



## Charles Norris, Chief Operating Officer



Over the course of his career, Jack Norris has focused his efforts on establishing customer-focused and cost-efficient operating groups in the telecommunications arena. Prior to serving as COO of NuVox, Jack served as the President of a telecommunications consulting company where he brought about large-scale operating improvements and cost savings to one of the world's largest global telecommunications carriers. In addition to his experience with NuVox, Jack served as President, Customer Service and Network at Equant, where he was responsible for integrating two global data carriers into one and removing \$870 million in operating costs over an 18-month period. Prior to Equant, Jack was the Managing Director of the SITA /Equant JV, a \$1.5 billion global venture with operations in 196 countries and territories.

Jack also served as the Chief Network Officer for Teleglobe in the late 1990s and spent over 14 years with MCI holding a variety of executive positions in Operations, International, Engineering, and Program Management. His early telecommunications career was with AT&T, where he held a variety of positions in sales/marketing, engineering, and labor relations.

Jack serves on a number of boards and advisory boards in the telecommunications industry.

### **Education**

Bachelor of Science in Industrial Engineering & Operations Research, Virginia Polytechnic Institute

Master of Science in Systems Management, University of Southern California