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BEFORE THE
ILLINOIS COMMERCE COMMISSION

IN THE MATTER OF:)
)
TELCO EXPERTS, LLC)
) No. 10-0595
Application for a Certificate)
of Local and Inter Exchange)
Authority to operate as a)
Reseller of telecommunications)
services in LATAs 358, 366,)
368, 370, 374 & 376 in the)
State of Illinois.)

Chicago, Illinois
November 17, 2010

Met pursuant to notice at 11:00 a.m.

BEFORE:
MS. SONYA TEAGUE, Administrative Law Judge.

1 APPEARANCES:

2

3 HOLLAND & KNIGHT, LLP, by
4 MR. ERIC FISHMAN
5 31 West 52nd Street
6 New York, New York 10019
7 appeared for the Applicant,
8 telephonically;

6

7 MS. KAREN CHANG
8 527 East Capitol Avenue
9 Springfield, Illinois 62701
10 appeared for Commission Staff,
11 telephonically.

10

11 ALSO PRESENT:

12 MS. JEN DISCEPOLO,
13 Regulatory Consultant
14 for Applicant, telephonically.

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21 SULLIVAN REPORTING COMPANY, by
22 Teresann B. Giorgi, CSR

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I N D E X

<u>Witnesses:</u>	<u>Dir.</u>	<u>Crx.</u>	<u>Re-</u> <u>dir.</u>	<u>Re-</u> <u>crx.</u>	<u>By</u> <u>Examiner</u>
Adam Goldberg	6	7			10

E X H I B I T S

<u>APPLICANT'S</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
A through H	-----	13

1 JUDGE TEAGUE: Pursuant to the direction
2 of the Illinois Commerce Commission, I now
3 call Docket No. 10-0595, Telco Experts, LLC. This
4 matter concerns an Application for a Certificate of
5 Local and Inter Exchange Authority to operate as a
6 Reseller of telecommunications services in LATAs
7 358, 366, 368, 370, 374 & 376 in the State of
8 Illinois.

9 Mr. Fishman, it's my understanding
10 that you're appearing on behalf of the Applicant.
11 Can you please state your full name and your office
12 address for the record, please.

13 MR. FISHMAN: My name is Eric Fishman. The name
14 of my law firm is Holland & Knight and our address
15 is 31 West 52nd Street, New York, New York 10019.

16 JUDGE TEAGUE: And would you like to make an
17 oral pro hac vice motion to appear in this
18 proceeding as an out of state attorney?

19 MR. FISHMAN: Yes, I would.

20 JUDGE TEAGUE: And you're licensed to practice
21 in New York?

22 MR. FISHMAN: Yes, I am.

1 JUDGE TEAGUE: Okay. Is it your understanding
2 that New York attorneys have a reciprocal agreement
3 to practice in Illinois and vice versa?

4 MR. FISHMAN: Yes, it is.

5 JUDGE TEAGUE: Your motion is granted.

6 And, Ms. Chang, it's my understanding
7 you're appearing on behalf of Commission Staff. Can
8 you please state your full name and address for the
9 record.

10 MS. CHANG: Yes, your Honor.

11 My name is Karen Chang. My office
12 address is at 527 East Capitol Avenue, Springfield,
13 Illinois 62701.zw

14 JUDGE TEAGUE: Thank you.

15 And let the record reflect we also
16 have a member of the Applicant's regulatory staff,
17 Ms. Jen Discepolo observing the proceedings.

18 At this time, Mr. Fishman, would you
19 like to call your witness?

20 MR. FISHMAN: Yes, I'd like to call as my
21 witness Adam Goldberg.

22 (Witness sworn.)

1 JUDGE TEAGUE: Mr. Fishman, please proceed with
2 any direct examination you may have.

3 ADAM GOLDBERG,
4 called as a witness herein, and after having been
5 first duly sworn, was examined and testified as
6 follows:

7 DIRECT EXAMINATION

8 BY

9 MR. FISHMAN:

10 Q Mr. Goldberg, could you please tell the
11 Administrative Law Judge your title.

12 A I am Chief Operating Officer of Telco
13 Experts, LLC.

14 Q And have you reviewed the application for a
15 certificate to become a telecommunications carrier
16 that was filed with the Illinois Commerce
17 Commission?

18 A Yes, I have.

19 Q And does everything in that application
20 remain true and correct, to the best of your
21 knowledge?

22 A Yes, it does.

1 MR. FISHMAN: In that case, I have no further
2 questions, your Honor.

3 JUDGE TEAGUE: Ms. Chang, do you have any
4 questions for the witness?

5 MS. CHANG: I have a couple of questions for
6 Mr. Goldberg.

7 CROSS-EXAMINATION

8 BY

9 MS. CHANG:

10 Q Mr. Goldberg, are you familiar with
11 Exhibit F, which is a set of financial statements as
12 of June 30th, 2010?

13 A Yes, I am.

14 Q Are you aware of any significant change
15 since then?

16 A There are no significant changes.

17 Q Does Telco Experts, LLC, have policies
18 regarding to slamming and cramming?

19 A Yes, we do.

20 Q Could you describe it.

21 A Let's go with cramming.

22 We do not offer third-party billing,

1 which is by definition what cramming is. It is the
2 insertion of billing for third-party vendors. So
3 considering we do not have a policy to bill for any
4 third-parties, we are very well protected on that.

5 In regards to slamming, all of our
6 customers are business-class customers and as such
7 there is significant documentations that requires
8 signatures and company information before any orders
9 are processed.

10 In addition to that, when we pull the
11 customer records, if we run into a situation where
12 there's a name mismatch, we immediately put the
13 orders on hold until we get clarification that the
14 telephone number submitted for order processing
15 reflect our end-user's actual services.

16 MS. CHANG: Excellent.

17 This next question, I'm not sure if
18 the Counsel will answer or what.

19 Q With Exhibit A we have a designated agent
20 here in Illinois, it is Illinois Corporate Service
21 Company. Is there an individual that we may have a
22 name attached to this?

1 MR. FISHMAN: I'll have to defer to my client on
2 that.

3 THE WITNESS: That is a pretty big outfit for
4 foreign LLC registrations and the answer is I don't
5 know, but we can go to our vendor and determine if
6 there is a local contact at that office that we can
7 use.

8 But for the now, the answer is I don't
9 know.

10 MS. CHANG: Q I mean, as soon as you find out I
11 hope that you can just e-mail Staff with that name
12 because our Chief Clerk's Office keeps such a record
13 that we validate every year. So a name would really
14 greatly help.

15 A Understood. I will put that in my action
16 list.

17 MS. CHANG: Thank you.

18 Your Honor, that's all the questions
19 Staff has.

20 JUDGE TEAGUE: Okay. Thank you, Ms. Chang.

21 I have a couple of questions.

22

1 EXAMINATION

2 BY

3 JUDGE TEAGUE:

4 JUDGE TEAGUE: The answer to Question 1 in
5 Appendix C was inadvertently left blank.

6 Mr. Fishman, would you like to make a
7 motion to amend this answer to reflect the answer
8 given in Exhibit H concerning the reasons for the
9 Applicant's request for a waiver of Part 710?

10 MR. FISHMAN: Yes, I would, your Honor.

11 JUDGE TEAGUE: Ms. Chang, does Staff have any
12 objection to this amendment?

13 MS. CHANG: Staff has no objection.

14 JUDGE TEAGUE: The motion is granted.

15 Q Mr. Goldberg, what hours would customers be
16 able to contact your customer complaint line?

17 A 24 hours.

18 Q Do you have a 1-800 number established
19 already?

20 A Yes, we do.

21 Q And I notice that you currently have 5
22 employees. Do you plan to increase the size in the

1 future and, if so, to about how many?

2 A We are steadily increasing staff between --
3 I would say I would expect to double our staff over
4 the next 24 months, 1 to 2 per quarter.

5 Q Okay. And does the Applicant plan to do
6 business under an assumed name or doing business as
7 name?

8 A No.

9 Q Has the Applicant had any complaints or
10 judgments levied against it in any other
11 jurisdiction?

12 A No.

13 Q It's my understanding that Applicant would
14 like to keep its books and records in New Jersey.
15 Will the Applicant notify the Commission if there's
16 a change in the location?

17 A Yes.

18 JUDGE TEAGUE: I have no further questions.

19 Mr. Fishman, do you have any other
20 questions?

21 MR. FISHMAN: No, I don't.

22 JUDGE TEAGUE: Ms Chang, does Staff have a

1 recommendation regarding this application?

2 MS. CHANG: Yes, your Honor.

3 Based on my review of the application
4 and all the exhibits, I have found that Telco
5 Experts, LLC, have adequate technical, management
6 and financial resources to operate as reseller of
7 local and interexchange services in Illinois.

8 JUDGE TEAGUE: Then the next order of business
9 would be to admit the Applicant's exhibits into the
10 record. These documents were previously filed on
11 the Commission's e-Docket system along with the
12 application.

13 Mr. Fishman, are you moving for the
14 admission of Exhibits A through H into evidence, as
15 they have been marked and filed on Commission's
16 e-Docket system?

17 MR. FISHMAN: Yes, I am, your Honor.

18 JUDGE TEAGUE: Okay. Ms. Chang, does Staff have
19 any objection to the admission of these exhibits?

20 MS. CHANG: Staff has no objection.

21 JUDGE TEAGUE: Then the motion is granted.

22 And Applicant's Exhibits A through H

1 are admitted into evidence.

2 (Applicant's Exhibits
3 A through H were
4 admitted in evidence.)

5 JUDGE TEAGUE: Mr. Fishman, do you have anything
6 else that you'd like to offer in support of the
7 application?

8 MR. FISHMAN: No, I don't, your Honor.

9 JUDGE TEAGUE: At this point I'll direct the
10 court reporter to mark this matter heard and taken,
11 provided we're going to get an e-mail from you with
12 the agent's name so we can have that for the Clerk's
13 Office, and then I'll have an order prepared for the
14 Commission's consideration for the earliest possible
15 time.

16 HEARD AND TAKEN

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