

## **Managerial Resources and Technical Qualifications**

### **Resumes of Officers**

Applicant's executive officers have been recruited from the parent company and its affiliates and are among its key managers. Together, Applicant's executive officers have several decades of experience in the telecommunication industry, including operations, interconnection, network, marketing, sales, finance, regulatory and legal issues.. The executive officers, consequently, have the managerial ability to operate the company and provide the services that Applicant proposes to provide within Illinois. The following paragraphs briefly describe the backgrounds of Applicant's executive officers.

#### **A. YNO GONZALEZ, PRESIDENT**

Yno Gonzalez is president of Southwestern Bell Communications Services, Inc. ("SBCS"). In this position, he is responsible for network operations for SBC long distance and manages the network operations partnership with WilTel Communications. He was appointed to this position on January 16, 2003.

Gonzalez, who began his career with Pacific Bell in 1980, has held various leadership positions in human resources, network engineering, network operations, and core process reengineering.

He previously held the title of VP-Network Operations over SBC long distance, SWB video services and SBC messaging. He became vice president-core network operations in Pacific Bell's Network Services Group in 1997. In this position, he was responsible for managing the Network Operations Centers in Sacramento and San Diego,

the Statewide and Electronic Systems Assistance Center (ESAC), and Radio Operations for Pacific Bell, as well as managing a team of 200 Technical Support Personnel. Gonzalez also was responsible for site management for 700 Pacific Bell Central Offices and Radio Sites.

Gonzalez is a member of the HACEMOS organization and the Mathematics, Engineering, Science Achievement (MESA) program of the University of California. Gonzalez graduated from the University of Southern California with a degree in electrical engineering. He completed the Advanced Technology Innovation program for executives at Carnegie Mellon University.

**B. WILLIAM H. MCCrackEN, COMPtROLLER**

Mr. McCracken is the Vice President – Chief Financial Office of SBCS. Mr. McCracken has 16 years of experience in the telecommunication industry. Specifically, Mr. McCracken has experience relating to finance, accounting, and marketing. Before joining SBCS, Mr. McCracken held positions within SBC's corporate financial planning, investor relations, regulatory accounting, and billing operations. Mr. McCracken earned a Bachelors degree in Marketing and a Master of Science degree in Business Computer Science from Texas A&M University. Mr. McCracken is licensed by the State of Texas as a certified public accountant.

**C. JOHN DI BENE, VICE PRESIDENT, GENERAL COUNSEL AND SECRETARY**

Mr. di Bene has more than twelve years' experience in telecommunications law. As Vice President and General Counsel of SBCS, his responsibilities include oversight of all state and federal regulatory filings, issuance of all authorized notices for meetings of the stockholders of the Board, and maintenance of corporate records. Before joining the

company, Mr. di Bene spent three years as Senior Counsel in SBC's antitrust and regulatory legal group, assisting with SBC's applications to provide long distance services and other issues before the Federal Communications Commission. Mr. di Bene also has represented Pacific Bell in proceedings before the California Public Utility Commission. Prior to representing Pacific Bell, he practiced with Blumenfeld & Cohen and Jenner & Block. Mr. di Bene received a Juris Doctor *cum laude* from Georgetown University Law Center in 1988, and a Bachelor of Arts *cum laude* from the University of Alaska, Fairbanks in 1985. He is a member of the California and District of Columbia Bar Associations.

**D. RICHARD T. SOLT, TREASURER**

Mr. Solt serves as Treasurer of SBCS and has extensive experience in financial positions in telecommunication companies. Prior to joining the company, Mr. Solt progressed through several financial positions with Ameritech. For Ameritech Advertising Services he served as Controller and as Manager Corporate Development-Corporate Planning. For Ameritech Consumer Services he served as Director of Cost and Financial Analysis. For Ameritech Corporate - Treasury Operations he served as Director of Working Capital. Mr. Solt is Executive Director of Corporate Finance (Capital Markets) for SBC Communications, Inc. Mr. Solt received a B.B.A. (Accounting) from the University of Michigan in 1979 and a M.S. (taxation) from Walsh College of Accountancy and Business Administration in 1985.

**E. LARRY RUZICKA, VICE PRESIDENT – TAXES**

Larry Ruzicka is the Vice President – Taxes for SBCS. He is responsible for the direction and coordination of tax policy, research and planning, compliance, accounting

and audits for all tax matters at SBC and its subsidiaries. Larry joined the SBC tax department in 1988 and has been extensively involved with merger and acquisition activity as well as other research and planning projects. Prior to joining SBC, Larry was with Touche Ross & Co. in St. Louis.

**F. THOMAS S. CLEMENS, ASSISTANT TREASURER**

Mr. Clemens is Assistant Treasurer of SBCS. After nine years experience in banking and the construction industry, Mr. Clemens joined SBC Communications Inc. as a Specialist - Cash Management in 1997. Since then, Mr. Clemens has progressed through positions of increasing responsibilities in cash management and benefit plan investment administration. Mr. Clemens was recently appointed Director - Corporate Finance for SBC Communications, Inc. Mr. Clemens has a BBA, Finance from the University of Texas, Austin.

**Other Relevant Information Concerning Managerial Capability**

The Applicant possesses the managerial qualifications to provide interexchange telecommunications service within the State of Illinois. Reporting directly to Yno Gonzalez, President of SBCS, are the following departments:

- Customer Care
- Network Engineering & Planning
- Affiliate Services
- Long Distance Service Center Strategy/Operations
- Billing Operations
- Network Operations
- Regulatory

- Business Assurance Management
- Employer Communications/Staff

Resumes of other key members of the Applicant's management team include:

**Diane J. Steiner** is Executive Director Customer Care. Ms. Steiner has twenty-two years of experience in the telecommunications industry including working for Pacific Bell Telephone Company and Telcordia. Her responsibilities have included: Strategic Planning, New Product Development, Product Marketing, Business Development and Alliance Management as well as a three year tour at Bell Communications Research where she had responsibilities for managing the shared network facilities contracts mandated by the Department of Justice as a result of divestiture. She has a Masters in Business Administration from Pepperdine University.

**Joe Carrisalez** is Executive Director - Regulatory. As Executive Director - Regulatory, he is responsible for regulatory compliance for SBCS. Mr. Carrisalez began his career with Pacific Bell Telephone Company as a long distance operator. Mr. Carrisalez progressed through a series of marketing and training positions until he joined the Regulatory staff as Regulatory Group Manager in 1991. Mr. Carrisalez progressed to Director Regulatory Services for the state of California. In 1999, Mr. Carrisalez was offered the opportunity to direct the Pacific Bell Hispanic Call Centers where he managed seven call centers with over 1,300 employees and exceeded revenue goals. Mr. Carrisalez was selected as SBCS Executive Director - Regulatory in August, 2000. Mr. Carrisalez attended St. Patrick's Seminary College in Los Altos Hills, California and received his degree from Ohlone College in Fremont.

**Jim Murphy** is Executive Director, New Product Development-Long Distance Voice. As Executive Director, New Product Development-Long Distance Voice, Mr. Murphy possesses a seasoned background of roughly sixteen years in the telecommunications industry. He earned his Masters in Business Administration and holds a Bachelor's Degree in Business. Mr. Murphy became part of the Applicant's team in October 2000. His current assignment/area of responsibility includes a full array of network and billing products and services. Mr. Murphy manages a staff of roughly 25 individuals who possess a broad array of backgrounds, education and experience in the telecommunications industry.

**Jim Croley** is the Executive Director-State Launch Program Management. He earned his Bachelor's Degree in Economics from UC Santa Barbara University in 1980. Mr. Croley has twenty-two years of experience in the telecommunications industry, the last six years of which have been working for Applicant. Mr. Croley's staff coordinates and oversees each state long distance implementation to ensure a smooth launch when Applicant becomes authorized to provision long distance services in each new state. His staff possesses experience which encompasses both project management and specialized administrative skills.

**Jeff Weber** is Vice President - Long Distance Marketing for SBCS. Mr. Weber has fourteen years experience in telecommunications. His current assignment with Applicant began approximately one year ago. Mr. Weber earned his Master's degree from Northwestern Kellogg Graduate School of Management with an emphasis in Marketing. His staff of about 60 subordinates possess a broad array of marketing backgrounds within the telecommunications industry.

### **Other Relevant Information Concerning Technical Capability**

Currently, the Applicant has a well-seasoned staff of engineers and technicians to serve its customer base. The Network Engineering and Planning department is responsible for planning the network for infrastructure, developing engineering guidelines, managing equipment placement and capacity, providing detailed engineering, and developing implementation plans with operations. Mr. T.R. Chandrasekar who heads this department as Executive Director has been in the long distance telecommunications industry for over eleven years. He has his masters in electrical engineering and an MBA. The average experience in his group is over five years in long distance. His team has managed the networks for Ameritech Communications, Inc. and Pacific Bell.

Network Operations is managed by about forty managers. This group is responsible for all line operations in assuring the execution of order administration (billing and data integrity) and provisioning of all frame relay, ATM, private line, and dedicated voice access services. Network Operations also assists the maintenance teams. John Cashin is the Area Manager, Network Operations. He has over ten years direct experience in operating, maintaining, and repairing various complex electrical and electronic systems. Prior to joining Applicant in February, 2000, Mr. Cashin had management experience with Western Wireless Corporation in Customer Care. Since joining the company, Mr. Cashin has held positions as Customer Service Supervisor, Manager Customer Care, and has served as Area Manager, Network Operations for about a year. He hold a Bachelor's of Science degree in business from the University of the State of New York, Albany.