

DAVID J. CHAPLAIN

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QUALIFICATIONS

Independent Consultant Herndon, Virginia

March '04-Present

Management consulting, strategic business development, network and IT service and technology planning and development.

- Engaged with Sprint Nextel since June, 2005, in complete online charging platform life cycle: developed technology feasibility proposals; RFTP & RFP for managed services; technology and services contract team lead for multiple SCP and online charging vendors; network solution architect and technical liaison for next generation prepaid online charging and billing systems convergence for postpaid and prepaid services, including impact analysis, design, development, testing, delivery, product trials and launch for multiple wireless network technologies; and IMS team liaison for 3GPP2 based online charging.
- Management consulting for mergers and startup technology companies in developing business opportunities, strategic plans, bid proposals and technology selections for billing, network, and B/OSS systems.
- Worked with CIO of professional services companies Megasoft, Fairfax, VA, and Advanced Technology Group, Overland Park, KS, in creating proposals for wireline and wireless staff augmentation.
- Worked with CEO and other team members of technology product company Xius in creating proposals for network signaling convergence and prepaid roaming services for wireless carriers.
- Worked with a startup company in bid proposals for wireless licenses and wireline infrastructure contracts for the newly formed government in Liberia, Africa.
- Advisory role to principals at startup companies seeking Homeland Security and Metro Wi-Fi wireless infrastructure contracts.

Chief Technology Officer Bonsai Networks, Herndon, Virginia

October '01 – March '04

Strategic technology analysis, planning, development, evaluation and selection for enterprise, local government and commercial broadband wireless applications for start-up 4G WiFi software products & services company.

- Product definition and requirements to support specific needs of targeted market segments for 4G broadband wireless; e.g., wireless common carriers, hotspot infrastructure owners, enterprise networks and government segments in the areas of wireless Access Technology, Server Technology, Security, Billing, Roaming, Prepaid, Customer Care and Network Management applications.
- Successfully performed resource planning and managed budget for product design and time-to-market delivery goals.
- Successfully introduced a 4G WiFi access and network management, prepaid real-time billing, and postpaid billing mediation software solution that allows WiFi network operators to “plug in” and leverage existing cellular TAP and CIBER billing and roaming management systems.
- Created the first product to successfully demonstrate full 4G WiFi / Cellular integration by managing WiFi account creation for postpaid and prepaid cellular subscribers, billing for prepaid credits, real time billing for prepaid usage, postpaid CDR creation and roaming partner data collection, and Cellular roaming billing integration with CIBER for clearing and billing of WiFi usage using existing Cellular systems at CTIA in March of 2002.
- Successfully integrated the Bonsai software solution with the Sun Microsystems SunOne platform and became their first WiFi systems solutions OEM partner.
- Product exceeded expectations in trials with Alcatel, Motorola, Batelco (India), China Telecom, CIBERNET and iPass.
- Bonsai Networks was purchased by XY-Mobile Technologies in February of 2004 – I parted with the company after a planned transition period, and continued to provide advisory and consulting services to senior executives from company group members XY-Mobile, Megasoft and Xius.

DAVID J. CHAPLAIN

Vice President of Product Management & Technology Development TeleCorp PCS, Arlington, Virginia

April '98 – January '01

Original senior management team member for start-up to IPO to U.S. Top 10 PCS 1900 wireless carrier with access to 31M pops in 14 states and Puerto Rico offering service branded "SunCom , Member of the AT&T Wireless Network" – responsibilities included initial business and organization planning, budgeting, staffing, voice, messaging & data service design and implementation, vendor evaluation and selection, inter-system service transparency and roaming agreements, extended and local calling area analysis and definition, handset evaluation, data configuration and accessories, and all other network based products and services, as well as other advisory roles provided to senior management and intra-company teams.

- Participated in all areas of senior management decision making process while working most closely with regional market general managers, their sales and network organizations, and with the central organizations for marketing, engineering & operations, information technology, financial operations, training and customer care.
- Created an organization structure, function, budget and staffing for the product management and technology development teams – provided additional guidance for the structure, function, budget and staffing for the engineering & operations, marketing, revenue assurance, and the information technology functions for voice and data corporate networks, vendor management, network service billing and provisioning, and on-net and off-net roaming service bill clearing and provisioning.
- Presented initial service alternatives to executive management and gained consensus for a product development plan that included fifty (50) approved products and services which provided the platform for the company's launch and 1998 through 2001 service objectives – business case analyses were developed for additional products and services as competitive service offerings and new technology initiatives continued to develop.
- Hired 1st employee within this area of responsibility in June of 1998 – delivered on all product development plan objectives for the successful launch of in-roaming services in November of 1998, and for the successful 1st full market launch in New Orleans in February of 1999.
- Directed 3rd party service and platform vendor evaluations, selection and contract negotiations for multi-year equipment, software and service level agreements for voice mail, prepaid wireless, wireless office, handset insurance, roadside assistance, national directory assistance with call completion, messaging, roaming, and wireless data services.
- Directed roaming partnership agreements with AT&T Wireless Services which resulted in nearly 100% of national roaming coverage for the TeleCorp "SunCom" brand customers at 1st market launch, and substantial in-roaming revenue generation prior to the 1st home customer market launch.
- Created a class of service matrix that provided service descriptions and options to Marketing for the creation of rate plans, provided detailed requirements to Information Technology for the activation and provisioning of all network services, and provided requirements to Engineering & Operations for local and roaming market call routing.
- Planned and implemented multi-lingual switch, prepaid, voice mail, directory assistance call completion, and voice activated voice mail navigation services to account for the Spanish speaking majority in Puerto Rico.
- Ensured the quality of all marketing, training and customer service product information provided to marketing, sales channels, training and customer care organizations.
- Following market successes and growth trends, renegotiated multi-year vendor contracts reducing projected capital expenses by \$22M, and related operations expenses by \$2M.
- Industry firsts - 1st commercial wireless implementations of full-service nationwide wireless prepaid roaming, voice mail call back, and voice activated voice mail navigation, 1st successful public TDMA network trials for location-based Instant Messaging and Mobile Originated messaging in January of 2000 and for WAP over TDMA circuit switched data in March of 2000.
- Responsible for many Network Engineering and Operations functions such as capacity engineering, software upgrade, testing, troubleshooting and technical support for prepay, voice mail, wireless office, directory assistance and roaming services – an unusual structure yet the Product Development team was deemed the best able to perform these tasks.
- Contributed technical designs for solutions outside the immediate scope of Product Development such as IT service activation & provisioning, network alarms & statistics, network routing & translations, network capacity engineering, billing, corporate telecom & data networking, remote network access, fraud detection and prevention, and revenue assurance.
- Researched high-speed mobile wireless data technologies and evaluated GSM Packet Radio Service (GPRS) and 3rd Generation UMTS wireless system capabilities, service sets and equipment vendors.

Director of Information Technology & Network Engineering APC / Sprint Spectrum, Bethesda, Maryland

April '96 – April '98

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Directed eight functional area directors and managers at 1st PCS 1900 start-up (GSM and CDMA) for budgeting, network design, technology development, roaming, network interconnect, facilities ordering and testing, switch engineering, switch, STP, HLR & AuC translations, business application development & support, billing, provisioning, point of sale, customer care systems, intranet browser front end replacement for desktop applications, and billing system reporting for the most innovative North American PCS start-up of its era.

- Technology development including billing, provisioning, platform interface and service design for mobile two-way messaging and SMSC service platform, domestic & international GSM roaming, PCS-to-analog roaming, authorized network selection lists for roaming, directory assistance call completion, over-the-air-service provisioning, authentication, Intelligent Network triggers, voice mail, message waiting indicator, paging, pre-pay and E911 services.
- Capacity engineering, routing & translations, and software & equipment contract negotiations – eliminated 33% of CDMA switch capital requirements by performing an alternative CDMA switch design that eliminated vendor proposed equipment for an equal number of cell sites and erlangs supported.
- Call regression testing, billing integration, and system acceptance for Comverse, CMG, Brite and SEMA peripheral platforms and roaming between Ericsson, Lucent, NorTel, Siemens, Alcatel and Nokia switching systems.
- System performance statistics capture, analysis and reporting – worked to ensure the switching network performed according to planned quality and service objectives.
- Planning, engineering, budget and purchasing for ongoing switch, home location register (HLR), authentication center (AuC), base station controller (BSC), short message service center (SMSC) and voice mail system expansions and software deliverables required for the rapid market growth experienced by the APC / Sprint Spectrum system.
- Design and implementation of the short message Rapid-Retry and major improvements to the HLR Message Waiting service for the real-time delivery of all messaging services including voice mail notification, mobile originated services, operator assisted services and news / sports / weather / horoscope information services.
- Design and implementation of the 1st wireless prepay Intelligent Network based real-time rating and call tear down service in North America.
- Application development, integration and 2nd and 3rd tier support for Lightbridge credit check, data & fax services, Save Team, GSM SIM resource administration, service activation & provisioning, data synchronization (Care/Billing – HLR – AuC – VM – SMSC), operator assisted messaging, intranet and internet (online help, bill viewer, account viewer, text messaging), reports, trouble ticket database, site acquisition database, prepay coupon tracking, human resources database
- Improved customer care and billing services – created a comprehensive call and billing test plan to verify call CDR collection and billing capabilities, implementation of “Rapid Activation” care screens to allow activation from a single screen, roaming and call forwarding billing improvements, Point of Sale stability, and migration to new billing system software releases.
- Participated in ANSI / TIA, CTIA, GSM North America, GSM MoU, and GSM World Congress forums on the expansion of wireless technology and services within North America – successfully moved for Optimal Routing.
- Worked with Administration, Marketing, Legal, Regulatory, Virginia and Maryland State Planning Boards, and Public Relations groups in the pursuit of general business objectives – competitive inroads, roaming, contracts, resale strategy, FCC mandates, technology evaluations and regulatory issues.

Director of Technology Development

December '93 - April '96

Bell Atlantic NYNEX Mobile, Bedminster, New Jersey

Directed a skilled team for the design, technology evaluation and selection, contract negotiation, project planning, administration, budgeting, trial implementation, footprint wide commercial deployment and vendor management for all new network based technology initiatives.

- Technology planning and development for Voice Activated Services, Wireless Intelligent Network Architecture, IS-41 Intersystem Operations, Network Interconnect, In-building Wireless, SS7 Transport Network, CDPD Network, CDMA Network, Multi-vendor Multi-technology Feature Transparency & Interoperability, PCS Network Integration and other new technology initiatives.
- Product design and development including billing, provisioning and switch translation design for TalkDial^(sm) voice activated dialing and roaming, MobilReach^(sm) call delivery, usage sensitive STAR V^(sm) voice dialing, Spoken PIN, and LibertyLink^(sm) Single Number Service using the first standalone visitor location register (VLR), Directory Assistance Call Completion, IS-41 fraud detection and prevention, pre-paid billing, Mobile Direct^(sm) business communications integration, and Caller ID integration.
- Network expense reduction initiatives— strategy, planning, evaluation, trial, and deployment for IS-41 SS7 network, ISDN User Part (ISUP) network, long distance services, and re-architecture as a result of 1996 Telecom Reform.

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- Specification, evaluation and selection of a standalone Home Location Register for subscriber administration, validation and call processing services for the prevention of fraud, network efficiency, cost reduction, and enhanced services platform.
- Worked with Legal and Regulatory groups in the pursuit of other non-technical business objectives— mergers, legal actions and depositions, Modified Final Judgment (MFJ) and Telecom Reform regulatory issues.

Member of Technical Staff, Intelligent Network Systems Development NYNEX Science & Technology, White Plains, New York

November '91 - December '93

- Design of the Home Information and Transaction System (HITS) system architecture for Enhanced-Asynchronous Display Services Interface (ADSI), Intelligent Peripheral (IP), and standalone voice and data Service Bureau connectivity for low-cost, integrated, voice and data services.
- Co-design and specification of the Network Facilities Access (NFA, by NorTel) and Advanced Services Interface (ASI, by Lucent) release-link interfaces to the NYNEX Intelligent Peripheral for the VoiceDialing^(sm) service including signaling, timing, AMA (CDR) billing module code definition, all tariffed Custom Calling and Centrex feature interactions, and remote access capabilities— this effort led to lucrative revenue sharing agreements with both AT&T and NorTel.
- Contract negotiation, delivery schedule, acceptance test, integration test, training, First Office Application and launch with AT&T (Lucent) and NorTel switch vendor partners – 1st successful commercial launch of a wireline voice dialing application in North America.

Senior Design Engineer, Wireless Network Design Ericsson Communications, Montreal, Quebec, Canada

December '89 - November '91

- Responsible for cross product strategy and core design planning for multi-national GSM, AMPS/TDMA, TACS, and NMT mobile telephone systems.
- Planning, design and specification of Intelligent Network architecture for the support of business group services and mobility based services transparency for mobile telephone networks.
- Project leader and implementation of the 1st Wireless Intelligent Network service creation and execution environment within a North American mobile telephone system.
- Design proposals and coding for Equal Access, IS-41 Call Delivery, Look-Ahead Paging and Call Redirection capabilities which facilitated the 1991 LIN / McCaw / Metro One mobile switch vendor changeout in New York, NY.
- System design for the Configuration Management System which used object oriented design principles to systematically track past, present and future equipment slot, shelf, frame, site, network configuration, inventory, spares, costs and depreciation.

Design Engineer, Communication Systems Network Access Corporation (NAC), Richardson, Texas

January '89 - December '89

- Worked at this start-up with other former NorTel employees including NAC founder and President Raju Patel to diversify product line — NAC was eventually sold to Hughes Network Systems and served as a catalyst for their entry into the commercial telecommunications business.
- Specification, design, and 'C' software development of a graphical user interface and network management function for LEC central office based Switched Multi-megabit Data Service (SMDS) and Frame Relay prototype systems.
- Specification, performance evaluation, and '8051' assembler programming of an Intel 80C152 microprocessor based embedded synchronous serial communications data transport device.
- Specification, design, and 'C' software development for digit code senders and receivers, Automatic Message Accounting (Call Detail Record) billing functions per Bellcore requirements for SS7 and ISDN switch adjunct platforms for the embedded AT&T (Lucent) 1A-ESS central office equipment market.

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**Member of Scientific Staff, Wireless Network Planning
Bell-Northern Research/Northern Telecom, Richardson, Texas**

June '86 - January '89

- Contributor, editor, and working group chair (Intersystem Operations) for the first EIA/TIA IS-41 multi-vendor intersystem operations standard for North American wireless telephone networks.
- Published article describing the networking capabilities of mobile switching systems through industry standard intersystem operations - article chosen for cover story, Cellular Business Magazine, June 1988.
- Performed technology assessment of the work performed by the Groupe Speciale Mobile (GSM) and was successful in advancing both the NorTel mobile switching product strategy and the North American TIA IS-41 network architecture.
- Mobile telephone network based features and services definition, competitor technology assessment, and NorTel corporate "Prime" for wireless systems engineering and standards representation.
- Participated and contributed to wireless industry standards and standard dialing plans (IS-19), for mobile feature transparency (IS-53), and authored the 1st draft of the charter for the group responsible for developing the TDMA standard (IS-54).

AWARDS

- NYNEX Mobile Communications 1995 Presidents Team Award for the Fraud Prevention Team.
- NYNEX Corporation 1993 Presidents Team Award for the VoiceDialing^(sm) service.
- Ericsson Communications 1991 Quality Award for fault free mobile telephone switch software design and coding – one of only two recipients within the wireless system design area.
- NorTel / Bell-Northern Research 1988 Presidents Award of Excellence for industry leadership in the creation of the first multi-vendor cellular intersystem operations (roaming) standard, IS-41.

SYSTEMS & SOFTWARE EXPOSURE

- Internet Protocol / ATM / WiFi: Cisco, Agere, Nortel, Alcatel, Juniper, iPass, Wayport, Boingo, Bridgewater
- Switching: Lucent 5ESS (GPRS, TDMA, CDMA, TDMA, AMPS, LEC); Ericsson CMS (GPRS, GSM, AMPS, TDMA); Motorola EMX (CDMA, AMPS); NorTel DMS (TDMA, AMPS, IXC, LEC) & Meridian SL100 (corporate & defense networks).
- Service Control Point / Home Location Register: Compaq (Tandem), Lucent, Ericsson, Alcatel, Telcordia
- Service Node: Comverse, GTE, AGCS, CMG, Lucent, Intellivoice, NYNEX VAS, Octel, NorTel, and Brite Systems.
- Protocols: Diameter, IS-771, IS-826, IS-41 MAP, GSM MAP, WIN, CAMEL, INAP, AIN, SS7, GTT, ISUP, ATM, TCP / IP, Frame Relay, HDLC, AT&T / Bellcore Telephony Feature Groups B, C & D, X.25, DS1 AMI & B8ZS
- Programming: C, Pascal, Intel Assembler, Ericsson PLEX & ASA, ObjectView, Delphi and FORTRAN.

EDUCATION

- Graduate level course work towards a Masters in Telecommunications, Iona College, New Rochelle, NY, 1994, and towards a Masters in Business Administration, University of Southwestern Louisiana, Lafayette, LA, 1986
- BS in Electrical Engineering— Telecommunications Option, University of Southwestern Louisiana, Lafayette, LA, May 1986.
- Aviation Electronics Repair Schools and Military Service, United States Marine Corps, Asia and the U.S., April 1975 to April 1979.

PERSONAL Born December 17, 1957, US Citizen

REFERENCES Available upon request