

**FILED WITH
Executive Secretary**

January 22, 2014

IOWA UTILITIES BOARD

AIRESPRING, INC.

DIRECT TESTIMONY

OF

THOMAS J. G. ELTRINGHAM

**State of Iowa
Department of Commerce - Utilities Board
Docket No. FCU-2012-0019
January 9, 2014**

1 **Q: Please state your name.**

2 A: Thomas J. G. Eltringham.

3 **Q: Where are you employed?**

4 A: Airespring, Inc.

5 **Q: For how many years?**

6 A: Nine years, nine months.

7 **Q: What is your job title?**

8 A: VP Quality Assurance.

9 **Q: What does your job entail?**

10 A: Oversight and correction of all operations and technical sections of the organization,
11 and specifically oversight of all company training.

12 **Q: Please describe your background in the telecommunications industry.**

13 A: I have been in telecommunications since 1990. My previous company, I was there
14 for eight years as a working owner in a telecommunications company that resold
15 switched long distance.

16 **Q: Please describe the services that Airespring provides.**

17 A: Airespring provides a broad range of telecommunications services, excluding
18 wireless. We resell long distance and local services and data services. We provide
19 long distance and local services on our own network, and we provide termination
20 services to other carriers.

21 **Q: Are you aware that the Rehabilitation Center of Allison filed a complaint with**
22 **the Iowa Utilities Board regarding the failure of call and faxes, including calls**

1 **and faxes from the Waverly Health Center and the Shell Rock Clinic, to**
2 **complete to the Rehabilitation Center of Allison?**

3 A: Yes.

4 **Q: Would you accept my word that the complaint was filed on September 24,**
5 **2012?**

6 A: Yes.

7 **Q: Are you familiar with the databases or records at Airespring that contain**
8 **Airespring's customer contracts?**

9 A: Yes.

10 **Q: Are you familiar with the databases or records at Airespring that keep track of**
11 **the circuits used by Airespring?**

12 A: Yes

13 **Q: Has the Rehabilitation Center of Allison ever been an Airespring customer for**
14 **local, long distance or facsimile telecommunications services?**

15 A: No.

16 **Q: Has the Rehabilitation Center of Allison ever been an Airespring customer for**
17 **anything?**

18 A: No.

19 **Q: Has the Shell Rock Clinic ever been an Airespring customer for local, long**
20 **distance or facsimile telecommunications services?**

21 A: No.

22 **Q: Has the Shell Rock Clinic ever been an Airespring customer for anything?**

23 A: No.

1 **Q: Has the Waverly Health Center ever been an Airespring customer?**

2 A: Yes.

3 **Q: What services has Airespring provided to the Waverly Health Center?**

4 A: Starting in February 19, 2010 Airespring provided a resold private line between the
5 Waverly Health Center at 312 Ninth Street SW, Waverly, Iowa and the Nashua Clinic
6 AT 80 Amherst Blvd, Nashua, Iowa. Airespring is reselling a Qwest, now merged
7 into CenturyLink, private line for this service.

8 **Q: What is a private line service?**

9 A: It is a secure dedicated line going between two locations. The customer transmits
10 whatever he wants to over that line. Airespring has no access to what is being
11 transmitted, and Airespring is not providing voice services.

12 **Q: Did Airespring ever provide any local, long distance or facsimile services to
13 the Waverly Health Center as part of or in conjunction with the private line
14 service?**

15 A: No.

16 **Q: Other than the private line service, has Airespring ever supplied any other
17 service to the Waverly Health Center?**

18 A: Yes. Since March 2010 Airespring has continuously been supplying direct Internet
19 access service to the Waverly Health Center.

20 **Q: Please describe the Direct Internet Access service that Airespring is providing
21 to the Waverly Health Center.**

22 A: The Waverly Health Center has a dedicated line from their facility at 312 9th St. SW,
23 Waverly, Iowa that allows them to access the public Internet. Airespring is not their

1 ISP. Airespring just provides the physical line. Although it would be possible for
2 Waverly Health Center to place VoIP calls over this data line without Airespring's
3 knowledge, the original contract between Waverly Health Center and Airespring
4 states that the Waverly Health Center will not use the service for VoIP calls. Further,
5 our current contract adds that VoIP calls are not supported on the Direct Internet
6 Access service the customer is purchasing from AireSpring.

7 **Q: Other than the private line service and the direct Internet access service, has**
8 **Airespring ever provided any other services to the Waverly Health Center?**

9 A: No.

10 **Q: Has Airespring ever provided any voice services to the Waverly Health**
11 **Center?**

12 A: No.

13 **Q: Has Airespring ever been the long distance provider for the Waverly Health**
14 **Center?**

15 A: No.

16 **Q: Has Airespring ever been the long distance provider for the Iowa**
17 **Communications Network?**

18 A: No.

19 **Q: Is there anything you would like to add?**

20 A: Not at this time.

21 **Q: Does that conclude your testimony?**

22 A: Yes.

STATE OF CALIFORNIA)
) ss.
COUNTY OF LOS ANGELES)

I, Thomas J. G. Eltringham, being first duly sworn on oath, depose and state that I am familiar with the contents of the foregoing testimony and that the foregoing testimony is true and correct to the best of my knowledge and belief.

/s/ Thomas J. G. Eltringham
Thomas J. G. Eltringham

Subscribed and sworn to before me this 9th day of January, 2014.

/s/ K. Linehan
Notary Public

My Commission expires: October 25, 2016