

IOWA NETWORK SERVICES, INC.

**FCU-2012-0019
FILED WITH
Executive Secretary
January 22, 2014
IOWA UTILITIES BOARD**

DIRECT TESTIMONY

OF

**FRANK HILTON
on Behalf of
Iowa Network Services, Inc.**

In Re Rehabilitation Center of Allison, Iowa

Docket No. FCU-2012-0019

January 22, 2014

**PREPARED DIRECT TESTIMONY
OF
FRANK HILTON**

1 **Q. Please state your name and business address.**

2 A. Frank Hilton, 4201 Corporate Drive, West Des Moines, Iowa 50266-5906.

3 **Q. By whom are you employed and how long have you been employed by said entity?**

4 A. I am employed by Iowa Network Services, Inc. ("INS"). I have been employed by INS
5 since 1998.

6 **Q. What is your present position with INS?**

7 A. Vice President Information Management.

8 **Q. What are your current job responsibilities at INS?**

9 A. The primary role of the Vice President-Information Technology is to drive an effective
10 culture of technology throughout INS in a manner that improves productivity, customer
11 relationships, connectivity and competitive advantage. Some of my specific
12 responsibilities include:

- 13 • Work with the Leadership team to drive IT initiatives.
- 14 • Provide the Executive group with strategic IT recommendations.
- 15 • Develop and implement a comprehensive, collaborative and effective information
16 services strategy.
- 17 • Ensure a strong IT platform that provides benefits to all stakeholders and has a
18 very positive impact on INS's operating performance.
- 19 • Ensure INS is leveraging the latest in technological innovation that provide value
20 to both customers and employees.

- 1 • Ensure technology is effectively implement and utilized across the company by
- 2 internally selling new opportunities.
- 3 • Predict and qualify emerging technologies to secure company's prevalence in the
- 4 telecom industry.
- 5 • Be the recognizable leader within the company's technical team.

6 **Q. Please describe your professional background and qualifications.**

7 A. I have been in IT since 1974 and worked in the telecommunications industry since 1996.
8 I have a BS in business administration from Upper Iowa University. I helped design
9 INS's call record recording database and I am qualified to perform research on the
10 database. I do not have any current certifications.

11 **Q. Please describe INS, its operations, and the functions it serves.**

12 A. In 1988, 127 Independent Telecommunications Companies in Iowa came together to
13 form Iowa Network Services (INS) to provide "centralized equal access" services
14 throughout the state. From this centralized solution, local telephone companies are able
15 to connect their communities to long distance carriers, giving rural Iowans access to
16 affordable long distance. Today, Iowa Network Services is an end-to-end
17 communications technology solutions provider.

18 **Q. Are you familiar with the Complaint that was filed in this Docket by the**
19 **Rehabilitation Center of Allison, Iowa?**

20 A. Yes.

21 **Q. Have you had an opportunity to review the Prepared Direct Testimony of the**
22 **witnesses who submitted testimony on behalf of the Office of Consumer Advocate**
23 **and CenturyLink?**

1 A. Yes

2 **Q. From that testimony and your review of the original complaint, what is your**
3 **understanding of the issues raised in this case?**

4 A. I understand that the issues relate in part to the failure of calls and faxes to complete,
5 including calls and faxes from the Waverly Health Center and the Shell Rock Clinic to
6 the Rehabilitation Center of Allison?

7 **Q. In the Direct Testimony of OCA witness Jerry Tiedt filed on October 30, 2013, he**
8 **indicates that CenturyLink is the presubscribed long distance carrier for both the**
9 **Shell Rock Clinic and the Waverly Health Center. He also indicates that**
10 **CenturyLink is the local telephone carrier for the Waverly Health Center and**
11 **Butler Bremer Communications is the local telephone carrier for the Shell Rock**
12 **Clinic. Finally, in the complaint that was filed with the IUB, the Rehabilitation**
13 **Center of Allison identifies its local exchange carrier as Dumont Telephone Co. Can**
14 **you describe INS' relationship to these identified telecommunications providers?**

15 A. As the CEA provider for Dumont Telephone Co. and Butler Bremer Communications,
16 INS is their authorized toll tandem. This means that traditional long distance traffic
17 should pass through INS's tandem as it originates from or terminates to companies with
18 INS's CEA service. CenturyLink has network connections with INS for the exchange of
19 both transit and toll traffic.

20 **Q. Can you describe INS' role in the process of completing calls between the**
21 **Rehabilitation Center of Allison and either the Shell Rock Clinic or the Waverly**
22 **Health Center?**

1 A. As the CEA provider for Dumont Telephone Co. and Butler Bremer Communications,
2 INS is their authorized toll tandem. This means that traditional long distance traffic
3 should pass through INS's tandem as it originates from or terminates to companies with
4 INS's CEA service. As part of this service, INS records all of these calls in our call
5 record database.

6 **Q. The Order Setting a Partial Scheduling Order directed INS to address the testimony**
7 **filed by the OCA and CenturyLink. Does INS have any issues or concerns with the**
8 **prepared Direct Testimony of either party?**

9 A. No.

10 **Q. The Order Setting Partial Scheduling Order also directed INS to explain what it has**
11 **done to investigate and correct the call completion problems that are the subject of**
12 **this complaint. Can you describe what INS has done in this regard?**

13 A. INS investigated the calls in question and provided our findings to the OCA. In the case
14 of Dumont it was determined that some of the CenturyLink originated calls never made it
15 to INS's network. All calls reaching the INS network were processed appropriately.

16 **Q. Has INS taken any actions outside of this Docket to either address or monitor call**
17 **completion issues? If so, please explain.**

18 A. INS is generally aware of the issue. INS is not a party to any other dockets; however, if
19 requested we are willing to try and research any concerns that arise and make sure there
20 is no issue with the INS equipment. To my knowledge there have been no problems
21 attributed to INS.

22 **Q. Does this conclude your testimony?**

23 | A. Yes.

STATE OF IOWA)
) ss.
COUNTY OF POLK)

I, Frank Hilton, 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/ Frank Hilton
Frank Hilton

Subscribed and sworn to before me this 21st day of January, 2014.

/s/Cindy L. White
Notary Public

My Commission expires: 02/08/16