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Laura Garfinkel | Director  
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Cellular: 973-760-9218  
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December 12, 2020

**Via Overnight Delivery**

Louisiana Public Service Commission  
Galvez Building  
602 North Fifth Street  
Baton Rouge, LA 70821-9154

**RECEIVED**

**DEC 16 2020**

LA Public Service Commission

**RE: IN-TELECOM CONSULTING, LLC - APPLICATION AND REQUEST FOR  
CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY FOR VOIP, IXC AND  
CLEC AUTHORITY IN THE STATE OF LOUISIANA**

Dear Commission:

This submission contains an Application for a Certificate of Public Convenience and Necessity to Provide Voice over Internet Protocol (VoIP), Interexchange and Local Exchange Telecommunication Services throughout the State of Louisiana as filed on behalf of In-Telecom Consulting, LLC.

An original and two (2) copies of this filing have been sent by overnight courier to your attention. A check in the amount of \$250.00 for filing fees will be forthcoming to the offices of the Commission within the next few days as it is being sent directly by and from In-Telecom Consulting, LLC.

Additionally, please note as marked **Exhibit C** as Applicant's Confidential Financial Information. We request that this information as marked confidential for this Exhibit be filed under seal and not disclosed in any manner to the public. The Applicant's Confidential Financial Information should only and solely be used for internal Commission purposes and not filed with the general docket.

Respectfully Submitted,

Laura Garfinkel  
Director  
CliftonLarsonAllen LLP ("CLA")  
6250 Shiloh Rd  
Alpharetta GA, 30005  
Phone: 973-760-9218  
Fax: 866-611-5443  
Email: Laura.Garfinkel@claconnect.com  
Attorney in Fact for In-Telecom Consulting Services

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UPS

F20-58888

**BEFORE THE LOUISIANA PUBLIC SERVICE COMMISSION**

**IN THE MATTER OF IN-TELECOM )  
CONSULTING, LLC )  
 )  
APPLICATION FOR A CERTIFICATE OF )  
AUTHORITY TO PROVIDE VOICE OVER )  
INTERNET PROTOCOL, INTEREXCHANGE )  
AND LOCAL EXCHANGE SERVICES IN )  
THE STATE OF LOUISIANA )**

**CASE NO. \_\_\_\_\_**

**APPLICATION**

*COMES NOW*, In-Telecom Consulting, LLC (“Applicant”) and respectfully requests the Louisiana Public Service Commission grant a Certificate of Authority to provide competitive Local Exchange Services on a resold basis and to additionally include such authority to include Voice over Internet Protocol (VoIP) and also Interexchange Services on a resold basis.

In accordance with Section 301(F) of the Louisiana Public Services Commission’s Regulations for Competition in the Local Telecommunications Market, Applicant states the following:

**Section 301(E)(1). Legal name and name under which the applicant intends to do business, mailing and physical address of applicant, and telephone number where the applicant can be reached by the Commission.**

The Applicant is:

In-Telecom Consulting, LLC  
573 J F Smith Ave  
Slidell, Louisiana 70460  
Local Phone Number: (985) 634-8530  
Toll Free: (888) 470-0614  
Fax:  
Website Address: [www.in-telecom.com](http://www.in-telecom.com)

**Section 301(E)(2). The names and addresses of the applicant’s principal corporate officers.**

The officer responsible for the Applicant's operations is Mr. James Burns serves as the President of In-Telecom Consulting, LLC and is located at 573 J F Smith Ave, Slidell, Louisiana 70460. Mr. Shawn Torres is the Chief Executive Officer of In-Telecom Consulting, LLC and is located at 573 J F Smith Ave, Slidell, Louisiana 70460.

The current physical address for the officer responsible for Applicant's operations is:

573 J F Smith Ave  
Slidell, Louisiana 70460

**Section 301(E)(3). If different from (2) above, the names and addresses of all officers and corporate officers in Louisiana, and the names and addresses of employees responsible for Louisiana operations.**

Same as number 2 above.

**Section 301(E)(4). Information about the structure of the business organization, and where applicable, a copy of any articles of incorporation, partnership agreement, or by-laws of the applicant. An applicant shall also disclose all affiliate entities offering and/or providing telecommunications services in Louisiana.**

In-Telecom Consulting, LLC is a Limited Liability Company formed under the laws of Louisiana with all such represented formation documents and information included as **Exhibit A.**

In-Telecom is a Louisiana based company that was founded in July of 2009 as a computer consulting and networks system solution provider. Today the Applicant is evolving into a full service Technology Company providing a wide range of voice, data, and Managed Services. Applicant offers Managed IT Services, HaaS, SaaS, UCaaS, IP Camera Systems, Access Control, Video conferencing Solutions. The Applicant also offers VoIP, SIP Trunks, Cloud Telephony & Storage, Data Backup, Business Continuity Services, and Internet services.

In-Telecom has become a full service technology and communications company attributing their success to providing the highest level of customer service and technical experience to become one Solution for business customers.

The Applicant has been in business for over 11 years providing unique

telecommunications products and services to business customers in and throughout the state of Louisiana as well as on a nationwide basis.

The company designs powerful, flexible, secure, and highly scalable voice, data, Internet and integrated communication services for businesses nationwide. Additionally, Applicant is able to bundle products and services of multiple Trusted Carriers increasing their ability to solve business problems. In-Telecom Consulting, LLC helps businesses and organizations leverage critical changes in telecommunication technology to increase productivity, reduce operating costs, and protect the bottom line. In-Telecom Consulting offers, scalable and innovative solutions when it comes to Voice, Data, Networking and Cloud Solutions designed specifically for a customers' industry and customized for their business.

As a Competitive Local Exchange Carrier (CLEC) and Interexchange Carrier (IXC) and Voice Over Internet Protocol (VoIP) provider in Louisiana In-Telecom Consulting, LLC will bundle and resell the products and services of Tier 1 and Tier 2 Carriers, using a combination of their own facilitates and predominantly the underlying service provider all while offering the business customer competitive prices. Some of these carriers include AT&T, CenturyLink, Level 3, Bandwidth.com, Verizon and other carriers which support the delivery of services provided by Applicant using their underlying facilitates and/or in conjunction with the Applicant's network infrastructure. Applicant has no direct Affiliated entities which that are sometimes designated as wholly owned subsidiaries or other companies that are separate but hold some sort of common affiliation or ownership with another entity.

Headquartered in Slidell Louisiana, the In-Telecom Consulting, LLC team is comprised of telecom veterans with broad industry experience designing and deploying Innovative Solutions for companies with a single location or organizations that have a regional or national footprint.

**Section 301(E)(5). A certified copy of the applicant's authorization to do business in Louisiana issued by the Secretary of State.**

A copy of Applicant's authorization to do business in Louisiana is attached hereto as

**Exhibit B.**

**Section(E)(6). The name, address and telephone number of the Applicant's agent for service of process is:**

Cogency Global, Inc.  
3867 Plaza Tower Drive, 1<sup>st</sup> Floor  
Baton Rouge, Louisiana 70816  
Phone: 800-221-0102  
Fax: 800-944-6607

**Section 301(E)(7). Documentation demonstrating managerial, financial and technical abilities, including but not limited to the following:**

Applicant has the managerial, technical and leadership capabilities to provide the telecommunications services for which it seeks authority under this application. The Applicant has a well rounded and diverse management and technical team. All key personnel have been long term employees of the Applicant. Management and leadership promote creativity and all the while foster innovation and collaboration amongst not only themselves but across all areas of the Company.

Management and technical biographies of key personnel are included in the submission with the original filing as an exhibit.

**(a) To demonstrate the financial ability, each applicant shall provide a copy of its most recent stockholders annual report and its most recent SEC 10K, or, if the applicant is not publically traded, its most recent financial statements. If the applicant does not have separate financial reports, it may submit applicable financial statements of an affiliate with explanation to demonstrate the financial ability of applicant.**

Applicant is financially qualified to provide the telecommunications services for which it seeks the authority requested in this Application attached as **Exhibit C.** Applicant is providing 2018, 2019 financial statements represented as Income Statement and Balance Sheet per each calendar year

to demonstrate Applicant's financial wherewithal. Applicant requests that these financials provided be kept strictly confidential and to be used for internal Commission use only. In the event the Commission was to make these financial statements available to the public it would cause due harm to Applicant. Therefore Applicant requests that these financials be treated as Confidential and filed under seal.

**(b) To demonstrate managerial ability, each applicant shall attach a brief description of its history providing telecommunications services and shall list the geographic areas in which it has been and is currently providing telecommunications services. Newly created applicants shall list the experience of each principal officer in order to show its ability to provide service.**

Applicant has the managerial, technical, administrative and operational qualifications necessary to provide the proposed services throughout the state of Louisiana as its proposed service territory. As noted above, Applicant operates a unique and structured communications company which provides multiple communications products and services. The Applicant is currently providing service as a VoIP Provider in the states of: GA, OK, TX and discloses under and as pursuant to Section 301(E)(10).

Applicant is in full compliance with each state Commission as appropriate where registrations require such state Commission compliance.

The Applicant currently has no other CCN and/or applications pending in any other state with any other Public Service or Public Utility Commission at this time. However because the Company is a going concern and as the business grows, the Company will seek to file appropriate commission certifications on a state by state (case by case) basis.

The Applicant has never had a request for authorization denied by any commission.

The Applicant has never had authorization revoked in any state by any commission.

Set forth in **Exhibit D** are resumes of key management personnel who are responsible for the Applicant's operations. These resumes highlight management's extensive and long historical

background in the telecommunications industry. The management team members and leadership team have extensive years of telecommunications expertise. Applicant thereby demonstrates that it possesses significant managerial and technical experience and expertise along with all qualifications necessary to operate a competitive telecommunications company in Louisiana, which is fully consistent with the Commission's requirement. In fact Applicant exceeds Commission requirements and proudly stands ready to serve the needs of business class customers throughout the state.

**(c) Technical Ability shall be indicated by description of the applicant's experience in providing telecommunications services or in the case of newly created companies, the applicant may provide other documentation which supports its technical ability.**

For descriptions of Applicant's technical ability, please note aforementioned **Exhibit D.**

**Section 301(E)(8). A description of the services to be offered, the proposed exact geographic areas in which the services shall be offered and map thereof.**

Applicant intends to offer an array of telecommunications products and services on a resold basis throughout the state of Louisiana as noted in **Exhibit E** as Applicant's representative coverage map that include VoIP, Local Exchange, Interexchange and also Fiber and Internet based services. Applicant shall provide services to business customers only and will not offer residential services of any kind. Applicant proposes to provide resold local exchange, interexchange and VoIP services to business class customers throughout the state of Louisiana. Specifically, the Applicant wishes to provide business class subscribers with hosted iPPBX communications systems provisioned over VoIP technology. The hosted IPPBX phone systems that Applicant wishes to offer can interface with Cable Modem, ATA, Router, Ethernet, MPLS, Point to Point, Private Line and other forms of delivery which the Applicant will make available to business customers.

As demonstrated in **Exhibit E** the Applicant proposes to incorporate by reference all services areas of the Incumbent Local Exchange Carriers and its underlying carriers where competition has

been approved by the Commission. Further the applicant shall also include with its service offerings access to emergency services, operator services, directory assistance, interexchange service and other ancillary features that Applicant must provide pursuant to applicant statutes and regulations. Applicant intends to rely upon the facilities and network equipment deployed by its underlying carriers as the Incumbent Local Exchange Carriers, Applicants designated additional underlying providers in conjunction with Applicants network infrastructure.

Applicant will also provide on a resold basis Plain Old Telephone Lines (POTS), direct private line, data private line and Point to Point Service.

Applicant attests that it shall comply with all applicable rules and regulations of the Commission related to service areas.

**Section 301(E)(9). Key contact information regarding the Applicant's operations without limitation include the Repair and Maintenance information; the name, address and telephone number of a Louisiana contact person responsible for and knowledgeable about the applicant's operations are provided below.**

**Financial/Annual Reports**

Name: Angela Fayard  
Official Title: F&A Manager  
Direct Telephone Number: (985) 661-2015  
Email: afayard@in-telecom.com

**Tariff/Regulatory**

Name: James Burns  
Official Title: President  
Direct Telephone Number: (985) 326-0255  
Email: jburns@in-telecom.com

**with copy to:**

Company Name: CLA (CliftonAllenLawson, LLP)  
Name: Laura Garfinkel  
Official Title: Director  
Direct Telephone Number: 973-760-9218  
FAX Number: 866-611-5443  
Email: laura-garfinkel@claconnect.com



The names and address of the managing partner of In-Telecom Consulting, LLC is as follows:

Mr. James Burns  
573 J F Smith Ave  
Slidell, Louisiana 70460  
Phone: (985) 326-0255  
Email: jburns@in-telecom.com

Name: Shawn Torres  
573 J F Smith Ave  
Slidell, Louisiana 70460  
Phone: (985) 661-2020  
Email: storres@in-telecom.com

The name and address of the senior management personnel responsible for Louisiana operations of In-Telecom Consulting, LLC is as follows:

**Customer Service**

Name: Carissa Riehlmann  
573 J F Smith Ave  
Slidell, Louisiana 70460  
Phone: (985) 661-2013  
Email: crieihlmann@in-telecom.com

**Repair, Maintenance & Billing**

Name: Angela Fayard  
573 J F Smith Ave  
Slidell, Louisiana 70460  
Phone: (985) 661-2015  
Email: afayard@in-telecom.com

**Section 301(E)(10). A list of other states where the applicant has applied to operate as a telecommunications service provider and/or to offer telecommunications services, a list of other states where the applicant is authorized to operate, and a list of those states which have denied any requested authority.**

No states have denied the Applicant authority to operate as a telecommunications carrier and/or provider in any state with which the Applicant had previously filed requests for approval for any authority.

**Section 301(E)(11). Illustrative, proposed tariffs in compliance with the requirements set forth in Section 301.**

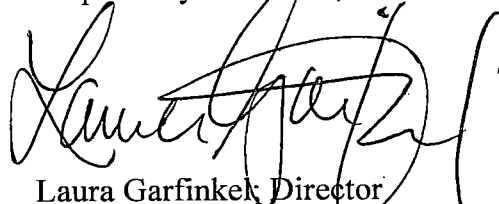
**Exhibits F** Represents the Applicant's proposed VoIP, Local Exchange and Interexchange Tariff that will be filed with the Commission upon approval of this application and/or at anytime the Commission requests.

## **CONCLUSION**

Applicant's entry into the telecommunications market will enhance competition in the provision of telecommunications services which will serve to benefit Louisiana business customers who are seeking premier telecommunications services offerings while Applicant remains at all times in compliance with the rules, guidelines and regulations as set forth by the Louisiana Public Service Commission. By submission of this Applicant and its Exhibits, along with providing confidential financial information, Applicant has proven to the Commission that it can support all of its service offerings and is financially, technically and fully qualified in every respect to provide all stated services throughout Louisiana to serve the greater good of the public.

**WHEREFORE,** In-Telecom Consulting, LLC respectfully requests that the Commission grant this Application and provide its approval

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Laura Garfinkel', is written over the typed name and title.

Laura Garfinkel, Director  
CliftonLarsonAllen LLP ("CLA")

6250 Shiloh Rd

Alpharetta GA, 30005

Phone: 973-760-9218

Fax: 866-611-5443

Email: [Laura.Garfinkel@claconnect.com](mailto:Laura.Garfinkel@claconnect.com)

Attorney in Fact for In-Telecom Consulting Services

VERIFICATION

STATE OF LOUISIANA

COUNTY OF St. Tammany

I, Shawn Torres, do hereby state that as Chief Executive Officer of In-Telecom Consulting, LLC, and Applicant for a Certificate of Authority from the Louisiana Public Service Commission and have authority to bind In-Telecom Consulting, LLC and hereby affirm that:

1. This application and its Exhibits to provide resold VoIP Service, Local Exchange and Interexchange telecommunications Services throughout the state of Louisiana represents fully the In-Telecom Consulting, LLC operations, offerings and the Company in a full, true and complete fashion
2. In-Telecom Consulting, LLC confirms that information contained in the application is true and correct; and,
3. In-Telecom Consulting, LLC is familiar with, and; will comply with all Federal and State laws, and In-Telecom Consulting, LLC will comply with all Rules and Orders of the Louisiana Public Service Commission.

Subscribed and affirmed before me this \_\_\_\_\_

Shawn Torres

Print Name

Seal: #149845

[Signature]  
Sign Name

Notary Public: My Commission expires:  
Sworn to and subscribed before me: Notary,  
this 11<sup>th</sup> day of December, 2020.

12-11-2020  
Date

[Signature]

Notary Public

For Life -

