

**BEFORE THE  
STATE OF ILLINOIS  
COMMERCE COMMISSION**

In the matter of :  
Application for a certificate of :  
Authority to operate as a Reseller of Wireless : Docket No. 10-0593  
Telecommunications Services :  
Statewide throughout the State of Illinois :

Stargate Mobile, Inc.

TESTIMONY OF NORMAN KLUGMAN

*WJK*  
2018 NOV 22 A 11:08  
STATE OF ILLINOIS  
COMMERCE COMMISSION

1 **Q. Will you please state your name and business address.**

2  
3 A. I am Norman Klugman. My business address is Stargate Mobile, Inc., 2434 Hollywood  
4 Blvd., 2<sup>nd</sup> Floor, Hollywood, Florida 33020-6607. My telephone number is (954) 482-4344 and my  
5 facsimile number is (954) 482-4350 and my email address is [nklugman@stargatemobile.net](mailto:nklugman@stargatemobile.net) .

6  
7 **Q. By whom are you employed and in what capacity?**

8  
9 A. I am Executive Vice President for Stargate Mobile, Inc.

10  
11 **Q. Please give a brief description of your background and experience.**

12  
13 A. In 1989 to 1994, I was employed by WorldCom / ATC where I served as Chief Operating  
14 Officer. I directed corporate engineering, information technology and systems, customer support  
15 and corporate/strategic sales functions. I was responsible for 1500 employees and a budget of  
16 \$400M. In 1994, I was founded Trescom International and served as President until 1996. I  
17 authored a comprehensive business plan and raised initial venture capital funding for the new  
18 startup. It was my responsibility to set company strategic direction and hire senior management.  
19 From 1996 to 2002 and from 2003 to 2009, I was a Managing Partner of Bradmon, LLC, a  
20 business consulting organization. In that capacity I provided consulting services to emerging  
21 companies in telecommunications and high tech sectors. From 2002 to 2003, I served as  
22 COO/CFO of Net2Phone, where I was involved in all aspects of financial management,  
23 customer support functions.

24 I received my Bachelor of Science degree in Finance/Accounting from the University of South  
25 Africa.

26  
27 **Q. What is the purpose of your testimony?**

28  
29 A. The purpose of my testimony is to present evidence of the financial, technical and  
30 managerial abilities of Stargate Mobile, Inc. to provide resold wireless telecommunications services  
31 in Illinois and to describe the service company proposes to offer.

1  
2 **Q. Has Stargate Mobile registered to do business in Illinois?**

3  
4 A. Yes. Stargate Mobile is a Florida corporation and has filed to be registered in Illinois as a  
5 foreign corporation. Our authority to conduct business in Illinois is attached to this testimony as  
6 Exhibit 2.

7  
8 **Q. Please describe the services Stargate Mobile proposes to offer.**

9  
10 A. Stargate Mobile proposes to offer inbound and outbound wireless message  
11 telecommunications, including text messaging and data services, through the resale of wireless  
12 services provided by its underlying carrier, AT&T.

13  
14 **Q. Will Stargate Mobile own any network switches or transmission facilities used in  
15 routing calls?**

16  
17 A. No. Stargate Mobile will be a switchless reseller of AT&T wireless telecommunications  
18 services. Stargate Mobile does not plan to own switching equipment or transmission facilities at this  
19 time. All facilities and equipment are owned and operated by AT&T, who currently operates in  
20 Illinois and other states. As such, Stargate Mobile relies on AT&T's technical expertise for the  
21 operation, ongoing maintenance and supervision of switching equipment and network transmission  
22 facilities.

23  
24 **Q. How will Stargate Mobile bill for its services?**

25  
26 A. Services are prepaid at time of ordering.

27  
28 **Q. How will trouble reports be handled?**

29  
30 A. Troubles will be directed by the company to the appropriate service providers. Trouble  
31 reports will be initiated by the customer to Stargate Mobile via its toll free customer service number

1 - 800-597-5552. Stargate Mobile's customer service department will be open and service  
2 representatives will handle calls twenty-four hours per day, seven days a week.

3  
4 **Q. How will complaints be handled?**

5  
6 A. There is a customer service number for any inquiries regarding service which is open  
7 twenty-four hours per day, seven days a week.

8  
9 **Q. Where and when was Stargate Mobile established?**

10  
11 A. Stargate Mobile, Inc. was established as a corporation under the laws of the State of  
12 Florida on April 26, 2010. We have begun serving customers in the states noted below. We have  
13 experienced no regulatory complaints and are not under investigation in any jurisdiction.

14  
15 **Q. Where is Stargate Mobile currently registered?**

16  
17 A. As a wireless reseller, Stargate Mobile is deregulated with respect to intrastate market entry  
18 requirements and rate filings. Stargate Mobile is currently operating in AL, AZ, DC, FL, GA, IA, MD,  
19 MA, MO, NJ, NY, NC, OH, PA, TN and WA. Other than qualifying with the Secretaries of State, no  
20 registration or application is required with these public utility commissions. A Notification of Intent to  
21 Resell Wireless Service is required in Iowa and was filed on July 30, 2010. The company is  
22 preparing to file a registration in California and Indiana, and may expand into other states in the  
23 near future.

24  
25 **Q. Describe Stargate Mobile's managerial ability to operate as a wireless reseller.**

26  
27 A. In addition to my 20+ years of telecommunications and business management experience,  
28 Stargate is also managed by seasoned telecommunications professionals. Rudy McGlashan  
29 brings to Stargate Mobile more than 35 years of experience in the telecommunications industry.  
30 His background spans a variety of companies - from The Jamaica Telephone Company where he  
31 was the youngest executive on the management team with responsibilities covering six central  
32 offices - to a variety of technical management positions with Network I, Metromedia, Telus

1 Communications, Worldcom and Trescom. In 1998, he founded Communication Technology, Inc.  
2 to capitalize on telecommunications opportunities in developing countries.

3 Angelina Spoto is also a valuable team member. She has provided treasury management functions  
4 and key finance and administration positions with Rockefeller Group, Inc., Ames Department  
5 Stores, TresCom International, Inc., Treasury Management Consulting, and Communication  
6 Technology, Inc.

7  
8 **Q. Describe Stargate Mobile's financial ability to operate as a wireless reseller.**

9  
10 A. Stargate Mobile has more than sufficient resources for the successful provision of its  
11 telecommunications services. As a reseller of other carrier's services, Stargate Mobile does not  
12 plan to construct or lease network or switching facilities. [I'll add to this when I get your financials.  
13 Anything you think I should mention?]

14  
15 **Q. Where in Illinois does Stargate Mobile intend to offer its services and how will those**  
16 **services be offered?**

17  
18 A. Stargate Mobile intends to offer service throughout the state to residential and business  
19 customers in those areas served by our underlying carriers. All of our sales campaigns in various  
20 media will be conducted by our in-house marketing staff.

21  
22 **Q. How will Illinois consumers benefit from Stargate Mobile's services?**

23  
24 A. Certification of Stargate Mobile will increase the level of wireless telecommunications  
25 competition in Illinois. Stargate Mobile's marketing plan will expand subscriber awareness of  
26 options and services available to them, thus encouraging the growth and success of competitive  
27 services.

28  
29 **Q. Does this conclude your testimony?**

30 A. Yes.

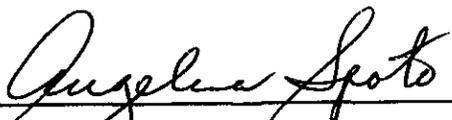
VERIFICATION

I, Norman Klugman, first being duly sworn upon oath, depose and say that I am Chief Operating Officer for Stargate Mobile, Inc., a Florida corporation; that I have read the above and foregoing prefiled testimony by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except to those matters stated upon information and belief, and as to those, I believe same to be true.

  
\_\_\_\_\_  
Norman Klugman

State of Florida                    )  
County of Broward                )

Subscribed and sworn to before me  
this 18<sup>th</sup> day of November, 2010

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

My Commission expires:



ANGELINA SPOTO  
NOTARY PUBLIC  
STATE OF FLORIDA  
Comm# EE018468  
Expires 8/22/2014