

**Before the**  
**FEDERAL COMMUNICATIONS COMMISSION**  
**Washington, D.C. 20554**

In the Matter of Quality Voice & Data Inc.	)	
	)	WC Docket No. 20- _____
For Authorization to Obtain Numbering	)	
Resources Pursuant to Section 52.15(g) of	)	
The Commission's Rules	)	

**APPLICATION OF QUALITY VOICE & DATA INC.**  
**FOR AUTHORIZATION TO OBTAIN NUMBERING RESOURCES**

Quality Voice & Data Inc. (“Quality Voice” or “Company”), pursuant to Section 52.15(g)(3)(i) of the Commission’s Rules, respectfully requests authorization to obtain numbering as described below.

Under the Commission's *Numbering Order*,<sup>1</sup> an interconnected VoIP provider may obtain numbering resources from the Numbering Administrator upon a showing that it is authorized to provide service in the area for which the numbering resources are requested. Such authorization may be obtained upon an application to the Commission containing the information detailed in Section 52.15 (g)(3)(i)(A)-(G) of the Commission’s Rules. Quality Voice hereby requests the Commission grant it that authorization. In support of this application, Quality Voice provides the following information:

**I. INFORMATION REQUIRED BY SECTION 52.15(g)(3)(i)**

**A. § 52.15(g)(3)(i)(A)**

Name: Quality Voice & Data Inc.  
Address: 102 Grant Street  
City: Aurora  
State: NE  
ZIP Code: 68818  
Telephone: 888-656-5111  
Website: [www.qualityvoicedata.com](http://www.qualityvoicedata.com)

Contact for Regulatory Requirements, Compliance, 911 and Law Enforcement:

Name: Dean Garfinkel, President  
Address: 102 Grant Street  
City: Aurora  
State: NE

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<sup>1</sup> *Numbering Policies for Modern Communications*, FCC 15-70 (rel. June 22, 2015).

ZIP Code: 68818  
Telephone: (516) 656-5115  
Facsimile: 888-656-5111  
E-mail: [dean.garfinkel@qualitycontactsolutions.com](mailto:dean.garfinkel@qualitycontactsolutions.com)

B. § 52.15(g)(3)(i)(B)

Quality Voice hereby acknowledges that authorization to obtain numbering resources under Section 52.15(g) of the Commission's Rules is subject to compliance with applicable Commission numbering rules as well as to the numbering authority delegated to the states. The Company hereby also acknowledges that this authorization is subject to compliance with industry guidelines and practices regarding numbering, as applicable to telecommunications carriers. The numbering resources that are the subject of this Application will be used to provide interconnected VoIP services initially in Florida, however the Company anticipates that it will provide interconnected VoIP service nationwide, and accordingly, will request numbers from the other states in turn after its initial request in Florida. Accordingly, to the extent required, Quality Voice requests the Commission grant it authority to obtain numbering resources in all states.

C. § 52.15(g)(3)(i)(C)

Quality Voice acknowledges that it must file requests for numbers with the relevant state commission(s) at least 30 days before requesting numbers from the Numbering Administrators.

D. § 52.15(g)(3)(i)(D)

Quality Voice hereby sets forth its capability to provide service within 60 days of the numbering resources activation date. Quality Voice has an agreement in place with a nationally recognized carrier partner, which has interconnection agreements in effect with all relevant incumbent local exchange carriers, in order to route traffic. A copy of this agreement is attached as ***Exhibit A*** to this application.

Quality Voice respectfully requests this agreement be accorded confidential treatment, pursuant to §0.459

of the Commission's rules.<sup>2</sup> As **Exhibit B**, Quality Voice provides a current interconnection agreement between its carrier partner and an incumbent local exchange carrier ("ILEC").

In addition, the Company has developed an integrated back office support system with the ability to schedule and process LNP orders from customers, and has staff experienced in handling Local Number Portability between itself and other carriers and interconnected VoIP providers.

E. § 52.15(g)(3)(i)(E)

Quality Voice hereby certifies that it will comply with its Universal Service Fund contribution obligations under 47 CFR part 54, subpart H, its Telecommunications Relay Service contribution obligations under 47 CFR § 64.604(c)(5)(iii), its North American Numbering Plan and Local Number Portability Administration contribution obligations under 47 CFR §§ 52.17 and 52.32, its obligations to pay regulatory fees under 47 CFR § 1.1154, and its 911 obligations under 47 CFR part 9.<sup>3</sup>

F. § 52.15(g)(3)(i)(F)

The Company certifies that it has the financial, managerial, and technical expertise to provide reliable service. It is financially stable, led by a strong, experienced management team with substantial managerial experience in the telecommunications industry, and has sufficient technical expertise and infrastructure in place to provide reliable service.

Quality Voice's key management and technical personnel are listed below, and more information concerning the managerial and team is included in **Exhibit C**. None of the identified personnel are being or have been investigated by the Commission or any law enforcement or regulatory agency for failure to comply with any law, rule, or order.

G. § 52.15(g)(3)(i)(G)

Quality Voice hereby certifies that no party to this application is subject to a denial of Federal benefits pursuant to Section 5301 of the Anti-Drug Abuse Act of 1988, 21 U.S.C. § 862.

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<sup>2</sup> 47 C.F.R. § 0.459. The agreement contains trade secret information that is not publicly available, the disclosure of which would cause economic harm to Quality Voice.

<sup>3</sup> Quality Voice's 499 Filer ID is 863267.

**II. ACKNOWLEDGEMENT OF CONDITIONS IN SECTION 52.15(g)(3)(iv)**

As required by Section 52.15(g)(3)(iv), Quality Voice will maintain the accuracy of all contact information and certifications in this application, and will file a correction with the Commission and each applicable state within 30 days of any changes. Quality Voice will also furnish accurate regulatory and numbering contact information to each state commission when requesting numbers in that state.

**III. CONCLUSION**

Pursuant to Section 52.15(g)(3)(i) of the Commission's Rules, Quality Voice & Data Inc. respectfully requests the Commission grant this application for authorization to obtain numbering resources.

Respectfully submitted,

**QUALITY VOICE & DATA INC.**



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E-mail: [kmarshall@potomacclaw.com](mailto:kmarshall@potomacclaw.com)

Date: February 6, 2020

**Exhibit A**  
**Agreement with Underlying CLEC**

**Confidential and Proprietary – Filed Under Seal**  
**Pursuant to 47 C.F.R. §0.459**

**REDACTED**

## **Exhibit B**

### **Interconnection Agreements**

**Confidential and Proprietary – Filed Under Seal**

**Pursuant to 47 C.F.R. §0.459**

**REDACTED**

## **Exhibit C**

### **Managerial Information**

Quality Voice's key management and technical personnel are listed below. None of the identified personnel are being or have been investigated by the Commission or any law enforcement or regulatory agency for failure to comply with any law, rule, or order.

#### **DEAN GARFINKEL**

Dean Garfinkel is the President of Quality Voice & Data Inc. Well-known within the telecommunications and teleservices industries, Garfinkel has more than 30 years' experience in a wide range of technologies, including TDM, SS7, IP, WIFI and Wireless, and specializes in value-added solution development. Garfinkel invented TeleBlock®, a patented call routing system, which has become a national telecom standard and is sold by telecom giants like AT&T, Verizon, CenturyLink and Windstream. In 2017, he also developed a patented text solution for businesses called TextBetter™. He is a leading expert on telecommunications, Caller ID and Do Not Call compliance, and is a regular speaker within the industry circuit.

Past member of the National Board of Directors and Treasurer of the Professional Association for Customer Engagement. He was instrumental in developing and implementing the Self-Regulatory Organization (SRO), which has been credited by the Federal Trade Commission as a positive step in the teleservices industry.

#### **KELSEY OLSEN**

Kelsey Olsen is Director of Enhanced Telecom Services for Quality Voice & Data. Kelsey is responsible for leading a cross-functional team including sales, client services and customer support for various telecom solutions, including local Caller ID, TextDesk and TextBetter. Prior to joining Quality Voice & Data, Kelsey spent over 8 years working for a large inbound & outbound call center in various roles including human resources, technical support, reporting and data management. Under Kelsey's direction, the QVD team has experienced double digit growth on an annual basis for the last 5 years. Kelsey is currently leading an effort to expand into providing local phone numbers and TextDesk solutions for the credit and collections call center space.

#### **RICH HAMILTON**

Rich Hamilton is the Director of Marketing & Product Development for Quality Voice & Data. As Director of Marketing, Rich is the creative powerhouse behind executing on a wide spectrum of marketing initiatives for the organization. He also works tirelessly to bring new products to the teleservices and call center market. In addition, Rich is a telemarketing compliance guru with a Customer Engagement Compliance Professional (CECP) certification to back it up. Prior to joining Quality Voice

& Data, Rich spent 9+ years working in and managing a variety of small and large call centers. Rich has a B.S. in Business Management with an emphasis in Marketing Management.

#### CHERYL CONNER

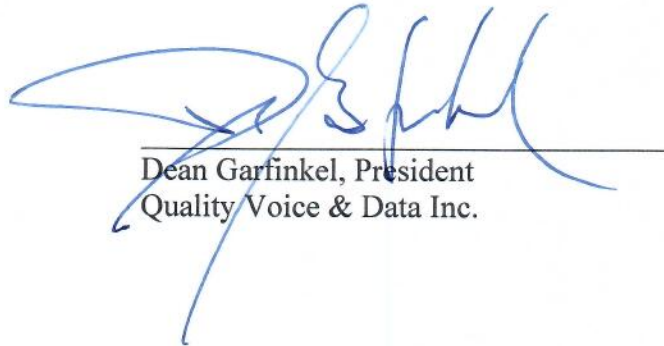
Cheryl Conner is Client Service Analyst for Quality Voice & Data. Cheryl is responsible for customer service, order provisioning and Caller ID inventory management. Prior to joining Quality Voice & Data, Cheryl worked in higher education in various roles including office manager and assistant to the Dean. In her role, Cheryl is one of the key people delivering on the promise “numbers within 15 minutes or less”.



### DECLARATION

Dean Garfinkel, under penalty of perjury deposes and states as follows:

1. My name is Dean Garfinkel. I am a Managing Member of Quality Voice & Data Inc.
2. I have reviewed the information set forth in the Company's Application to Obtain Numbering Resources to which this declaration is attached.
3. The statements set forth in Quality Voice's Application are true and correct to the best of my knowledge, information and belief.



Dean Garfinkel, President  
Quality Voice & Data Inc.

Dated: February 5, 2020