

Moreau Schedule A

MAXINE L. MOREAU

PROFESSIONAL EXPERIENCE

CenturyTel, Inc. - Monroe, LA

9/03 – Present

CenturyTel is a leading provider of a full array of communications services primarily to rural areas and small to mid-size cities in 26 states. The company, headquartered in Monroe, Louisiana, is publicly traded on the New York Stock Exchange under the symbol CTL, and is included in the S&P 500 Index.

Vice President – Operations

01/06 – Present

- Direct report to President and COO
- Responsible for network operations, provisioning, and repair policies, procedures, and operations.
- Responsible for oversight of trouble resolution, service dispatch, network surveillance center operations, assignment of facilities and tasks, programming, access services and circuit provisioning
- Responsible for operational excellence group
- Responsible for IT business support

Vice President – Lightcore & Operational Excellence

02/05 – 01/06

- P & L responsibility for Lightcore, a wholly owned subsidiary of CenturyTel, providing wholesale and retail fiber transport services
- Responsible for sales, marketing, sales engineering, finance, billing, IT and provisioning for Lightcore.

Vice President – Operational Excellence

9/03 – Present

- September 2003 - Hired as executive business lead to take over \$200M+ billing conversion project. Renegotiated vendor agreement, finalized software requirements, developed business readiness and acceptance processes, developed new project plan including new PMO office and implemented project communications plan. Conversion project completed in October of 2004 with over 2.4M customers on the new billing platform.
- December 2003 - assumed responsibilities for Quality Assurance group responsible for improved software quality. Implemented user acceptance testing process in company.
- March 2004 - assumed responsibilities for Operational Excellence Organization responsible for overall project management of key strategic initiatives including DSL Growth Plan, Unified Approach, Work Force Management System, E911, Wireless Deployment, Direct Broadcast Satellite Deployment and Order Quality/Service Delivery. This area focuses on major cross-functional initiatives driving growth, operational efficiencies and overall process improvement.
- April 2004 - assumed responsibilities for executive management of Credit and Collections Call Center group responsible for bad debt and AR

Ionex Telecommunications, Inc. - Dallas, TX

7/02 – 4/03

Privately held Competitive Local Exchange Carrier (CLEC) headquartered in Dallas, Texas with annual revenues of \$100M and operations in Texas, Oklahoma, Missouri and Kansas. Ionex was merged with Birch Telecom in March 2003 creating one of the largest CLECs serving the southwestern United States.

Chief Sales & Services Officer (on consulting basis)

7/02 – 04/03

- Direct report to CEO
- Retained by Investor Group (AEA, Gilbert Global, Veronis Suhler and Texas Growth Fund) as part of executive management team to turn around operating and financial performance of company and pursue strategic combinations to create a financially stronger regional based CLEC. Responsible for over 450 employees in direct/indirect sales and customer operations. Direct sales consisted of 21 branches, 3 regions, in 4 states. Indirect sales consisted of agent sales, telesales and in-bound sales. Customer operations included customer service and provisioning.

- Launched a comprehensive portfolio of integrated access, data, and T-1 facilities-based products targeting small and medium businesses in 5 months. Expanded sale of high margin facilities-based products and expanded sales agent program.
- Reduced provisioning intervals for UNE-P services by over 75% while increasing throughput of operations. Developed and implemented service delivery processes and procedures for new facility based product portfolio.
- Consolidated multiple customer operations facilities in SD, KS and TX into single customer care center and provisioning centers. Extensive use of Siebel Systems for order flow and customer service.
- Developed sales compensation program to support facilities-based company focus. Implemented sales recognition programs.

Broadwing Communications, Inc. - Austin, TX

07/96-07/02

A wholly owned subsidiary of Broadwing, Inc. (formerly Cincinnati Bell) as a result of the merger of Cincinnati Bell and IXC Communications in 11/99. Broadwing is a diversified telecommunications services company headquartered in Cincinnati, Ohio and traded on the New York Stock Exchange (BRW). It is an industry leader as the world's first intelligent, all-optical, switched network provider and offers businesses nationwide data, voice and internet solutions on its 18,500 mile optical network. Consolidated revenue for Broadwing, Inc. was \$2.35 billion in 2001 with Broadwing Communications division reporting \$1.19 billion.

Chief Services Officer

11/99 – 7/02

- Direct report to President and COO
- Responsible for executive management of Customer Care, Ordering & Billing and Provisioning operational groups (annual SG&A budget \$40M) supporting all sales business units (carrier, major accounts, business markets, consumer/small business).
- Assumed P&L responsibility for profitable \$80M Consumer/Small Business Unit.
- Successfully transformed engineering/network focused provisioning organization into customer focused, field driven organization responsible for implementing Industry's First Service Delivery Guarantee for customers. Delivery intervals improved by over 50% for two consecutive years, improved customer on-time delivery and increased throughput year over year.
- Consolidated five customer service centers to reduce operating costs by more than 25% while improving call center performance metrics. Implemented call center IVR/CTI technology (Genesis, Onyx, NICE).
- Reduced overall billing expenses by 30% through contract negotiations, improved vendor management, and billing efficiencies. Improved billing accuracy and timeliness year over year.
- Developed company's overall Customer Satisfaction & Commitment Program to increase customer satisfaction, retention and loyalty. Program included strategy, structure and culture changes with measured ROI for focused areas of the business.

Vice President – Billing Operations (IXC Communications, Inc.)

01/99-11/99

- Responsible for eight billing systems supporting all business units/products of company
- Led team to identify and select company's convergent billing platform (Arbor - Kenan Systems)
- Responsible for conversion of legacy billing environment onto new convergent billing platform.
- Executive responsible for overseeing wind-down of \$70M+ IT out-sourced project with over 100 consultants due to merger with Cincinnati Bell.
- Led merger/integration team responsible for integrating IXC and Cincinnati Bell groups/systems responsible for ordering, billing, provisioning and customer care. Merger was completed and new company launched in 108 days.

Vice President – Customer Care (IXC Communications, Inc.)

07/96-01/99

- Extensive experience in building back-office operational units from start-up to achieving operational excellence during rapid growth environment. Company grew from 250 employees in 1996 to over 2,000 in 1999.

- Built back-office responsible for customer service, billing operations and switch provisioning for IXC Communications, Inc.
- Responsible for call center out-source vendor selection, contract negotiations and ongoing performance management.
- Assumed responsibility for post-sales support account management team handling carrier accounts including AT&T, MCI, WorldCom, Global Crossing and Excel.

CenturyTel - Monroe, LA

06/83-07/96

Line of Business Manager – Long Distance Division

6/95-7/96

- Responsible for management of sales, marketing, customer service, network operations groups of long distance subsidiary.
- Successfully developed and implemented business plans to deploy long distance services in 14 states in 6 months.
- Interfaced directly with senior management team on strategic plans for long distance division.

Director – Industry Relations

5/89-6/95

- Responsible for negotiating all contracts with local exchange carriers, IXC's, OSP's, cellular, utility and cable companies.
- Responsible for all compensation and settlement arrangements between CenturyTel and other connecting companies.
- Negotiated all billing and collections contracts with AT&T for 6 years totaling over \$70M.

Senior Regulatory Analyst

12/88 – 5/89

- Provided financial support for tariffing and rate case activities.
- Group responsible for all federal and state regulatory matters for 34 operating telephone companies in 16 states.
- Developed plans for cellular subsidiary to deploy statewide Type II interconnection with Ameritech in Michigan.
- Maintained all company federal radio licenses such as point-to-point microwave and public land mobile.

Various Positions in Management Information Systems (MIS)

6/83 – 12/88

- Managed MIS personnel responsible for carrier access billing to IXC's and the recording, rating, message processing and billing of telecommunications messages.
- Headed Total Quality Assurance Team to ensure accuracy and timeliness of rating and billing processes.
- Extensive project management and application development expertise including analysis, design, coding, testing, training and implementation of systems.

BBA, University of Louisiana at Monroe, 1983, Summa Cum Laude

SPECIAL AWARDS/INDUSTRY ASSOCIATIONS

Advisory Board of Director – OSS Com

1991 Industry Ovations Winner for Customer Service

1990 Austin Business Woman of the Year Semi-Finalist