

## Attachment C

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**Proposed Personnel: Kevin O'Neil**

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**Proposed Position: President and Co-Founder Telmate, LLC**

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**Availability: Available immediately upon planned project commencement**

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### PROPOSED ROLES AND RESPONSIBILITIES

- Network connections including VOIP
- Complete JMS/RMS Integration
- Phone Installation Schedule and complete testing
- ATA / Switch Installation and testing
- Kiosk Implementation and testing
- Complete training of all staff

### RELEVANT CREDENTIALS

- Over 20 years of experience in the Public telephone industry
- 10 years of experience in inmate telephone systems
- Responsible for servicing some of the country's largest County inmate telephone systems
- Increased the number of inmate telephone accounts to over 100 in last 4 years
- Primary duties include designing voice and data communication systems and supervising their installation.
- Directed the sales efforts of a public telephone company that went from \$75,000 in revenues to \$20 million in revenues within 15 years
- Strong experience background that includes managing multiple communication companies directly out of College

### EXPERIENCE SUMMARY

#### **1999 – Present      President and Co-Founder- TELMATE, LLC**

An early pioneer of the Public Telephone Technology, Mr. Kevin O'Neil has played an instrumental role in the continuous growth, direction, and innovation of Pinnacle Public Services, LLC. Mr. O'Neil recognized a need for a specialized group of products and services that would provide locally based service, expert customer service, and digital call management solutions to the Correctional Industry. In 2006 with this experience, Mr. O'Neil founded Intelmate, LLC which developed a Web based Inmate Phone System. We are currently in 37 states. Mr. O'Neil has more than 17 years experience in the telecommunications industry with expertise in Sales, Marketing, Customer Service, Product Management, and Operations. Mr. O'Neil has also traveled and conducted business in most of North America.

#### **1997 -1999      Vice President of Product development for NSC Communications**

As an experienced telecom executive, Mr. O'Neil's role was to diversify and implement new products for over 30,000 customers. He devoted his knowledge of operator center management and technical support management daily to NSC. At NSC, Mr. O'Neil's responsibilities included overseeing our national ventures, customer profitability analyses, our wholesale division

(through resellers) and future directions of the company.

**1994 -1997 Vice President of Sales for Paytel Northwest, Inc.**

Mr. O'Neil played an instrumental role leading a sales team to continuous growth, direction, and innovation. Paytel Northwest, Inc. became the largest privately held Public Telephone Company in the Western Region. Accounts included; Safeway, QFC, Bartell Drug, Maverick Country Stores, Corporate Texaco, Jacksons Food Stores, Inc., the State of Washington, and the State of Idaho.

**RELEVANT INDUSTRY INVOLVEMENT**

- Board of Directors, Northwest Payphone Association

**RELEVANT EDUCATION**

- Ontario High School
- Boise State University, 1991 - 1994

**RELEVANT SPECIALIZED KNOWLEDGE**

- All aspects of inmate telephone industry and pay telephone industry
- Manages complete Bilingual Customer Service team consisting of 50 employees
- Expertise in dealing with difficult customer service issues and bringing about a positive resolution
- Innovating new product features and customer service techniques.

**RELEVANT PROJECTS**

- 2000 Public Telephones Installed
- 1000 Air/Water/Vac Vending Machines Installed
- 1000 Retail Prepaid Outlets
- 120 Correctional Facilities

## Attachment C



Richard Torgersrud  
234 Front St, Suite 200  
San Francisco, CA 94111

### Work experience

2000 – Present

#### **CEO and Co-Founder Telmate, LLC**

Telmate is one of the fastest growing and most successful inmate phone providers in the United States and Canada. We currently provide service in 22 states and 2 Canadian Provinces.

Co-developer of Telmate's ITS. Responsible for the development, maintenance and support of Tel- mate Inmate Telephone Solution, which includes facility installations and service, customer service and software development.

1995 – 2000

#### **COO, CTO & CFO Intera Communications / NSC Communications**

Intera Communications during my tenure grew from a small 3,000 payphones company to the largest payphone provider in the U.S with accounts in 50 states, with over 800 employees. Accounts included Walmart, Kmart, HomeDepot, Chevron, and many more. We were the primary subcontractor providing all service to the California Department of Corrections for inmate phone under MCI contract.

Roles included overseeing operations of all service centers in the US, financial reporting to Board of Directors and investors, due diligence related to acquisitions, integration of all acquisitions, overseeing IT department including integration of 135 acquired companies information system into a single centralized system.

1990 – 1995;

#### **Senior Auditor Pricewaterhousecoopers**

Financial audit group servicing IT focused companies in Silicon Valley.

### **Education**

University of California at Berkeley, Haas School of Business - BS Business Administration. Emphasis: accounting, finance, marketing and technology.

CPA – State of California. License # 77794