

LIST OF EXHIBITS

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|------------------|---|
| Exhibit A | Articles of Incorporation |
| Exhibit B | Certificate of Authority - State of Louisiana |
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| Exhibit D | Leadership & Management Biographies |
| Exhibit E | Map of proposed Service Area (full state) |
| Exhibit F | Company Proposed Tariff |

EXHIBIT A

Applicant's Business Formation Documents and Authority to Operate



LIMITED LIABILITY COMPANY INITIAL REPORT
(R.S. 12:1305 (E))

1. The name of this limited liability company is: In-Telecom Consulting LLC
2. The location and municipal address, not a post office box only, of this limited liability company's registered office:
106 Brandi Lane, Hammond, La 70403
3. The full name and municipal address, not a post office box only, of each of this limited liability company's registered agent(s) is/are:
James M Burns, 106 Brandi Ln, Hammond, La 70403

4. The names and municipal addresses, not a post office box only, of the first managers, or the members.
James M Burns, 106 Brandi Ln, Hammond, La 70403
Shawn Torres, 1119 Rosemeadow Loop, Slidell, La 70460

To be signed by each person who signed the articles of organization

James M Burns
Shawn Torres

SECRETARY OF STATE
2009 JUL 12 AM 9:11

AGENT'S AFFIDAVIT AND ACKNOWLEDGEMENT OF ACCEPTANCE

I hereby acknowledge and accept the appointment of registered agent for and on behalf of the above named limited liability company.

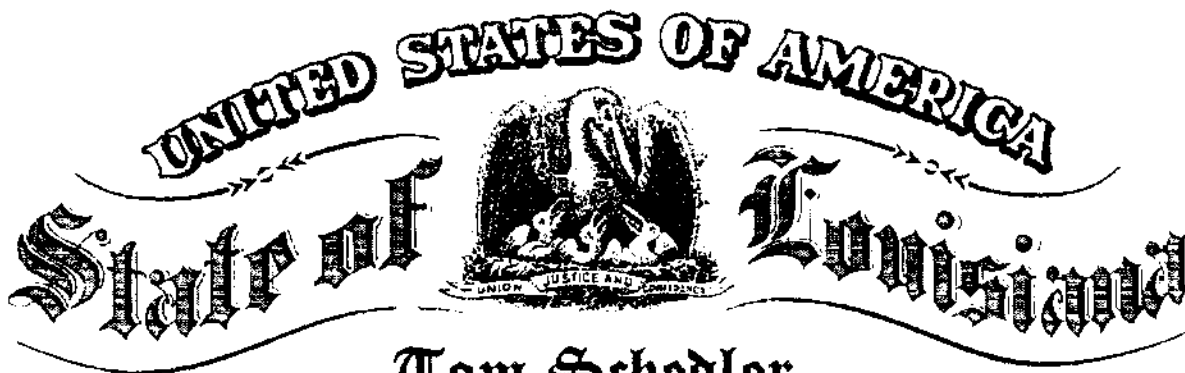
Registered agent(s) signature(s):

James M Burns
Shawn Torres

Sworn to and subscribed before me, the undersigned Notary Public, on this date: 6/18/09

NOTARY NAME MUST BE TYPED OR PRINTED WITH NOTARY # 57733

Kelly Cox
Notary Signature Kelly Cox



Tom Schedler
SECRETARY OF STATE

As Secretary of State of the State of Louisiana I do hereby Certify that
the attached document(s) of

IN-TELECOM CONSULTING, LLC

are true and correct and are filed in the Louisiana Secretary of State's Office.

37085351K ORIG 7/2/2009 2 page(s)

In testimony whereof, I have hereunto set my
hand and caused the Seal of my Office to be
affixed at the City of Baton Rouge on,

June 3, 2014

Secretary of State

WEB 37085351K



Certificate ID: 10496392#MVM73

To validate this certificate, visit the following
web site, go to **Commercial Division**,
Certificate Validation, then follow the
instructions displayed.

www.sos.louisiana.gov

EXHIBIT B

Certificate of Authority - Louisiana



Tom Schedler
SECRETARY OF STATE

As Secretary of State of the State of Louisiana I do hereby Certify that

the attached document(s) of

IN-TELECOM CONSULTING, LLC

are true and correct and are filed in the Louisiana Secretary of State's Office.

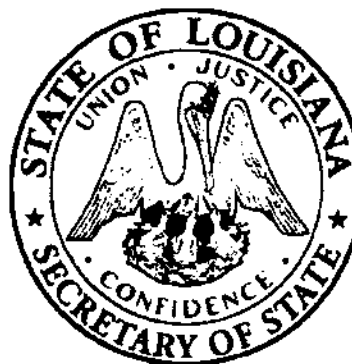
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www.sos.louisiana.gov

Jay Dardenne
Secretary of State



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James M Burns, 106 Brandi Ln, Hammond, LA 70403
Shawn Torres, 1119 Rosemeadow Loop, Slidell, LA 70460

To be signed by each person who signed the articles of organization

James M Burns
Shawn Torres

SECRETARY OF STATE
2009 JUL -2 AM 9:11

AGENT'S AFFIDAVIT AND ACKNOWLEDGEMENT OF ACCEPTANCE

I hereby acknowledge and accept the appointment of registered agent for and on behalf of the above named limited liability company.

Registered agent(s) signature(s):

James M Burns
Shawn Torres

Sworn to and subscribed before me, the undersigned Notary Public, on this date: 6/18/09

NOTARY NAME MUST BE TYPED OR PRINTED WITH NOTARY # 51733

Kelly Cox
Notary Signature Kelly Cox



Michael Watson

SECRETARY OF STATE

This is not an official certificate of good standing.

Name History

Name	Name Type
In-Telecom Consulting LLC	Legal

Business Information

Business Type:	Limited Liability Company
Business ID:	1179143
Status:	Good Standing
Effective Date:	05/25/2019
State of Incorporation:	Mississippi
Principal Office Address:	573 JF Smith Ave, 573 JF Smith Ave Slidell, LA 70460

Registered Agent

Name
Jimmy Burns
523 N Caleb Drive, Apt/Suite
Slidell, MS 70461

Officers & Directors

Name	Title
James M Burns 523 N Caleb Drive Slidell, LA 70461	Member

State of
Louisiana
Secretary of
State



COMMERCIAL DIVISION
225.925.4704

Fax Numbers
225.932.5317 (Admin. Services)
225.932.5314 (Corporations)
225.932.5318 (UCC)

Name	Type	City	Status
IN-TELECOM CONSULTING, LLC	Limited Liability Company	SLIDELL	Active

Previous Names

Business: IN-TELECOM CONSULTING, LLC
Charter Number: 37085351K
Registration Date: 7/2/2009

Domicile Address

573 J F SMITH AVE
SLIDELL, LA 70458

Mailing Address

C/O JAMES M. BURNS
573 J F SMITH AVE
SLIDELL, LA 70460

Status

Status: Active
Annual Report Status: In Good Standing
File Date: 7/2/2009
Last Report Filed: 6/2/2020
Type: Limited Liability Company

Registered Agent(s)

Agent: JAMES M. BURNS Address 1: 573 J F SMITH AVE City, State, Zip: SLIDELL, LA 70458 Appointment Date: 7/2/2009
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Agent: SHAWN TORRES Address 1: 573 J F SMITH AVE City, State, Zip: SLIDELL, LA 70458 Appointment Date: 7/16/2012

Officer(s)

Additional Officers: No

Officer: JAMES M. BURNS Title: Member
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Address 1: 573 J F SMITH AVE
City, State, Zip: SLIDELL, LA 70460

Officer: SHAWN TORRES
Title: Member
Address 1: 573 J F SMITH AVE
City, State, Zip: SLIDELL, LA 70460

Amendments on File (2)

Description	Date
Appointing, Change, or Resign of Officer	12/27/2016
Domestic LLC Agent/Domicile Change	12/13/2019

[Print](#)

EXHIBIT C

Confidential – File Under Seal

Financial Information

EXHIBIT D

Leadership & Management Biographies



IN-TELECOM

INTEGRITY. EXCELLENCE. COMMITMENT.

Jimmy Burns

1698 Old Spanish Trail, Slidell, La 70460

98-326-0250

JBurns@in-telecom.com

Jimmy Burns, Chief Operations Officer, In-Telecom Consulting, 2009 ~ Present

Mr. Burns is a telecommunications industry veteran with an extensive experience in every aspect of the industry including carrier, CLEC, mobile, wireless and premise equipment implementation, support and maintenance. Jimmy is responsible for operational direction and leadership of the company.

Certifications and Education

- Louisiana State Contractor of Telecommunications and Security
- Louisianan State Fire Marshal Qualifier
- Avaya APSS Certified
- Avigilon Certified
- Paxton Level 2 Certified
- Southeastern Louisiana University Bachelor of Science- Finance

Project Experience

- **Chase Tower**
 - Mitel 3300 with MiColab
 - 15 story building with over 350 IP phones
 - Cisco Switching and Routers
 - Customer is Using In-Telecom Provided SIP
 - Value of Project \$285,000
- **Entercom**
 - Mitel 3300 with Micolab
 - 450 IP and Analog Devices
 - Value of Project \$250,000
- **Diagnostic Imaging Services**
 - Avaya System
 - 300 IP Phones
 - Call Center Deployment with 40 Agents featuring
 - Queued Call back
 - Voice Recognition IVR
 - Call Recording
 - Cisco Switching and Routing
 - Customer is Using In-Telecom Provided SIP
 - Value of Project \$325,000
- **Budweiser (Champagne Beverage and Southern Eagle)**
 - Avaya System
 - 190 IP Phones
 - Avaya Networking
 - Cisco Routers
 - Customer is Using In-Telecom Provided SIP
 - Value of Total Project \$330,000
- **Hotel Le Circ (Hotel Modern)**
 - Avaya System
 - 320 IP and Analog Phones
 - Avaya Switching
 - Value of Project \$245,000
- **Coushatta Casino Resort (Casino, Admin, 3 Clans Hotel, The Grand Hotel, The Inn)**
 - Avaya System
 - 1821 IP and Analog Devices
 - Avaya Networking
 - DuVoice Hotel Integration
 - Call Center Deployment with 65 Agents
 - Customer is Using In-Telecom Provided SIP
 - Value of Project \$1.1M

Phone 985-326-0250 • Fax 985-326-8770

1698 Old Spanish Trail • Slidell, LA 70458

Candidate: Executive-Level Enterprise Management Skill Set

EXECUTIVE MANAGEMENT ♦ FINANCE & OPERATIONS ♦ STRATEGIC IT PLANNING

Demonstrated success in creating and managing processes, leading change, and motivating teams.

Excellent IT communicator with ability to establish positive staff relationships, executive management, business leaders, and decision makers. Create long-range plans, manage P&L and Operations to deliver results.

EXPERIENCE & ACCOMPLISHMENTS

Founded Proactive IT Concepts (2018-Present)

Assist businesses in developing Strategic IT Roadmaps, MSP Services, IT Business Continuity Programs, IT Standards & Policies, and IT Project Management Systems.



Founded & Led My IT (2000-2018)

Developed an IT/MSP firm specializing in providing advanced, best-in-class technology services for business clients. Grew to 2016-2018 sales of \$14.55 million.



Network Adm. & Systems Analyst (1996-2000)

IT staffer for an oil & gas services engineering firm. Supported PCs, designed business systems, and managed IT for a laundry machinery manufacturing company.



Consultant & Ind. Technician (1989-1996)

Installed & supported IBM-Mac-Next-Dell systems for Tulane University, Medical, Law & Business school faculty & students. Built computers & networks, installed peripherals and software.



Academic Computer Science Background (1994-1996)

Studied Computer Science at the University of New Orleans in a small class-size environment with instruction in programming and technology. Initially majored in HRT curriculum and Physics.

Combined business management & IT skill set with expertise in systems management and analysis, applications management, cybersecurity, network design & managed services. Leadership includes the ability to educate and motivate staff, project management, creative problem-solving, and knowledge of the latest digital technology trends.

Thought leader on organizational compliance issues, effective team relations and training, and production of proposals, blogs, and reports. Successful business entrepreneurship with a documented background in serving major institutional, academic, and Fortune 500 business accounts and clients. Excellent personal and professional references.

CEO / President / Executive-Level Skill Set

Organizational Design & Development

Growth Attainment-Performance Management

Financial Analysis / P&L Accountability

Building Highly Engaged, Trust-Driven Teams

Raising Capital & Financing Business Growth

Utilizing Data to Identify Trends/Solutions

Proven Multi-Million Dollar Revenue Generation

Shape, Plan & Execute High-Profile Projects

Clearly Communicate Complex Technical Data

Effective Public Speaker, Presenter & Panelist

Strong Corporate Marketing & Branding Abilities

Research, Writing, Report Generation, Social Media

Corporate Communications, Blog Authoring

Leveraging Best Practices & Technologies

Modeling Decisions with Strategic Objectives

HONORS & COMMUNITY ACTIVITIES

- ***CityBusiness "Best Places to Work" Award & Recognition***
- ***Jefferson Chamber of Commerce "Innovator of the Year" Award***
- ***Computer Reseller News "CRN Top 500 MSPs" & Channel Futures "Top 501 MSPs"***
- ***Only Louisiana IT Firm to Rank in "Inc. 5000 Fastest Growing Companies" for 2015 & 2016***
- ***St. Philip Neri Church & School May Fair Committee, Crawfish Cookoff, Oktoberfest, Lenten Fish Fry***

PROFESSIONAL EXPERIENCE

Principal & Founder; 2018-Present | PROACTIVE IT CONCEPTS, LLC / www.proactiveitc.com | Metairie, LA

- **Launched Proactive IT Concepts** (immediately following successful sale of My IT) as consultant and trusted adviser to area businesses in developing Best-in-Class Strategic IT Roadmaps.
- **Collaborate with client executives and key personnel** to develop/execute strategies using IT best practices and data analytics to drive operational efficiencies and deliver solutions to senior leadership to internal teams.
- **Offer a wide range of deliverables**, including MSP Services Development, IT Business Continuity Program, IT Standards & Policies, IT Project Management Systems, and coordinate timely completion of IT projects.
- **Specialize in conducting HIPAA Assessments** for healthcare industry clients, and ensuring HIPAA Compliance via strong IT and communications safeguards, as well as BAA agreements with vendors.
- **Deliver Provisional, Turnaround, and Outsourced vCIO Services** to address succession challenges, business continuity, IT culture change, as well as optimum network performance, security, and scalability.
- **Provide IT analysis, budgeting, purchasing, and technology guidance** for clients, generating significant staffing savings, controlling costs, mentoring IT staff, and increasing efficiency in IT operations.
- **Currently author the ProActiveITC Blog.** Recent articles have included *Strategy & Tactics of Hiring a CIO, Why You Need a CIO, What is a vCIO, How to Fix Your IT Service Provider, CIO vs IT Manager-The Yin & Yang of IT.*

CEO / Founder; 2000-2018 | MY IT, LLC / www.myitsupport.com | Metairie, LA

- **Founded and launched a successful managed services/IT contracting firm.** Provided acquisition strategy, business analysis, operational leadership, proposal preparation, purchasing, budgeting, HR & market strategy.
- **Led business development specializing in high-growth metro area companies** within a variety of sectors. Drove business development from startup with zero sales to combined 2016-2018 sales revenue of \$14.55 million.
- **Handled all technology for clients**, upgrades, migrations, computer hardware, software, and peripherals, disaster redundancy, opening and moving locations, help desk services, and cybersecurity.
- **Achieved a ratio of 85% of client base outsourcing all IT needs** to My IT, including management of networks, phones and cell systems, copiers and office equipment, and security systems.
- **Collaborated with business owners and client staff** to develop and execute long-term IT strategies using best practices and technologies, introduced operational efficiencies, and provided leadership to internal teams.
- **Client portfolio included major metro employers**, hospitals, clinics, financial services, insurance, real estate, law firms, government, retail, distributors, shipping, automotive, oil & gas, construction, and other business clients.
- **Performed Operations Assessments**, Workflow & Revenue Analysis, P&L w/ Key Metrics, Budgeting & Cost Controls, Governance & Company Structure, Branding & Marketing, Technology Plan Implementation & HR Oversight.
- **Wrote 30+ articles for MyITSupport Blog** covering HIPAA, Scaling IT, Cybersecurity, Outsourcing, Hiring, Technology Trends, Infrastructure, ePHI/PHI, Internet Speed, Tax Incentives, Data Recovery, and Life Cycle Management.

PREVIOUS POSITIONS

Network Administrator; 1998-2000 | GERHARDT'S, INC. | Metairie, LA

- Chief IT staffer for an oil & gas services engineering firm, traveling to rigs as necessary.

Systems Analyst; 1996-1998 | PELLERIN-MILNOR, INC. | Metairie, LA

- Supported 350 PCs, designed business systems, and managed hardware and software, from Windows to CAD.

Independent Computer Tech; 1992-1996 | D. BOURGEOIS | Metairie, LA

- During college attendance, built computers and networks for private clients, installed peripherals and software.

In-House Technical Consultant; 1989-1992 | TULANE UNIVERSITY COMPUTER SERVICES | New Orleans, LA

- Installed/supported IBM-Mac-Next-Dell systems for Tulane Medical, Law & Business school faculty & students.

EDUCATIONAL BACKGROUND

Undergraduate Studies; 1994-1996

UNIVERSITY OF NEW ORLEANS; New Orleans, LA

Major: Computer Science **Focus:** Mathematics

Activities: Contract work with IBM OS2 Warp Team, Chess Club

EXHIBIT E

Map of Proposed Service Area

