maine. Of these, 125 would be based in Portland, with another 125 jobs based in Bangor. The remaining jobs would be created in other communities. The 125 new positions in Portland will involve opportunities in business and wholesale sales, accounting,

human resources, legal, risk management, billing analysis and bill production, supply chain and staff support. The jobs in Bangor will involve opportunities in outbound telemarketing, accounts payable, payroll, billing support and marketing. As in the other two states, the bulk of the hiring will occur over the last quarter of 2007 and the first quarter of 2008.

- ***New Hampshire:***

FairPoint intends to create approximately 250 new positions in New Hampshire, with approximately 190 jobs in Manchester, 50 jobs in Littleton and the remaining jobs being located throughout the state as appropriate. The 190 new jobs in Manchester will involve opportunities in business and wholesale sales, accounting, marketing, engineering, risk management, and staff support. The 50 new jobs in Littleton will be in the areas of outbound telemarketing, credit and collections activities and marketing. A few positions have already been filled, but the bulk of the hiring will occur over the last quarter of 2007 and the first quarter of 2008.

The projected number of planned hires and the timing of the new employee hires are contingent on receipt of the required regulatory approvals and completion of the merger,

The Company's estimated cost structure to operate the combined entity remains unchanged, as these new positions were anticipated in the Company's initial financial projections. Announcement of these positions at this time comes as a result of the FairPoint's completion of its job identification and location plans.

FairPoint's Executive Vice President, Walter E. Leach, Jr. stated, "The significant number of jobs that we are creating across New England as a result of the pending Verizon wireline transaction in Maine, Vermont and New Hampshire will have a substantial impact on our ability to better serve this customer base. It will also help to improve the overall economic vitality of the markets where these jobs will be created. As we have done in every market where we have acquired systems, 31 in total since 1993, we will strive to take an active role in the communities where both our customers and employees reside."

Broadband Strategy

Continuing to utilize industry leading technologies to serve subscribers in rural and small urban areas, FairPoint also announced today that it intends to invest an initial \$13.8 million in the expansion of broadband services in Vermont and a total of approximately \$44 million in all three states combined. This investment is over and above the estimated \$200 million in strategic investments for back office infrastructure outlined by FairPoint at the time of the transaction announcement in January. The Company today announced that the broadband strategy being introduced in Vermont will be similar to the network being developed for Maine and New Hampshire.

Commenting on the Vermont broadband strategy, Leach stated, "Our customers enjoy, on average, 92 percent broadband accessibility in the markets we currently serve and we intend to keep improving that availability level. We intend to continue expanding broadband in Verizon's current markets, where only approximately 62% of the customers have access to a Verizon broadband product today, so that those markets reach that same high level of service. This strategy will allow FairPoint's customers to experience the benefits of broadband service while FairPoint becomes a major

contributor to the economic development for Vermont. Furthermore, FairPoint will be better positioned to serve its business customers, equipping them with the technology needed to compete in today's global marketplace. At the same time we will be enabling more of Vermont's schoolchildren to participate in a more interactive and technologically advanced learning environment."

FairPoint is proposing to execute a multiple year network enhancement plan with a major kick-off investment during the first 18-24 months following the merger. FairPoint's goal is to extend broadband services to an additional 41,000 access lines in the state of Vermont alone. Details for the plans in Maine and New Hampshire will be released by the Company in a few weeks.

The network design that FairPoint Communications is developing for northern New England consists of a three-tiered approach to building an advanced next generation network capable of supporting existing subscriber needs and also providing a platform for the future. This plan will utilize FairPoint's core network, capable of providing access to the Internet and advanced services such as IPTV and very high speed data, to markets such as Burlington, Montpelier, Brattleboro, St. Johnsbury and Rutland, Vermont. The equipment proposed for the Core part of the network is capable of 10 gigabit transmission rates using Internet Protocol/Multiple Protocol Label Switching (IP/MPLS).

The next tier of the network, serving markets such as Concord, Troy and West Burke, will utilize Multi Service Access Nodes (MSAN), providing transmission rates from one to ten gigabits, providing transport to the core and access networks. Each of the central offices in this tier connect to their neighborhoods via Digital Loop Carriers (DLCs). This equipment will also support advanced services such as IPTV.

The third tier of the network is the last mile link, which is primarily copper today. FairPoint is proposing to begin extending broadband service to areas presently not served by deploying either ADSL2+ or VDSL2 broadband technology over the existing copper cable. These technologies are capable of delivering up to 25Mbps and 100Mbps of bandwidth, respectively, depending on loop length. This same MSAN equipment is also capable of providing Fiber to the Home (FTTH) from the same chassis already connected to the Core Network.

FairPoint does not intend to replace the existing Verizon DSL equipment on a network-wide level in this plan. Instead, FairPoint will first concentrate on expanding the Broadband Network into communities that do not have access to broadband services today.

About FairPoint

FairPoint is a leading provider of communications services to rural and small urban communities across the country. Incorporated in 1991, FairPoint's mission is to acquire and operate telecommunications companies that set the standard of excellence for the delivery of service to rural and small urban communities. Today, FairPoint owns and operates 31 local exchange companies located in 18 states, offering an array of services, including local and long distance voice, data, Internet and broadband offerings.

Forward Looking Statements

This press release may contain forward-looking statements that are not based on historical fact, including without limitation, statements containing the words "expects," "anticipates," "intends," "plans," "believes," "seeks," "estimates" and similar expressions. Because these forward-looking statements involve known and unknown risks and uncertainties, there are important factors that could cause actual results, events or developments to differ materially from those expressed or implied by these forward-looking statements. Such factors include those risks described from time to time in FairPoint's filings with the Securities and Exchange Commission, including, without limitation, the risks described in FairPoint's most recent Annual Report on Form 10-K on file with the Securities and Exchange Commission. These factors should be considered carefully and readers are cautioned not to place undue reliance on such forward-looking statements. All information is current as of the date this press release is issued, and FairPoint undertakes no duty to update this information.

FairPoint has filed a registration statement, including a proxy statement, and other materials with the Securities and Exchange Commission ("SEC") in connection with the proposed merger. We urge investors to read these documents because they contain important information. Investors can obtain copies of the registration statement and proxy statement, as well as other filed documents containing information about FairPoint and the merger, at www.sec.gov, the SEC's website, or at www.fairpoint.com/investor. Investors may also obtain free copies of these documents and the Company's SEC filings at www.fairpoint.com under the Investor Relations section, or by written request to FairPoint Communications, Inc., 521 E. Morehead Street, Suite 250, Charlotte, NC 28202, Attention: Investor Relations.

FairPoint, Verizon, and FairPoint's directors, executive officers, and other employees may be deemed to be participants in the solicitation of proxies from FairPoint stockholders with respect to the proposed transaction. Information about FairPoint's directors and executive officers is available in FairPoint's proxy statement for its 2006 annual meeting of shareholders, dated April 24, 2006. Additional information about the interests of potential participants has been included in the registration statement and proxy statement and other materials which have been filed by FairPoint with the SEC.

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